

Corrigendum dated 25.08.2022

Bid for Selection of Implementing Agency for Supply, Installation, Commissioning and Operations & Maintenance for Seven years of State Wide IP Telephony Network with Video Conferencing Solution for Government of Gujarat. (Bid Number: GEM/2022/B/2322378)

Please find the Corrigendum, Response to pre-bid queries and Revised RFP

Delivery Timelines:

S/N	Deliverables	Timeline
1	<u>Kick-off Meeting:</u> (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 item/software as per the work order at central location (vendors warehouse at Gandhinagar/Ahmedabad)	T+ 100 days
3	Installation and Commissioning of Central Infrastructure (both hardware and software)	T+ 130 days
4	<u>Installation, Testing, Commissioning, FAT and Go-Live</u> (Installation, commissioning and FAT of Edge/site location Infrastructure like IP Phones, video Conferencing software, Video Endpoint power adapter, patch cord etc. as per the scope of work)	T+ 160 days

Note: T = Kick off meeting Days = Calendar days

Technical Clarification:

Sr. No.	Bidding Document Reference(s) (Clause & Page Number)	RFP Content	Revised
1	4.3. IP Phone- (Type-B): Display	Should have high resolution 3" or higher display	Should have high resolution 2.5" or higher display
2	Type B Users	Users will get normal IP phone with CLI, audio/voice calling, audio and video calling through soft client/agent on desktop/laptop/mobile phone, conferencing etc. Type-B user connection will include a Physical Audio IP phone and a soft agent for chat, file share, presence, directory & audio-video calling. Type B user should have minimum 3 simultaneous registrations from Audio IP Phone, Desktop/Laptop softphone and mobile softphone.	Users will get normal IP phone with CLI, audio/voice calling, audio and video calling through soft client/agent on desktop/laptop/mobile phone, conferencing etc. Type-B user connection will include a Physical Audio IP phone and a soft agent for chat, file share, presence, directory & audio-video calling. Type B user should have minimum 1 device registration either from

			Audio IP Phone or Desktop/Laptop softphone or mobile softphone. Selected L1 bidder after GeM RA has to provide price breakup of Type B Phone & soft client license cost separately for Line Item 4 so that in case additional soft client is required, bidder has to provide the same through this rates.
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Annexure – B

S/N	Survival Branch (SB)	Locations Covered	Total No of Existing Ext.	Proposed PRI Port Count
1	SB -1	Vidhansabha, Swarnim Sankul-I & II (DR)	745	10
2	SB -2	New Sachivalaya Block 1 to 14	4535	2
3	SB -3	Rajbhawan, Minister's Bunglows	1152	1
4	SB -4	Udhyog Bhawan	1143	1
5	SB -5	Old Sachivalaya	1800	3
6	SB -6	State Data Centre (DC)	-	20

Note:

1. Survival branch should also capable of capturing and storing user logs as required.
2. Consider SB-1 as DR Site.
3. For District and taluka offices consider 1 PRI Port.

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S. No.	Bidding Document Reference(s) (Clause & Page Number)	Content of RFP Requiring Clarification	Points of Clarification required	Responses
1	RFP Document - Page 20 - Scope of Work / B - Operation & Maintenance / Point 19 - Delivery Timelines	Delivery of the ordered item/software as per the work order at central location (vendors warehouse at Gandhinagar/Ahmedabad) --> T + 60 Days	Due to ongoing acute worldwide shortage of semiconductor chips delivery of the IT / Telecom components are getting delayed Change Requested: "Request you to change the delivery time lines to T + 180 Days from T + 60 Days	See the Corrigendum.
2	Buyer added Bid Specific Additional Scope of Work Page 31: SECTION: 4 Functional & Technical Requirement 4.6. Conferencing:	4.6.8. The proposed conference license should not be tagged to any specific user and must operate as a shared resource.	Change Requested: 4.6.8. The proposed conference license may or may not be tagged to any specific user and must operate as a shared resource. Justification: The clause is skewed towards licensing of a specific OEM. Request to revise clause to allow other OEM;s equal opportunity to comply and participate.	Revised as: 4.6.8 The proposed conference license may or may not be tagged to any specific user and must operate as a shared resource.
3	Buyer added Bid Specific Additional Scope of Work Page 45: SECTION 6: INSTRUCTION TO THE BIDDERS 17. EVALUATION METHODOLOGY 17.3. Criteria for Technical bid evaluation:	6 OEM Support - IF OEM of the Video Conferencing Solution have spare depo in India to provide warranty support: 2.5 Marks, No spare Depo: 00 Marks - IF OEM of the proposed Core IP telephony Solution have spare depo in India to provide warranty support: 2.5 Marks, No spare Depo: 00 Marks	Change Requested: 6 OEM Support - IF OEM of the Video Conferencing Solution have spare depo in Gujarat to provide warranty support: 2.5 Marks, No spare Depo: 00 Marks - IF OEM of the proposed Core IP telephony Solution have spare depo in Gujarat to provide warranty support: 2.5 Marks, No spare Depo: 00 Marks Justification: this is must have change as this directly affecting the SLA. With depot at gujarat; bidder get immidiate and faster replacement support.	As per RFP
4	Buyer added Bid Specific Additional Scope of Work Page 30: SECTION: 4 Functional & Technical Requirement 4.5. Video collaboration solution (Video Conference Solution):	4.5.6. The MCU must have a 2000 HD port capacity on normal day with N+1 redundancy deployment for web browser-based client and hardware endpoints. MCU must support at least 100 concurrent conferences on HD resolution. This can be achieved via a single server or cascading multiple server. MCU must support local redundancy as well as geo-redundancy over WAN. All the supplied hardware must support IPv4/ IPv6 from day 1 and latest security standards of AES 128 or above & TLS 1.2 or above.	Clarification Required: Will GIL provide to provide Load balancers, Network Siwtches, Firewalls & Routers to support Automatic failover & strong connectiviyt between DC & DR. or does it need to be factored in by Bidder? If Bidder, kindly request to provide current core infrastructure network details and requirements for components additionally needed within DC, DR and between DC & DR. It is recommended to consider high performing switch & router for DC-DR connectivity.	Bidder to consider complete infrastructure to meet the solution / functionality as mentioned in RFP. PRI & Internet bandwidth will be provided by tenderer.

5	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page. 4: DEFINITIONS 24. Users.</p>	<p>Type B Users: Users will get normal IP phone with CLI, audio/voice calling, audio and video calling through soft client/agent on desktop/laptop/mobile phone, conferencing etc. Type-B user connection will include a Physical Audio IP phone and a soft agent for chat, file share, presence, directory & audio-video calling. Type B user should have minimum 3 simultaneous registrations from Audio IP Phone, Desktop/Laptop softphone and mobile softphone.</p>	<p>Change Request: Type B Users: Users will get normal IP phone with CLI, audio/voice calling, audio and video calling through soft client/agent on desktop/laptop/mobile phone, conferencing etc. Type-B user connection will include a Physical Audio IP phone and a soft agent for chat, file share, presence & directory Type B user should have minimum 1 device registrations from Audio IP Phone or Desktop/Laptop softphone or mobile softphone. Type B user license must be upgradeable to Type A category if needed.</p> <p>Justification: As per current definition Type-A & Type-B have exact same license feature. As per our understanding, Type B users would primarily be general staff and may or may not have dedicated computer or multiple IP Phones(or boss-secretary) tagged to single user. To optimize cost, department must consider purchasing cost effective licenses as per requirement, which can be upgradeable on demand to Type A License when needed. There is significant reduction in cost for department!</p>	<p>See the Corrigendum.</p>
6	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 9: SECTION: 2: ELIGIBILITY CRITERIA</p>	<p>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.</p>	<p>Change Requested: 9. All the proposed equipment's should not be declared End of Sale & must not go End-of-Support for next 7years from the date of bid submission by the OEMs Incase any product . OEM/Bidder to support with replacement products of similar category in case of such scenarios.</p> <p>Justification: This change is requested for more OEM's to comply and participate in this RFP, as most OEM's will not be able to provide a quarantee on End of production timelines of 2 years, but can provide replacement products in case any proposed product is end of sale</p>	<p>Revised as: All the proposed equipment's should not be declared End of Sale & must not go End-of-Support for next 7 years from the date of bid submission by the OEM.However, if OEM declares any equipment as end of support for any reasons, then in that case OEM has to replace that equipment with better or equivalent products without any cost to DST/GIL. OEM has to submit on their letter head, complete details on the life cycle available for the equipment, their end of support dates and replacement model if any.</p>
7	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 12: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>4. Proposed telephony & conferencing should be based on IP backbone. DST, envisage to use its existing GSWAN fiber backbone which connects various offices of GoG spread across Gujarat to carry the required voice & video traffic.</p>	<p>Clarification: Please confirm that OEM & Bidder shall not be held liable if there is degrade quality of service or issue in the performance caused due to the GSWAN & SDC elements that are out of scope of the current RFP.</p> <p>Justification: Department of Science & Technology, Government of Gujarat will be using an existing SWAN & SDC and the current soluton will be running on top of this platform. GSWAN & SDC would be managed by other vendors and current Bidder/OEM may or may not have visibility into the operations outside SICN. Hence request to confirm that Bidder & OEM shall not be held liable in case of poor performance due to network connectivity, network switch, router, datacenter, etc. that may not be goverened or included in scope of this RFP.</p>	<p>Revised as: Any Failure, which is agreed due to uncontrollable parameters, like Raw Power, infrastructure not under control of bidder etc.(Pg. 37)</p>

8	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 12: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>2. The licenses procured by the selected bidder should be in the name of Department of Science and Technology, Government of Gujarat valid perpetual for life.</p>	<p>Change requested: 2. The licenses procured by the selected bidder should be in the name of Department of Science and Technology, Government of Gujarat valid perpetual for life or must be an Subscription for the entire period of 7 years.</p> <p>Justification: Due to the recent transitions in the market and the trend of subscriptions, many top OEM's for Unified Communication & Video Conferencing solutions have discontinued perpetual license or are in the verge of discontinuation of perpetual license. Hence such OEM's are unable to provide Subscription license for period of 7 years. Request to consider the revise clause to allow OEM's to provide licenses which would not be perpetual. This is important to allow many OEM's to comply and participate in this RFP</p>	<p>Revised as: The licenses procured by the selected bidder should be in the name of Department of Science and Technology, Government of Gujarat valid perpetual for life or must be Subscription for the entire period of 7 years.</p>
9	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 12: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>3. We have also asked additional license charges over and above 14,000 users in block of 1,000 users. Bidder is required to provide additional license at finalized rates during the contract period. If additional server is required, DST will provide the same at that time.</p>	<p>Clarification requested: Request to kindly provide with the period of the price validity for purchasing these additional license blocks.</p> <p>Justification: Due to the inflations and unpredictable market conditions, it is very difficult for providing same price over a period of 7 years by the OEM. Hence request to allow OEM's of L1 to provide revised rate for the additional block of 1000 licenses at every 12 months to ensure the deal is sustainable to OEM & bidder.</p>	<p>The rates quoted would be valid for a period of 2 years from the date of issuance of Lol/Work Order</p>
10	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 12: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>3. We have also asked additional license charges over and above 14,000 users in block of 1,000 users. Bidder is required to provide additional license at finalized rates during the contract period. If additional server is required, DST will provide the same at that time.</p>	<p>Clarification requested: The price discovery of additional block of 1000 licenses would be considered for selecting L1 ?</p> <p>Justification: The additional license of 1000 would not be procured immediately on day 1 and may not have any implications unless purchased at a later stage. Hence request to not consider the cost of additional block of 1000 license as part of L1 selection process.</p>	<p>Yes, the price discovery of additional block of 1000 license would be considered for selecting L1 bidder.</p>
11	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 13: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>5. Bidder should provision required hardware and software components like Main Call control server, Video & Web conferencing software & server, Firewall Traversal Solution, Network Switches, PRI Gateway, UPS, Main Call manager, Call Accounting/Billing software, End Point-IP phones, patch cords, power Adapter etc. with appropriate licenses perpetual for life to successfully operate the system as envisage.</p>	<p>Change Requested: 5.. Bidder should provision required hardware and software components like Main Call control server, Video & Web conferencing software & server, Firewall Traversal Solution, PRI Gateway, UPS, Main Call manager, End Point-IP phones, patch cords, power Adapter etc. with appropriate licenses to successfully operate the system as envisage.</p> <p>Justification:</p> <p>1. Due to the recent transitions in the market and the trend of subscriptions, many top OEM's for Unified Communication & Video Conferencing solutions have discontinued perpetual license or are in the verge of discontinuation of perpetual license. Hence such OEM's are unable to provide Subscription license for period of 7 years. Request to consider the revise clause to allow OEM's to provide licenses which would not be perpetual. This is important to allow many OEM's to comply and participate in this RFP</p> <p>2. Request to also considering removeing Network Switches, since these are not in scope of Bidder. If required to be proposed, need details for the Network Switches</p>	<p>Bidder to consider complete infrastructure to meet the solution / functionality as mentioned in RFP. PRI & Internet bandwidth will be provided by tenderer.</p>

12	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 13: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>7. In case of any failure at main call control server/system there should be seamless failover to the disaster recovery server/system.</p>	<p>Change requested: 7. In case of any failure at main call control server/system there should be seamless failover to the disaster recovery server/system without any manual intervention. Similarly, there must be seamless automatic recovery back to main call control server/system once the system is back online without any manual interventions.</p> <p>Justification: Automatic failover to secondary & automatic recovery back to primary ensure there is least amount of downtime since it requires No manual intervention. This also helps system to load balance and provide services between primary & secondary servers of call control. Without this feature, SICN would depend on engineer to resume services between failure and recovery causing a significant duration of impact.</p>	<p>Revised as: In case of any failure at main call control server/system there should be seamless failover between disaster recovery server/system & main call control server / system. After recovery of primary site, the failover to be reverted to main call control server without manual intervention</p>
13	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 13: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>11. Bidder needs to ensure minimum downtime during the migration to the new system as the existing system is in production and it is a critical voice communication for entire state government.</p>	<p>Clarification: Please confirm that OEM & Bidder shall not be held liable if there is degrade quality of service or issue in the performance caused due to the GSWAN & SDC elements that are out of scope of the current RFP.</p> <p>Justification: Department of Science & Technology, Government of Gujarat will be using an existing SWAN & SDC and the current solution will be running on top of this platform. GSWAN & SDC would be managed by other vendors and current Bidder/OEM may or may not have visibility into the operations outside SICN. Hence request to confirm that Bidder & OEM shall not be held liable in case of poor performance due to network connectivity, network switch, router, datacenter, etc. that may not be governed or included in scope of this RFP.</p>	<p>Revised as: Any Failure, which is agreed due to uncontrollable parameters, like Raw Power, infrastructure not under control of bidder etc.(Pg. 37)</p>
14	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 14: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>17. At present all VVIP users are using Analog Phones/Digital Phones. Total no. of connections are approx. 744. Bidder is also required to continue this 744 connections initially for 1 year. If DST instructs, bidder is required to convert them into IP Phone within 1 month during contract period.</p>	<p>Change Requested: 17. At present all VVIP users are using Analog Phones/Digital Phones. Total no. of connections are approx. 744. Bidder is also required to enable the services for these 744 connections on priority.</p> <p>Justification: To simply support the infrastructure for 1 month, the Bidder needs to factor new Analog ateways that wont be used post the migration of VVIP users to IP Phone.Request to consider supporting existing VVIP connections with existing vendore and not add in scope of the new OEM/Bidder solution.</p>	<p>As per RFP. Bidder to do operation & maintenance of existing solution till conversion to IP telephony.</p>
15	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 14: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>18. The Bidder shall ensure that the products quoted should not be declared "End of Production" for next 2 years and "End of support" for the next 7 years by the OEM from the date of bid submission. However, if OEM declares any equipment as end of support for any reasons, then in that case OEM has to replace that equipment with better or equivalent products without any cost to DST/GIL. OEM has to submit on their letter head, complete details on the life cycle available for the equipment, their end of support dates and replacement model if any.</p>	<p>Change Requested: the OEM should provide the back to back support for 7 years for the quoted product, in case product is getting end of support OEM should replace the product with higher end part code with all necessary functionality required by DST / GIL; in such case before replacing product bidder has to take consent from DST / GIL</p> <p>Justification: technolgy refresh cycle particularly in compute & software are very fast now and it is important to keep the solutions updated as per latest technology</p>	<p>Revised as: All the proposed equipment's should not be declared End of Sale & must not go End-of-Support for next 7 years from the date of bid submission by the OEM.However, if OEM declares any equipment as end of support for any reasons, then in that case OEM has to replace that equipment with better or equivalent products without any cost to DST/GIL. OEM has to submit on their letter head, complete details on the life cycle available for the equipment, their end of support dates and replacement model if any.</p>

16	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 23: SECTION: 4 Functional & Technical Requirement</p> <p>4.1. Core Telephony System:</p>	<p>4.1.9. It should support active – active / active – standby configuration. The interruption-free switchover from the active to the standby control must take place without the existing twoway voice connections being interrupted including Failure of Fiber Optic Cable, call control server, etc.</p>	<p>Change Requested: 4.1.9. It should support active – active / active – standby configuration. The automatic & interruption-free switchover from the active to the standby and vice-versa must take place without the existing two way voice connections being interrupted including Failure of connectivity between IP Phone and the call control infrastructure.</p> <p>Justification: It is important to have automatic failover and recovery between the systems to ensure there is no manual intervention is needed and ensure lower downtimes and lower duration of loss of service for the department. Failure of critical cable can cause the voip call to disconnect if it is flowing through the particular link. One has to redial to connect over redundant network link. Hence request to revise clause to remove the criteria of call preservation at link failure and only when the connectivity to central server is down.</p>	<p>Revised As: It should support active – active / active – standby configuration. The interruption-free switchover from the active to the standby control must take place without the existing twoway voice connections being interrupted including Failure of connectivity between call control server & related infrastructure. etc.</p>
17	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 24: SECTION: 4 Functional & Technical Requirement</p> <p>4.1. Core Telephony System:</p>	<p>4.1.21. Proposed solution should support capability to allow Broadcasting of voice/text messages using XML based application to one to many (minimum 40 or more) on desk phone/ IP phone from day 1.</p>	<p>Change Requested: 4.1.21. Proposed solution should optionally support capability to allow Broadcasting of voice/text messages using XML based application to one to many (minimum 40 or more) on desk phone/ IP phone if required in future.</p> <p>Justification: This requirement is usually taken care by Public Announcement Systems and this is not a common feature of IP PBX. Hence it is skewed towards a few specific OEMs that provide such feature. Request to consider this as optional so that more OEM's can comply and are not restricted due to this feature.</p>	<p>Consider Omitted: Proposed solution should support capability to allow Broadcasting of voice/text messages using XML based application to one to many (minimum 40 or more) on desk phone/ IP phone from day 1.</p>
18	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 24: SECTION: 4 Functional & Technical Requirement</p> <p>4.1. Core Telephony System:</p>	<p>4.1.22. Firewall traversal solution should be able to interop between SIP, H.323 without adding additional components.</p>	<p>Change Requested: 4.1.22. Firewall traversal solution should be from same OEM as IP PbX and be able to interop between SIP, H.323 without adding additional components.</p> <p>Justification: Firewall Traversal is a critical piece of Infrastructure which needs to be consistent and from same OEM as the IP PbX to ensure smoother operations. Different OEM products may not work seamlessly causing degradation of service.</p>	<p>As per RFP</p>
19	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 24: SECTION: 4 Functional & Technical Requirement</p> <p>4.1. Core Telephony System:</p>	<p>4.1.30. Inbox fax messaging facility to receive incoming fax messages as an attachment in email should be available. Bidder may consider minimum 8 fax ports as a part of solution.</p>	<p>Change Requested: Kindly remove this clause.</p> <p>Justification: FAX in email is an obsolete technology and very rarely used in current environment. hence, most of the latest OEM solutions have discontinued such a feature. Therefore, to allow more OEM's to participate, this needs to be removed.</p>	<p>Consider Omitted: Inbox fax messaging facility to receive incoming fax messages as an attachment in email should be available. Bidder may consider minimum 8 fax ports as a part of solution.</p>

20	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 24: SECTION: 4 Functional & Technical Requirement</p> <p>4.1. Core Telephony System:</p>	<p>4.1.31. Proposed Voice Gateway should be distributed at least 2 locations: 4.1.31.1. The voice gateway at Location-1 should have minimum 20 PRI physical ports 4.1.31.2. The voice gateway at Location-2 should have minimum 10 PRI physical ports</p>	<p>Change Requested: 4.1.31. Proposed Voice Gateway should be distributed at least 2 locations: 4.1.31.1. The voice gateway at Location-1 should have minimum 20 PRI physical ports & 300 SIP sessions 4.1.31.2. The voice gateway at Location-2 should have minimum 10 PRI physical ports & 150 SIP sessions</p> <p>Justification: The latest technology used by Service Providers to provide their Voice service is over SIP. ISP's are transitioning from PRI to SIP and it is important that the gateways to support PRI & SIP are included from Day 1 to ensure future-proof solution is proposed.</p>	As per RFP
21	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 24: SECTION: 4 Functional & Technical Requirement</p> <p>4.1. Core Telephony System:</p>	<p>4.1.32. Proposed voice gateway/Session Border Controller should have redundant power supply, Dual Ethernet Port for redundancy and should support for E1, QSIG, PRI, etc.</p>	<p>Change Requested: 4.1.32. Proposed voice gateway/Session Border Controller should have redundant power supply, Dual Ethernet Port for redundancy and should support for E1, QSIG, SIP & PRI.</p> <p>Justification: SIP must be mandatory supported for the solution as complete IP PBX and IP Phoes are SP based and eventhe PSTN service providers are migrating towards SIP instead of PRI lines.</p>	Revised as: Proposed voice gateway/Session Border Controller should have redundant power supply, Dual Ethernet Port for redundancy and should support for E1, QSIG, SIP, PRI etc.
22	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 25: SECTION: 4 Functional & Technical Requirement</p> <p>4.1. Core Telephony System:</p>	<p>4.1.41.2.. The Server and Gateway should not be in the same Unit sharing the same Active Backplane/Motherboard (so as to prevent total failure of entire system during Motherboard failure)</p>	<p>Change Requested: 4.1.41.2.The Server, Gateway & Session border Controller should not be in the same Unit sharing the same Active Backplane/Motherboard (so as to prevent total failure of entire system during Motherboard failure)</p> <p>Justification: Session Border Controller also needs to be on a different dedicated hardware to ensure that it is not dependent on same CPU as IP PbX and can work independently.</p>	As per RFP
23	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 25: SECTION: 4 Functional & Technical Requirement</p> <p>4.1. Core Telephony System:</p>	<p>4.1.41.6. In case of emergency, system must have the capability to place key stakeholders in the organization onto a conference bridge to ensure rapid collaboration and decision-making process.</p>	<p>Change Requested: Kindly remove this clause.</p> <p>Justification: This feature is related to bringing stakeholders into a conference bridge which is a feature of Conference solution and cannot be part of IP PBX. Hence, request to remove this clause. Also this is supported by single or very few OEM</p>	As per RFP
24	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 25: SECTION: 4 Functional & Technical Requirement</p> <p>4.1. Core Telephony System:</p>	<p>4.1.41.6. In case of emergency, system must have the capability to place key stakeholders in the organization onto a conference bridge to ensure rapid collaboration and decision-making process.</p>	<p>Clarification Requested: Please explain what kind of emergency? How will the system come to know about the emergency? Kindly elaborate on this requirement. Also this is supported by single or very few OEM. Request to remove this clause to allow more OEM solutions to comply and participate in this RFP.</p>	As per RFP

25	Buyer added Bid Specific Additional Scope of Work Page 26: SECTION: 4 Functional & Technical Requirement 4.2. IP Phone-Video (Type-A):	Audio Codec: G.729, OPUS /iLBC (Internet Low Bitrate codec) or equivalent	Change Requested: Audio Codec: G.711, G.729, OPUS /iLBC (Internet Low Bitrate codec) or equivalent Justification: G.711u-law is a standard used in India by all Service Providers to provide the calls from their end on 64kbps PCMU. It is important for IP PbX & IP Phones to recognize G7.11 so that they can directly communicate with PSTN network without complexity involved.	No Change. Equivalent would be accepted.
26	Buyer added Bid Specific Additional Scope of Work Page 26: SECTION: 4 Functional & Technical Requirement 4.2. IP Phone-Video (Type-A):	Camera: Should have a built-in camera with 720p resolution	Change Requested: Camera: Should have a built-in camera with 720p resolution with a physical privacy shutter Justification: Physical privacy shutters provides assurance to the Video IP Phone user that there is no video captured or recorded by the camera at any point of time. This is similar to mute indicator in a VC and is very critical for top executives and bureaucrats	As per RFP
27	Buyer added Bid Specific Additional Scope of Work Page 27: SECTION: 4 Functional & Technical Requirement 4.3. IP Phone- (Type-B):	Integral Switch: Should have integrated 2-port 1G PoE (802.3af) Ethernet switch	Change Requested: Integral Switch: Should have integrated 2-port 10/100 PoE (802.3af) Ethernet switch Justification: This switch is at the user level and there is no technical or logical requirement to provide 1G port for Type-B user. Revising the clause to support 10/100 will provide all required features for Type-B user and also optimize the cost significantly by simply revising 1 parameter if the phone which mostly may remain unused.	As per RFP
28	Buyer added Bid Specific Additional Scope of Work Page 29: SECTION: 4 Functional & Technical Requirement 4.4. Soft Agent/Client:	4.4.2. The Solution should provide features of chat, presence, directory, file share on PC for all users with Type-A & Type-B IP phones.	Change Requested: 4.4.2. The Solution should provide features of chat, presence, directory, file share on PC for all users decided by Government of Gujarat. Justification: Soft client can be provided across Government of Gujarat for chat/presence through laptop/PC & mobile without need to restrict to IP Phone users or Video Endpoint users. This will ensure GIL staff have a single chat platform across the department.	As per RFP
29	Buyer added Bid Specific Additional Scope of Work Page 29: SECTION: 4 Functional & Technical Requirement 4.4. Soft Agent/Client:	4.4.5. Bidder has to customize (interface, branding, logo) soft client/agent as per GOG requirement	Change Requested: Request to kindly remove this clause. Justification: This feature is specific to a single OEM restricting from most other OEM's to participate. OEMs standard soft client have a predefined UI and most OEM's do not support the option to change the branding or layout of the soft client since it is proprietary.	Consider Omitted: 4.4.5. Bidder has to customize (interface, branding, logo) soft client/agent as per GOG requirement.

30	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 32: SECTION: 4 Functional & Technical Requirement</p> <p>4.7. Video Conference Device</p>	<p>4.7.2. System should be able to allow new video conference devices to be able to place video calls to the existing VC devices and IP phones & soft clients. The VC System must also be able to dial and participate in the video conference.</p>	<p>Clarification Requested: Kindly confirm the existing models of IP Phones and soft clients used. Unless the existing solution support H.323 or SIP, it is difficult to integrate. Kindly confirm if the existing solution runs on H.323 or SIP.</p>	<p>Existing Soft Client & IP Phones not available. Only VC Solution available which is H.323 based.</p>
31	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 32: SECTION: 4 Functional & Technical Requirement</p> <p>4.7. Video Conference Device</p>	<p>4.7.4. The SIP Video Conference devices required must have a dedicated hardware-based codec and support for latest standards. The Video Conference Device must be able to participate in conferences on the provisioned conferencing platform and must provide USB capability to enable the camera & microphone unit to join any software PC based web conferencing platform that may not support SIP, H.323 standards.</p>	<p>Change Requested: 4.7.4. The SIP Video Conference devices required must have a dedicated hardware-based codec and support for latest standards. The Video Conference Device must be able to participate in conferences on the provisioned conferencing platform and must provide USB capability to enable the camera & microphone unit to join any software PC based web conferencing platform that may not support SIP, H.323 standards. SIP Video Conference Device must run on proprietary custom-built OS and not on open OS like Android or be dependent on PC.</p> <p>Justification: Devices running on open platforms frequently hit vulnerabilities and need Android updates along with OEM's updates to fix such issues. Hence request to consider devices running on proprietary OS developed by the OEM to ensure stable and secure endpoints are only proposed.</p>	<p>As per RFP</p>
32	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 33: SECTION: 4 Functional & Technical Requirement</p> <p>Conference Room based VC Device (Type-A):</p>	<p>Codec & Camera must be from the same OEM.</p>	<p>Change Requested: Codec, Microphones, Camera & Remote control must be supplied from the same OEM.</p> <p>Justification: To ensure smooth operations, it is mandatory to have complete endpoint from a single OEM.</p>	<p>As per RFP</p>
33	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 33: SECTION: 4 Functional & Technical Requirement</p> <p>Conference Room based VC Device (Type-A):</p>	<p>ADDITIONAL POINT</p>	<p>Add Clause Requested: Video Output: The Codec must have 2 or more HDMI/HDCI Video Outputs to connect 4K displays</p> <p>Justification: This is to ensure Video Conference devices support Dual Display Configurations in rooms so that one can use the endpoint directly in meeting rooms with multiple displays/projectors.</p>	<p>As per RFP</p>
34	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 33: SECTION: 4 Functional & Technical Requirement</p> <p>Conference Room based VC Device (Type-A):</p>	<p>ADDITIONAL POINT</p>	<p>Add Clause Requested: Video Input: The Codec must have atleast 3 or more HDMI/HDCI Video Inputs to connect Camera/s and PC for content.</p> <p>Justification: This is to ensure Video Conference devices support 1 or more camera as well as 1 or more wired connection from PC for Content directly on the device.</p>	<p>As per RFP</p>

35	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 33: SECTION: 4 Functional & Technical Requirement</p> <p>Conference Room based VC Device (Type-B):</p>	<p>Type of Camera: In built camera, codec and microphone</p>	<p>Change Requested: Type of Camera: In built camera, codec, microphone & speakers as an all-in-one unit</p> <p>Justification: This category VC unit are also compatible with Monitor displays that may not have speakers, and hence VC unit will work without any external speaker requirement.</p>	<p>Revised as: Type of Camera: In built camera, codec, microphone & speakers as an all-in-one unit</p>
36	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 33: SECTION: 4 Functional & Technical Requirement</p> <p>Conference Room based VC Device (Type-B):</p>	<p>Supported Video Protocols: H.264, H.265</p>	<p>Change Requested: Supported Video Protocols: H.264 or better</p> <p>Justification: Smaller form factor Video devices of most OEM's are not designed to support H.265. This segment of devices typically work at H.264 AVC/SVC or similar.</p>	<p>Revised as: Supported Video Protocols: H.264 or better</p>
37	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 34: SECTION: 4 Functional & Technical Requirement</p> <p>Conference Room based VC Device (Type-B):</p>	<p>ADDITIONAL POINT</p>	<p>Add Clause Requested: Other terms 3. Codec, Camera & Remote Control must be from the same OEM. 4. Codec must be custom built hardware and not software loaded on PC. 5. Solution must run on secure proprietary OS and not on an Open software like Android</p> <p>Justification: These parameters are needed to ensure the VC unit works seamlessly with the Type-A video device and the Video Conference Solution.</p>	<p>As per RFP</p>
38	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 34: SECTION: 4 Functional & Technical Requirement</p> <p>Conference Room based VC Device (Type-B):</p>	<p>ADDITIONAL POINT</p>	<p>Change Requested: Codec, Microphones, Camera & Remote control must be supplied from the same OEM.</p> <p>Justification: To ensure smooth operations, it is mandatory to have complete endpoint from a single OEM.</p>	<p>As per RFP</p>
39	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 34: SECTION: 4 Functional & Technical Requirement</p> <p>Conference Room based VC Device (Type-B):</p>	<p>ADDITIONAL POINT</p>	<p>Add Clause Requested: Video Input: The Codec must have at least 1 or more HDMI/HDCI Video Inputs to connect PC for content.</p> <p>Justification: This is to ensure Video Conference devices support Wired connection from PC for Content directly on the device.</p>	<p>As per RFP</p>

40	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 29: SECTION: 4 Functional & Technical Requirement</p> <p>4.5. Video collaboration solution (Video Conference Solution):</p>	<p>4.5.1. The Video collaboration solution must be a single centralized architecture with video endpoints capable of registering from anywhere across GSWAN network. The solution must include central management, phonebook, gatekeeper, firewall traversal solution, Video conferencing MCU as well as Video conferencing endpoints. The various applications may or may not be co-hosted in a single hardware, and it at discretion of the Bidder.</p>	<p>Change Requested: 4.5.1. The Video collaboration solution must be a single centralized architecture with video endpoints capable of registering from anywhere across GSWAN network. The solution must include central management, phonebook, gatekeeper, firewall traversal solution, Video conferencing MCU as well as Video conferencing endpoints. The various applications may or may not be co-hosted in a single hardware, however the MCU must be on dedicated hardware. All hardware in the solution must have redundant Power supply.</p> <p>Justification: MCU will be a heavy duty software processing multiple video streams and shared resources of hardware may lead to degradation in quality or poor performance. Hence request to consider dedicated hardware for MCU. Also Request to consider redundant power supply for all hardwares proposed in solution to ensure lesser failures/issues due to power supply.</p>	As per RFP
41	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 30: SECTION: 4 Functional & Technical Requirement</p> <p>4.5. Video collaboration solution (Video Conference Solution):</p>	ADDITIONAL POINT	<p>Add Point Requested: MCU Must support Atleast 200 HD ports on a single hardware.</p> <p>Justification: With lower HD port capacity limit, Bidders will propose solution where about 50+ servers would be handed over to GIL for MCU solution, which will be difficult to manage and dpeloy as it will consume very high power and real-estate space. hence request to add a capacity of atleast 200 HD ports per server to ensure solution is sustainable and manageable.</p>	As per RFP
42	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 30: SECTION: 4 Functional & Technical Requirement</p> <p>4.5. Video collaboration solution (Video Conference Solution):</p>	<p>4.5.12 The proposed solution should support up to 2000 participants on premises under GSWAN infrastructure. It will include no of simultaneous conferences with a combination of 1 conference of 500 participants or 200 conferences of 10 participants or any other combination of 2000. All license and hardware to be included for the same. It should have video conferencing recording with the ability to switch it on and off at Host level. Host should have the option to record the VC. Recording mode (on / off) should be clearly visible on the screen.</p>	<p>Change Requested: 4.5.12 The proposed solution should support up to 2000 participants on premises under GSWAN infrastructure. It will include no of simultaneous conferences with a combination of 1 conference of 500 participants or upto 100 simultaneous conferences. All license and hardware to be included for the same. It should have video conferencing recording with the ability to switch it on and off at Host level. Host should have the option to record the VC. Recording mode (on / off) should be clearly visible on the screen.</p> <p>Justification: Defining any combination is as per licenses schema of a specific OEM solution and biased towards a particular OEM. Hence request to revise the clause to be consistent with the RFP to state that max 100 simultaneous conferences to be supported by the solution. This will allow equal opportunity for all qualifying OEM's to comply</p>	Revised as; 4.5.12 The proposed solution should support up to 2000 participants on premises under GSWAN infrastructure. It will include maximum 200 conferences and maximum 2000 participants simultaneous. All license and hardware to be included for the same. It should have video conferencing recording with the ability to switch it on and off at Host level. Host should have the option to record the VC. Recording mode (on / off) should be clearly visible on the screen.

43	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 30: SECTION: 4 Functional & Technical Requirement</p> <p>4.5. Video collaboration solution (Video Conference Solution):</p>	<p>4.5.13. Event/Webinar Solution with Streaming Server (For more than 2000 participants to 15,000 participants) Bidder will provide the video Conferencing services through bidder with in house or cloud platform. Solution must be able to support Events/Conference with a capacity of up to 15,000 participants. The solution must allow all 15,000 participants to be able to interact with each other real-time audio and if required even allow moderator to enable their video. For such large conferences solution should allow up to 500 participants to be on audio, video while the rest should be able to view the content and participate via streaming solution on GSWAN network. The solution must support parallel streaming with minimum 5 links at same time over standard platforms like YouTube, Facebook, Twitter or other social media platforms if more than 15,000 participants need to view. The streaming server should also be capable to mix multiple cloud based meeting solution to view on single screen. The bidder has to provide expert manpower for this purpose. The solution must have audio video mixing facility. Following are features needed for conducting such large events. To achieve this functionality, all required licenses must be included.</p>	<p>Clarification Requested: The original clause is a combination of a Large party conference and an advanced streaming solution which are two different solutions. Request to revise this clause and amend it to be specific to the large party conference. Request to share a separate section for Streaming & broadcasting solution with the OEM criterias for the same.</p> <p>Justification: Video conferencing brands simply provide a single streaming link and Bidders have to depend on other OEM solution for professional mass streaming solutions & audio video mixing solutions. Hence request to add specifications separately for the Streaming requirement.</p>	As per RFP
44	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 31: SECTION: 4 Functional & Technical Requirement</p> <p>4.5. Video collaboration solution (Video Conference Solution):</p>	<p>4.5.13.3. The solution must support encryption between VC endpoint/MCU & cloud</p>	<p>Change Requested: 4.5.13.3. The solution must support encryption between VC endpoint, MCU & event platform</p> <p>Justification: Request to revise to mandatorily support encryption between Video device and event platform and MCU with event platform. This is important of the VC endpoint directly joins the Event platform.</p>	As per RFP
45	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 45: SECTION: 7 Price Bid</p>	<p>1. Core IP Telephony System IP PBX system with all the required hardware and software like Voice Gateways, Audio & Video Conferencing solution, Call billing & Accounting tool, Survival branch facility, Fax facility, Cabling, Accessories etc. with 7 years warranty and Support (include License charges for 14,000 IP Telephony users)</p>	<p>Clarification Requested: Kindly elaborate the role of Call Billing/ Call Accounting if this is mandatory. Else request to remove if not required.</p> <p>Justification: Call Billing/Accounting is required only if the department is receiving internal bills from other internal departments.</p>	DST provides Telphony services on chargeable basis to government department. In order to calculate the usage, call billing / call accounting software is required to generate invoice in name of the department and auto calculation according to usage.
46	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 56: SECTION: 8 ANNEXURES</p> <p>Annexure-A: Fax Facility</p>	<p>Note: Bidder is required to provide balance 116 ports (400 -284) in combination of 58 x 2 ports analog gateway which will be used for future requirements.</p>	<p>Change Requested: Note: Bidder is required to provide balance 116 ports (400 -284) in any combination of ports on analog gateway which will be used for future requirements.</p> <p>Justification: 58x2 port per gateway is specific to certain make OEM. Request to allow Bidders to select best solution and provide the required amount of Analog gateways for the same.</p>	At present, 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.

47	GENERIC	ADDITIONAL POINT	<p>Request: it is recommended to include a mandatory Proof of Concept/Demo of the proposed solution at GIL/DST office or at Bidder/OEM's location</p> <p>Justification: Since this RFP can contain solution with multiple OEM platforms, it is recommended that GIL/DST mandate a proof of Concept Demonstration of the solution and vet the performance & featureset. If possible, this should also be considered as part of technical evaluation of the Bidder.</p>	As per RFP
48	Buyer added Bid Specific Additional Scope of Work Page 23: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.3 System should have capability to manage centralize database of all the users. CLI facility for all users should be provisioned from day one. System should support centralized web based administration	<p>Change Requested: 4.1.3 System should have capability to manage centralize database of all the users. CLI facility for all users should be provisioned from day one. System should support centralized web based administration. Entire system must be a single IP telephony solution and must not be by integrating multiple telephony systems. The single telephony system must be able to manage a capacity of 15,000 users from day 1 expandable to 40,000 users for future.</p> <p>Justification: It is necessary to define the maximum capacity of the solution to ensure Bidder can provide correct solution.</p>	As per RFP
49	Buyer added Bid Specific Additional Scope of Work	General Query	<p>Clarification Request: As per our understanding both IP telephony provider as well as Video conference provider need to provid soft client for meetings. This is duplication of soft client as well as costs. This also will degarde experience since there would be two soft clients in a single PC for every user.</p> <p>Suggestion: Request to condily consider soft client as part of Video conference due to the fact that it is solely used for video calling & video conferencing purposes, and consider Type A & Type B user License for IP telephony without soft client for IP telephony.</p>	Soft Clients to be provided by IP telephony provider. However the VC soft client will be required for training & events which is separate purpose.
50	Buyer added Bid Specific Additional Scope of Work Page 30: SECTION: 4 Functional & Technical Requirement 4.5. Video collaboration solution (Video Conference Solution):	4.5.6. The MCU must have a 2000 HD port capacity on normal day with N+1 redundancy deployment for web browser-based client and hardware endpoints. MCU must support at least 100 concurrent conferences on HD resolution. This can be achieved via a single server or cascading multiple server. MCU must support local redundancy as well as geo-redundancy over WAN. All the supplied hardware must support IPv4/ IPv6 from day 1 and latest security standards of AES 128 or above & TLS 1.2 or above.	<p>Clarification Required: Will GIL provide to provide Load balancers, Network Swtches, Firewalls & Routers to support Automatic failover & strong connectiyt between DC & DR. or does it need to be factored in by Bidder? If Bidder, kindly request to provide current core infrastructure network details and requirements for components additionally needed within DC, DR and between DC & DR. It is recommended to consider high performing switch & router for DC-DR connectivity.</p>	Bidder to consider complete infrastructure to meet the solution / functionality as mentioned in RFP. PRI & Internet bandwidth will be provided by tenderer.
51	Buyer added Bid Specific Additional Scope of Work Page 30: SECTION: 4 Functional & Technical Requirement 4.5. Video collaboration solution (Video Conference Solution):	ADDITIONAL POINT	<p>It is request to GIL to mandate same OEM for Core Video conference platform and same OEM for core IP telephony solution. A mix of multiple brands within a particular solution, though may comply to the RFP, but may not function as per the best of its capabilities. Also, Incase GIL feels this is restrictive, request to conduct a PoC of the mixed OEM solutions or conduct a mandatory PoC for all Bidders proposed solution before procurement, so that GIL is aware of the features and cpabilities before placing order.</p>	Revised as: Bidder to propose single OEM for IP telephony and single OEM for Video conference platform. The devices / components / solution should not be comprised for multiple OEM in IP Telephony / Video conferencing solution.

52	Caluse No # 10 Bid Security/EMD SECTION: 6 Instruction to Bidders	EMD Exemption	Request for the EMD Exemption for MSME Vendor. We are having Udyog Aadhar & Udhyaam Aadhar.	The bidders may be given exemption as per GEM GTC clause.
53	RFP Document - Page 20 - Scope of Work / B - Operation & Maintenance / Point 19 - Delivery Timelines	Delivery of the ordered item/software as per the work order at central location (vendors warehouse at Gandhinagar/Ahmedabad) --> T + 60 Days	Due to ongoing acute worldwide shortage of semiconductor chips delivery of the IT / Telecom components are getting delayed Change Requested: "Request you to change the delivery time lines to T + 150 Days from T + 60 Days	See the Corrigendum.
54	Buyer added Bid Specific Additional Scope of Work Page 45: SECTION 6: INSTRUCTION TO THE BIDDERS 17. EVALUATION METHODOLOGY 17.3. Criteria for Technical bid evaluation:	6 OEM Support - IF OEM of the Video Conferencing Solution have spare depo in India to provide warranty support: 2.5 Marks, No spare Depo: 00 Marks - IF OEM of the proposed Core IP telephony Solution have spare depo in India to provide warranty support: 2.5 Marks, No spare Depo: 00 Marks	Change Requested: 6 OEM Support - IF OEM of the Video Conferencing Solution have spare depo in Gujarat to provide warranty support: 2.5 Marks, No spare Depo: 00 Marks - IF OEM of the proposed Core IP telephony Solution have spare depo in Gujarat to provide warranty support: 2.5 Marks, No spare Depo: 00 Marks Justification: this is must have change as this directly affecting the SLA. With depot at gujarat; bidder get immediate and faster replacement support.	As per RFP
55	Buyer added Bid Specific Additional Scope of Work Page 30: SECTION: 4 Functional & Technical Requirement 4.5. Video collaboration solution (Video Conference Solution):	4.5.6. The MCU must have a 2000 HD port capacity on normal day with N+1 redundancy deployment for web browser-based client and hardware endpoints. MCU must support at least 100 concurrent conferences on HD resolution. This can be achieved via a single server or cascading multiple server. MCU must support local redundancy as well as geo-redundancy over WAN. All the supplied hardware must support IPv4/ IPv6 from day 1 and latest security standards of AES 128 or above & TLS 1.2 or above.	Clarification Required: Will GIL provide to provide Load balancers, Network Switches, Firewalls & Routers to support Automatic failover & strong connectivity between DC & DR. or does it need to be factored in by Bidder? If Bidder, kindly request to provide current core infrastructure network details and requirements for components additionally needed within DC, DR and between DC & DR. It is recommended to consider high performing switch & router for DC-DR connectivity.	Bidder to consider complete infrastructure to meet the solution / functionality as mentioned in RFP. PRI & Internet bandwidth will be provided by tenderer.
56	Buyer added Bid Specific Additional Scope of Work Page. 4: DEFINITIONS 24. Users.	Type B Users: Users will get normal IP phone with CLI, audio/voice calling, audio and video calling through soft client/agent on desktop/laptop/mobile phone, conferencing etc. Type-B user connection will include a Physical Audio IP phone and a soft agent for chat, file share, presence, directory & audio-video calling. Type B user should have minimum 3 simultaneous registrations from Audio IP Phone, Desktop/Laptop softphone and mobile softphone.	Change Request: Type B Users: Users will get normal IP phone with CLI, audio/voice calling, audio and video calling through soft client/agent on desktop/laptop/mobile phone, conferencing etc. Type-B user connection will include a Physical Audio IP phone and a soft agent for chat, file share, presence & directory Type B user should have minimum 1 device registrations from Audio IP Phone or Desktop/Laptop softphone or mobile softphone. Type B user license must be upgradeable to Type A category if needed. Justification: As per current definition Type-A & Type-B have exact same license feature. As per our understanding, Type B users would primarily be general staff and may or may not have dedicated computer or multiple IP Phones(shared phone between multiple i.e two to three users) tagged to single user. also desktop used in user workspace in office space generally dont have speaker, mic and camera.	See the Corrigendum.

57	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 9: SECTION: 2: ELIGIBILITY CRITERIA</p>	<p>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.</p>	<p>Change Requested: 9. All the proposed equipment's should not be declared End of Sale & must not go End-of-Support for next 7years from the date of bid submission by the OEMs Incase any product . OEM/Bidder to support with replacement products of similar category in case of such scenarios.</p> <p>Justification: This change is requested for more OEM's to comply and participate in this RFP, as most OEM's will not be able to provide a guarantee on End of production timelines of 2 years, but can provide replacement products in case any proposed product is end of sale</p>	<p>Revised as: All the proposed equipment's should not be declared End of Sale & must not go End-of-Support for next 7 years from the date of bid submission by the OEM.However, if OEM declares any equipment as end of support for any reasons, then in that case OEM has to replace that equipment with better or equivalent products without any cost to DST/GIL. OEM has to submit on their letter head, complete details on the life cycle available for the equipment, their end of support dates and replacement model if any.</p>
58	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 12: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>4. Proposed telephony & conferencing should be based on IP backbone. DST, envisage to use its existing GSWAN fiber backbone which connects various offices of GoG spread across Gujarat to carry the required voice & video traffic.</p>	<p>Clarification: Please confirm that OEM & Bidder shall not be held liable if there is degrade quality of service or issue in the performance caused due to the GSWAN & SDC elements that are out of scope of the current RFP.</p> <p>Justification: Department of Science & Technology, Government of Gujarat will be using an existing SWAN & SDC and the current solution will be running on top of this platform. GSWAN & SDC would be managed by other vendors and current Bidder/OEM may or may not have visibility into the operations outside SICN. Hence request to confirm that Bidder & OEM shall not be held liable in case of poor performance due to network connectivity, network switch, router, datacenter, etc. that may not be governed or included in scope of this RFP.</p>	<p>Revised as: Any Failure, which is agreed due to uncontrollable parameters, like Raw Power, infrastructure not under control of bidder etc.(Pg. 37)</p>
59	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 12: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>2. The licenses procured by the selected bidder should be in the name of Department of Science and Technology, Government of Gujarat valid perpetual for life.</p>	<p>Change requested: 2. The licenses procured by the selected bidder should be in the name of Department of Science and Technology, Government of Gujarat valid perpetual for life / Subscription for the entire period of 7 years.</p> <p>Justification: Due to the recent transitions in the market and the trend of subscriptions, many top OEM's for Unified Communication & Video Conferencing solutions have discontinued perpetual license or are in the verge of discontinuation of perpetual license. Hence such OEM's are unable to provide Subscription license for period of 7 years. Request to consider the revise clause to allow OEM's to provide licenses which would not be perpetual. This is important to allow many OEM's to comply and participate in this RFP. Also Subscription based licenses offer many flexibility over perpetual licenses. Worldwide over organization & governments are already migrated or buying subscription based licenses</p>	<p>Revised as: The licenses procured by the selected bidder should be in the name of Department of Science and Technology, Government of Gujarat valid perpetual for life or must be Subscription for the entire period of 7 years.</p>
60	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 12: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>3. We have also asked additional license charges over and above 14,000 users in block of 1,000 users. Bidder is required to provide additional license at finalized rates during the contract period. If additional server is required, DST will provide the same at that time.</p>	<p>Clarification requested: Request to kindly provide with the period of the price validity for purchasing these additional license blocks.</p> <p>Justification: Due to the inflations and unpredictable market conditions, it is very difficult for providing same price over a period of 7 years by the OEM. Hence request to allow OEM's of L1 to provide revised rate for the additional block of 1000 licenses at every 12 months to ensure the deal is sustainable to OEM & bidder.</p>	<p>Price validity is for 2 years.</p>

61	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 12: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>3. We have also asked additional license charges over and above 14,000 users in block of 1,000 users. Bidder is required to provide additional license at finalized rates during the contract period. If additional server is required, DST will provide the same at that time.</p>	<p>Clarification requested: The price discovery of additional block of 1000 licenses would be considered for selecting L1 ?</p> <p>Justification: The additional license of 1000 would not be procured immediately on day 1 and may not have any implications unless purchased at a later stage. Hence request to not consider the cost of additional block of 1000 license as part of L1 selection process.</p>	<p>The price discovery of additional block of 1000 license would be considered for selecting L1 bidder.</p>
62	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 13: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>5. Bidder should provision required hardware and software components like Main Call control server, Video & Web conferencing software & server, Firewall Traversal Solution, Network Switches, PRI Gateway, UPS, Main Call manager, Call Accounting/Billing software, End Point-IP phones, patch cords, power Adapter etc. with appropriate licenses perpetual for life to successfully operate the system as envisage.</p>	<p>Change Requested: 5.. Bidder should provision required hardware and software components like Main Call control server, Video & Web conferencing software & server, Firewall Traversal Solution, PRI Gateway, UPS, Main Call manager, End Point-IP phones, patch cords, power Adapter etc. with appropriate licenses to successfully operate the system as envisage.</p> <p>Justification:</p> <p>1. Due to the recent transitions in the market and the trend of subscriptions, many top OEM's for Unified Communication & Video Conferencing solutions have discontinued perpetual license or are in the verge of discontinuation of perpetual license. Hence such OEM's are unable to provide Subscription license for period of 7 years. Request to consider the revise clause to allow OEM's to provide licenses which would not be perpetual. This is important to allow many OEM's to comply and participate in this RFP</p> <p>2. Request to also considering removing Network Switches, since these are not in scope of Bidder. If required to be proposed, need details for the Network Switches</p>	<p>Bidder to consider complete infrastructure to meet the solution / functionality as mentioned in RFP. PRI & Internet bandwidth will be provided by tenderer.</p>
63	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 13: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>7. In case of any failure at main call control server/system there should be seamless failover to the disaster recovery server/system.</p>	<p>Change requested: 7. In case of any failure at main call control server/system there should be seamless failover to the disaster recovery server/system without any manual intervention. Similarly, there must be seamless automatic recovery back to main call control server/system once the system is back online without any manual interventions.</p> <p>Justification: Automatic failover to secondary & automatic recovery back to primary ensure there is least amount of downtime since it requires No manual intervention. This also helps system to load balance and provide services between primary & secondary servers of call control. Without this feature, SICN would depend on engineer to resume services between failure and recovery causing a significant duration of impact.</p>	<p>Revised as: Any Failure, which is agreed due to uncontrollable parameters, like Raw Power, infrastructure not under control of bidder etc.(Pg. 37)</p>

64	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 13: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>11. Bidder needs to ensure minimum downtime during the migration to the new system as the existing system is in production and it is a critical voice communication for entire state government.</p>	<p>Clarification: Please confirm that OEM & Bidder shall not be held liable if there is degrade quality of service or issue in the performance caused due to the GSWAN & SDC elements that are out of scope of the current RFP.</p> <p>Justification: Department of Science & Technology, Government of Gujarat will be using an existing SWAN & SDC and the current soluton will be running on top of this platform. GSWAN & SDC would be managed by other vendors and current Bidder/OEM may or may not have visibility into the operations outside SICN. Hence request to confirm that Bidder & OEM shall not be held liable in case of poor performance due to network connectivity, network switch, router, datacenter, etc. that may not be goverened or included in scope of this RFP.</p>	<p>Revised as: Any Failure, which is agreed due to uncontrollable parameters, like Raw Power, infrastructure not under control of bidder etc.(Pg. 37)</p>
65	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 14: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>17. At present all VVIP users are using Analog Phones/Digital Phones. Total no. of connections are approx. 744. Bidder is also required to continue this 744 connections initially for 1 year. If DST instructs, bidder is required to convert them into IP Phone within 1 month during contract period.</p>	<p>Change Requested: 17. At present all VVIP users are using Analog Phones/Digital Phones. Total no. of connections are approx. 744. Bidder is also required to enable the services for these 744 connections on priority.</p> <p>Justification: To simply support the infrastructure for 1 month, the Bidder needs to factor new Analog ateways that wont be used post the migration of VVIP users to IP Phone.Request to consider supporting existing VVIP connections with existing vendore and not add in scope of the new OEM/Bidder solution.</p>	<p>As per RFP. Bidder to do operation & maintenance of existing solution till conversion to IP telephony.</p>
66	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 14: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>18. The Bidder shall ensure that the products quoted should not be declared "End of Production" for next 2 years and "End of support" for the next 7 years by the OEM from the date of bid submission. However, if OEM declares any equipment as end of support for any reasons, then in that case OEM has to replace that equipment with better or equivalent products without any cost to DST/GIL. OEM has to submit on their letter head, complete details on the life cycle available for the equipment, their end of support dates and replacement model if any.</p>	<p>Change Requested: the OEM should provide the back to back support for 7 years for the quoted product, in case product is getting end of support OEM should replace the product with higher end part code with all necessary functionality required by DST / GIL; in such case before replacing product bidder has to take consent from DST / GIL</p> <p>Justification: technolgy refresh cycle particularly in compute & software are very fast now and it is important to keep the solutions updated as per latest technology</p>	<p>Revised as: All the proposed equipment's should not be declared End of Sale & must not go End-of-Support for next 7 years from the date of bid submission by the OEM.However, if OEM declares any equipment as end of support for any reasons, then in that case OEM has to replace that equipment with better or equivalent products without any cost to DST/GIL. OEM has to submit on their letter head, complete details on the life cycle available for the equipment, their end of support dates and replacement model if any.</p>
67	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 23: SECTION: 4 Functional & Technical Requirement</p> <p>4.1. Core Telephony System:</p>	<p>4.1.9. It should support active – active / active – standby configuration. The interruption-free switchover from the active to the standby control must take place without the existing twoway voice connections being interrupted including Failure of Fiber Optic Cable, call control server, etc.</p>	<p>Change Requested: 4.1.9. It should support active – active / active – standby configuration. The automatic & interruption-free switchover from the active to the standby and vice-versa must take place without the existing two way voice connections being interrupted including Failure of connectivity between IP Phone and the call control infrastructure.</p> <p>Justification: It is important to have automatic failover and recovery between the systems to ensure there is no manual intervention is needed and ensure lower downtimes and lower duration of loss of service for the department. Failure of critical cable can cause the voip call to disconnect if it is flowing through the particular link. One has to redial to connect over redundant network link. Hence request to revise clause to remove the criteria of call preservation at link failure and only when the connectivity to central server is down.</p>	<p>Revised As: It should support active – active / active – standby configuration. The interruption-free switchover from the active to the standby control must take place without the existing twoway voice connections being interrupted including Failure of connectivity between call control server & related infrastructure. etc.</p>

68	Buyer added Bid Specific Additional Scope of Work Page 24: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.21. Proposed solution should support capability to allow Broadcasting of voice/text messages using XML based application to one to many (minimum 40 or more) on desk phone/ IP phone from day 1.	Change Requested: 4.1.21. Proposed solution should optionally support capability to allow Broadcasting of voice/text messages using XML based application to one to many (minimum 40 or more) on desk phone/ IP phone if required in future. Justification: This requirement is usually taken care by Public Announcement Systems and this is not a common feature of IP PBX. Hence it is skewed towards a few specific OEMs that provide such feature. Request to consider this as optional so that more OEM's can comply and are not restricted due to this feature.	Consider Omitted: Proposed solution should support capability to allow Broadcasting of voice/text messages using XML based application to one to many (minimum 40 or more) on desk phone/ IP phone from day 1.
69	Buyer added Bid Specific Additional Scope of Work Page 24: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.22. Firewall traversal solution should be able to interop between SIP, H.323 without adding additional components.	Change Requested: 4.1.22. Firewall traversal solution should be from same OEM as IP PbX and be able to interop between SIP, H.323 without adding additional components. Justification: Firewall Traversal is a critical piece of Infrastructure which needs to be consistent and from same OEM as the IP PbX to ensure smoother operations. Different OEM products may not work seamlessly causing degradation of service.	As per RFP
70	Buyer added Bid Specific Additional Scope of Work Page 24: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.30. Inbox fax messaging facility to receive incoming fax messages as an attachment in email should be available. Bidder may consider minimum 8 fax ports as a part of solution.	Change Requested: Kindly remove this clause. Justification: Email has getting started as a accepted mode of communication in various governments. Fax is dying technology. This feature is required to integrate 3rd party servers with IP PBX & customers mail servers and creates a lots of installation & oprational complexities. its better not to invest in such features; hence kind request you to remove this feature	Consider Omitted: Inbox fax messaging facility to receive incoming fax messages as an attachment in email should be available. Bidder may consider minimum 8 fax ports as a part of solution.
71	Buyer added Bid Specific Additional Scope of Work Page 24: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.31. Proposed Voice Gateway should be distributed at least 2 locations: 4.1.31.1. The voice gateway at Location-1 should have minimum 20 PRI physical ports 4.1.31.2. The voice gateway at Location-2 should have minimum 10 PRI physical ports	Change Requested: 4.1.31. Proposed Voice Gateway should be distributed at least 2 locations: 4.1.31.1. The voice gateway at Location-1 should have minimum 20 PRI physical ports & 200 SIP sessions 4.1.31.2. The voice gateway at Location-2 should have minimum 10 PRI physical ports & 100 SIP sessions Justification: The latest technology used by Service Providers to provide their Voice service is over SIP. ISP's are transitioning from PRI to SIP and it is important that the gateways to support PRI & SIP are included from Day 1 to ensure future-proof solution is proposed.	As per RFP
72	Buyer added Bid Specific Additional Scope of Work Page 25: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.41.2.. The Server and Gateway should not be in the same Unit sharing the same Active Backplane/ Motherboard (so as to prevent total failure of entire system during Motherboard failure)	Change Requested: 4.1.41.2.The Server, Gateway & Session border Controller should not be in the same Unit sharing the same Active Backplane/ Motherboard (so as to prevent total failure of entire system during Motherboard failure) Justification: Session Border Controller also needs to be on a different dedicated hardware to ensure that it is not dependent on same CPU as IP PbX and can work independently.	As per RFP

73	Buyer added Bid Specific Additional Scope of Work Page 25: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.41.6. In case of emergency, system must have the capability to place key stakeholders in the organization onto a conference bridge to ensure rapid collaboration and decision-making process.	Change Requested: Kindly remove this clause. Justification: This feature is related to bringing stakeholders into a conference bridge which is a feature of Conference solution and cannot be part of IP PBX. Hence, request to remove this clause. Also this is supported by single or very few OEM	As per RFP
74	Buyer added Bid Specific Additional Scope of Work Page 25: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.41.6. In case of emergency, system must have the capability to place key stakeholders in the organization onto a conference bridge to ensure rapid collaboration and decision-making process.	Clarification Requested: Please explain what kind of emergency? How will the system come to know about the emergency? Kindly elaborate on this requirement. Also this is supported by single or very few OEM. Request to remove this clause to allow more OEM solutions to comply and participate in this RFP.	As per RFP
75	Buyer added Bid Specific Additional Scope of Work Page 26: SECTION: 4 Functional & Technical Requirement 4.2. IP Phone-Video (Type-A):	Audio Codec: G.729, OPUS /iLBC (Internet Low Bitrate codec) or equivalent	Change Requested: Audio Codec: G.711, G.729, OPUS /iLBC (Internet Low Bitrate codec) or equivalent Justification: G.711u-law is a standard used in India by all Service Providers to provide the calls from their end on 64kbps PCMU. It is important for IP PbX & IP Phones to recognize G7.11 so that they can directly communicate with PSTN network without complexity involved.	No Change. Equivalent would be accepted.
76	Buyer added Bid Specific Additional Scope of Work Page 26: SECTION: 4 Functional & Technical Requirement 4.2. IP Phone-Video (Type-A):	Camera: Should have a built-in camera with 720p resolution	Change Requested: Camera: Should have a built-in camera with 720p resolution with a physical privacy shutter Justification: Physical privacy shutters provides assurance to the Video IP Phone user that there is no video captured or recorded by the camera at any point of time. This is similar to mute indicator in a VC and is very critical for top executives and bureaucrats	As per RFP
77	Buyer added Bid Specific Additional Scope of Work Page 27: SECTION: 4 Functional & Technical Requirement 4.3. IP Phone- (Type-B):	Integral Switch: Should have integrated 2-port 1G PoE (802.3af) Ethernet switch	Change Requested: Integral Switch: Should have integrated 2-port 10/100 PoE (802.3af) Ethernet switch Justification: This switch is at the user level and there is no technical or logical requirement to provide 1G port for Type-B user. Revising the clause to support 10/100 will provide all require features for Type-B user and also optimize the cost significantly by simply revising 1 parameter if the phone which mostly may remain unused.	As per RFP

78	Buyer added Bid Specific Additional Scope of Work Page 29: SECTION: 4 Functional & Technical Requirement 4.4. Soft Agent/Client:	4.4.2. The Solution should provide features of chat, presence, directory, file share on PC for all users with Type-A & Type-B IP phones.	Change Requested: 4.4.2. The Solution should provide features of chat, presence, directory, file share on PC for all users decided by Government of Gujarat. Justification: Soft client can be provided across Governemtn of Gujarat for chat/presence through laptop/PC & mobile without need to restrict to IP Phone users or Video Endpoint users. This will ensure GIL staff have a single chat platform across the department.	As per RFP
79	Buyer added Bid Specific Additional Scope of Work Page 29: SECTION: 4 Functional & Technical Requirement 4.4. Soft Agent/Client:	4.4.5. Bidder has to customize (interface, branding, logo) soft client/agent as per GOG requirement	Change Requested: Request to kindly remove this clause. Justification: This feature is specific to a single OEM restricting from most other OEM's to participate. OEMs standard soft client have a predefined UI and most OEM's do not support the option to change the branding or layout of the soft client since it is proprietary.	Consider Ommited: 4.4.5. Bidder has to customize (interface, branding, logo) soft client/agent as per GOG requirement.
80	Buyer added Bid Specific Additional Scope of Work Page 32: SECTION: 4 Functional & Technical Requirement 4.7. Video Conference Device	4.7.2. System should be able to allow new video conference devices to be able to place video calls to the existing VC devices and IP phones & soft clients. The VC System must also be able to dial and participate in the video conference.	Clarification Requested: Kindly confirm the existing models of IP Phones and soft clients used. Unless the existing solution support H.323 or SIP, it is difficult to integrate. Kindly confirm if the existing solution runs on H.323 or SIP.	Existing Soft Client & IP Phones not available. Only VC Solution available which is H.323 based.
81	Buyer added Bid Specific Additional Scope of Work Page 32: SECTION: 4 Functional & Technical Requirement 4.7. Video Conference Device	4.7.4. The SIP Video Conference devices required must have a dedicated hardware-based codec and support for latest standards. The Video Conference Device must be able to participate in conferences on the provisioned conferencing platform and must provide USB capability to enable the camera & microphone unit to join any software PC based web conferencing platform that may not support SIP, H.323 standards.	Change Requested: 4.7.4. The SIP Video Conference devices required must have a dedicated hardware-based codec and support for latest standards. The Video Conference Device must be able to participate in conferences on the provisioned conferencing platform and must provide USB capability to enable the camera & microphone unit to join any software PC based web conferencing platform that may not support SIP, H.323 standards. SIP Video Conference Device must run on proprietary custom-built OS and not on open OS like Android or be dependent on PC. Justification: Devices running on open platforms frequently hit vulnerabilities and need Android updates along with OEM's updates to fix such issues. Hence request to consider devices running on proprietary OS developed by the OEM to ensure stable and secure endpoints are only proposed.	As per RFP
82	Buyer added Bid Specific Additional Scope of Work Page 33: SECTION: 4 Functional & Technical Requirement Conference Room based VC Device (Type-A):	Codec & Camera must be from the same OEM.	Change Requested: Codec, Microphones, Camera & Remote control must be supplied from the same OEM. Justification: To ensure smooth operations, it is mandatory to have complete endpoint from a single OEM.	As per RFP

83	Buyer added Bid Specific Additional Scope of Work Page 33: SECTION: 4 Functional & Technical Requirement Conference Room based VC Device (Type-A):	ADDITIONAL POINT	Add Clause Requested: Video Output: The Codec must have 2 or more HDMI/HDCI Video Outputs to connect 4K displays Justification: This is to ensure Video Conference devices support Dual Display Configurations in rooms so that one can use the endpoint directly in meeting rooms with multiple displays/projectors.	As per RFP
84	Buyer added Bid Specific Additional Scope of Work Page 33: SECTION: 4 Functional & Technical Requirement Conference Room based VC Device (Type-A):	ADDITIONAL POINT	Add Clause Requested: Video Input: The Codec must have atleast 3 or more HDMI/HDCI Video Inputs to connect Camera/s and PC for content. Justification: This is to ensure Video Conference devices support 1 or more camera as well as 1 or more wired connection from PC for Content directly on the device. this is much required parameter to provide flexibility of multiple video input in conference room.	As per RFP
85	Buyer added Bid Specific Additional Scope of Work Page 33: SECTION: 4 Functional & Technical Requirement Conference Room based VC Device (Type-B):	Type of Camera: In built camera, codec and microphone	Change Requested: Type of Camera: In built camera, codec, microphone & speakers as an all-in-one unit Justification: This catrgory VC unit are also compatible with Monitor displays that may not have speakers, and hence VC unit will work without any external speaker requirement.	Revised as: Type of Camera: In built camera, codec, microphone & speakers as an all-in-one unit
86	Buyer added Bid Specific Additional Scope of Work Page 33: SECTION: 4 Functional & Technical Requirement Conference Room based VC Device (Type-B):	Supported Video Protocols: H.264, H.265	Change Requested: Supported Video Protocols: H.264 or better Justification: Smaller form factor Video devices of most OEM's are not designed to support H.265. This segment of devices typically work at H.264 AVC/SVC or similar.	Revised as: Supported Video Protocols: H.264 or better
87	Buyer added Bid Specific Additional Scope of Work Page 34: SECTION: 4 Functional & Technical Requirement Conference Room based VC Device (Type-B):		Add Clause Requested: Other terms 3. Codec, Camera & Remote Control must be from the same OEM. 4. Codec must be custom built hardware and not software loaded on PC. 5. Soluion must run on secure proprietary OS and not on a Open software like Android Justification: These parameters are needed to ensure the VC unit works seamlessly with te Type-A vieo device and the Video Conference Solution.	As per RFP

88	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 34: SECTION: 4 Functional & Technical Requirement</p> <p>Conference Room based VC Device (Type-B):</p>		<p>Change Requested: Codec, Microphones, Camera & Remote control must be supplied from the same OEM.</p> <p>Justification: To ensure smooth operations, it is mandatory to have complete endpoint from a single OEM.</p>	As per RFP
89	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 34: SECTION: 4 Functional & Technical Requirement</p> <p>Conference Room based VC Device (Type-B):</p>		<p>Add Clause Requested: Video Input: The Codec must have atleast 1 or more HDMI/HDCI Video Inputs to connect PC for content.</p> <p>Justification: This is to ensure Video Conference devices support Wired connection from PC for Content directly on the device.</p>	As per RFP
90	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 29: SECTION: 4 Functional & Technical Requirement</p> <p>4.5. Video collaboration solution (Video Conference Solution):</p>	<p>4.5.1. The Video collaboration solution must be a single centralized architecture with video endpoints capable of registering from anywhere across GSWAN network. The solution must include central management, phonebook, gatekeeper, firewall traversal solution, Video conferencing MCU as well as Video conferencing endpoints. The various applications may or may not be co-hosted in a single hardware, and it at discretion of the Bidder.</p>	<p>Change Requested: 4.5.1. The Video collaboration solution must be a single centralized architecture with video endpoints capable of registering from anywhere across GSWAN network. The solution must include central management, phonebook, gatekeeper, firewall traversal solution, Video conferencing MCU as well as Video conferencing endpoints. The various applications may or may not be co-hosted in a single hardware, however the MCU must be on dedicated hardware. All hardware in the solution must have redundant Power supply.</p> <p>Justification: MCU will be a heavy duty software processing multiple video streams and shared resources of hardware may lead to degradation in quality or poor performance. Hence request to consider dedicated hardware for MCU. Also Request to consider redundant power supply for all hardwares proposed in solution to ensure lesser failures/issues due to power supply.</p>	As per RFP
91	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 30: SECTION: 4 Functional & Technical Requirement</p> <p>4.5. Video collaboration solution (Video Conference Solution):</p>		<p>Add Point Requested: MCU Must support Atleast 250 HD ports on a single hardware.</p> <p>Justification: With lower HD port capacity limit, Bidders will propose solution where about 50+ servers would be handed over to GIL for MCU solution, which will be difficult to manage and deploy as it will consume very high power and real-estate space. hence request to add a capacity of atleast 200 HD ports per server to ensure solution is sustainable and manageable.</p>	As per RFP

92	Buyer added Bid Specific Additional Scope of Work Page 30: SECTION: 4 Functional & Technical Requirement 4.5. Video collaboration solution (Video Conference Solution):	4.5.12 The proposed solution should support up to 2000 participants on premises under GSWAN infrastructure. It will include no of simultaneous conferences with a combination of 1 conference of 500 participants or 200 conferences of 10 participants or any other combination of 2000. All license and hardware to be included for the same. It should have video conferencing recording with the ability to switch it on and off at Host level. Host should have the option to record the VC. Recording mode (on / off) should be clearly visible on the screen.	Change Requested: 4.5.12 The proposed solution should support up to 2000 participants on premises under GSWAN infrastructure. It will include no of simultaneous conferences with a combination of 1 conference of 500 participants or upto 100 simultaneous conferences. All license and hardware to be included for the same. It should have video conferencing recording with the ability to switch it on and off at Host level. Host should have the option to record the VC. Recording mode (on / off) should be clearly visible on the screen. Justification: Defining any combination is as per licenses schema of a specific OEM solution and biased towards a particular OEM. Hence request to revise the clause to be consistent with the RFP to state that max 100 simultaneous conferences to be supported by the solution. This will allow equal opportunity for all qualifying OEM's to comply	Revised as; 4.5.12 The proposed solution should support up to 2000 participants on premises under GSWAN infrastructure. It will include maximum 200 conferences and maximum 2000 participants simultaneous. All license and hardware to be included for the same. It should have video conferencing recording with the ability to switch it on and off at Host level. Host should have the option to record the VC. Recording mode (on / off) should be clearly visible on the screen.
93	Buyer added Bid Specific Additional Scope of Work Page 31: SECTION: 4 Functional & Technical Requirement 4.5. Video collaboration solution (Video Conference Solution):	4.5.13.3. The solution must support encryption between VC endpoint/MCU & cloud	Change Requested: 4.5.13.3. The solution must support encryption between VC endpoint, MCU & event platform Justification: Request to revise to mandatorily support encryption between Video device and event platform and MCU with event platform. This is important of the VC endpoint directly joins the Event platform.	As per RFP
94	Buyer added Bid Specific Additional Scope of Work Page 45: SECTION: 7 Price Bid	1. Core IP Telephony System IP PBX system with all the required hardware and software like Voice Gateways, Audio & Video Conferencing solution, Call billing & Accounting tool, Survival branch facility, Fax facility, Cabling, Accessories etc. with 7 years warranty and Support (include License charges for 14,000 IP Telephony users)	Clarification Requested: Kindly elaborate the role of Call Billing/ Call Accounting if this is mandatory. Else request to remove if not required. Justification: Call Billing/Accounting is required only if the department is receiving internal bills from other internal departments.	DST provides Telphony services on chargeable basis to government department. In order to calculate the usage, call billing / call accounting software is required to generate invoice in name of the department and auto calculation according to usage.
95	Buyer added Bid Specific Additional Scope of Work Page 56: SECTION: 8 ANNEXURES Annexure-A: Fax Facility	Note: Bidder is required to provide balance 116 ports (400 -284) in combination of 58 x 2 ports analog gateway which will be used for future requirements.	Change Requested: Note: Bidder is required to provide balance 116 ports (400 -284) in any combination of ports on analog gateway which will be used for future requirements. Justification: 58x2 port per gateway is specific to certain make OEM. Request to allow Bidders to select best solution and provide the required amount of Analog gateways for the same.	At present, 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.
96	GENERIC	ADDITIONAL POINT	Request: it is recommended to include a mandatory Proof of Concept/Demo of the proposed solution at GIL/DST office or at Bidder/OEM's location Justification: Since this RFP can contain solution with multiple OEM platforms, it is recommended that GIL/DST mandate a proof of Concept Demonstration of the solution and vet the performance & featureset. If possible, this should also be considered as part of technical evaluation of the Bidder.	As per RFP

97	Buyer added Bid Specific Additional Scope of Work Page 23: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.3 System should have capability to manage centralize database of all the users. CLI facility for all users should be provisioned from day one. System should support centralized web based administration	Change Requested: 4.1.3 System should have capability to manage centralize database of all the users. CLI facility for all users should be provisioned from day one. System should support centralized web based administration. Entire system must be a single IP telephony solution and must not be by integrating multiple telephony systems. The single telephony system must be able to manage a capacity of 15,000 users from day 1 expandable to 40,000 users for future. Justification: It is necessary to define the maximum capacity of the solution to ensure Bidder can provide correct solution.	As per RFP
98	Buyer added Bid Specific Additional Scope of Work	General Query	Clarification Request: As per our understanding both IP telephony provider as well as Video conference provider need to provid soft client for meetings. This is duplication of soft client as well as costs. This also will degarde experience since there would be two soft clients in a single PC for every user. Suggestion: Request to condily consider soft client as part of Video conference due to the fact that it is solely used for video calling & video conferencing purposes, and consider Type A & Type B user License for IP telephony without soft client for IP telephony.	Soft Clients to be provided by IP telephony provider. However the VC soft client will be required for training & events which is separate purpose.
99	Buyer added Bid Specific Additional Scope of Work Page 30: SECTION: 4 Functional & Technical Requirement 4.5. Video collaboration solution (Video Conference Solution):	4.5.6. The MCU must have a 2000 HD port capacity on normal day with N+1 redundancy deployment for web browser-based client and hardware endpoints. MCU must support at least 100 concurrent conferences on HD resolution. This can be achieved via a single server or cascading multiple server. MCU must support local redundancy as well as geo-redundancy over WAN. All the supplied hardware must support IPv4/ IPv6 from day 1 and latest security standards of AES 128 or above & TLS 1.2 or above.	Clarification Required: Will GIL provide to provide Load balancers, Network Swtches, Firewalls & Routers to support Automatic failover & strong connectiviyt between DC & DR. or does it need to be factored in by Bidder? If Bidder, kindly request to provide current core infrastructure network details and requirements for components additionally needed within DC, DR and between DC & DR. It is recommended to consider high performing switch & router for DC-DR connectivity.	Bidder to consider complete infrastructure to meet the solution / functionality as mentioned in RFP.
100	Buyer added Bid Specific Additional Scope of Work Page 31: SECTION: 4 Functional & Technical Requirement 4.6. Conferencing:	4.6.8. The proposed conference license should not be tagged to any specific user and must operate as a shared resource.	Change Requested: 4.6.8. The proposed conference license may or may not be tagged to any specific user and must operate as a shared resource. Justification: The clause is skewed towards licensing of a specific OEM. Request to revise clause to allow other OEM;s equal opportunity to comply and participate.	Revised as: 4.6.8 The proposed conference license may or may not be tagged to any specific user and must operate as a shared resource.
101	Eligibility Criteria Point No:2	Bidder must have average annual turnover of at least Rs. 50 crores for each of the last three financial Years as on 31st March 2021. AND Average Annual Sales Turnover of the bidder solely generated on account of Telephony/Telecom/VoIP/Unified C ommunication during the last three years should be at least Rs. 25 crores as on 31st March 2021	Change Requested: Request you to please add Networking Project also for the Average Annual Turnover or reduce the same to Rs. 10 Crores Justification: We have received orders but due to Pandemic the Material Delivery is still pending from the OEM's, we request the concern authority to please modify the clause	As per RFP

102	Eligibility Criteria Point No:2	The bidder should have executed at least 1 (one) Project of IPPBX having minimum value of Rs. 2 crores in India during the last 05 years as on bid submission date	<p>Change Requested: Request you to please modify the clause The bidder should have executed at least 1 (one) Project of IPPBX having minimum value of Rs. 1 crores in India during the last 05 years as on bid submission date (Multiple PO to the same customer release on same Day)</p> <p>Justification: We have received orders but due to Pandemic the Material Delivery is still pending from the OEM's is still pending, we request the concern authority to please modify the clause</p>	As per RFP
103	Buyer added Bid Specific Additional Scope of Work Page. 4: DEFINITIONS 24. Users.	<p>Type B Users: Users will get normal IP phone with CLI, audio/voice calling, audio and video calling through soft client/agent on desktop/laptop/mobile phone, conferencing etc. Type-B user connection will include a Physical Audio IP phone and a soft agent for chat, file share, presence, directory & audio-video calling. Type B user should have minimum 3 simultaneous registrations from Audio IP Phone, Desktop/Laptop softphone and mobile softphone.</p>	<p>Change Request: Type B Users: Users will get normal IP phone with CLI, audio/voice calling, audio and video calling through soft client/agent on desktop/laptop/mobile phone, conferencing etc. Type-B user connection will include a Physical Audio IP phone and a soft agent for chat, file share, presence & directory Type B user should have minimum 1 device registrations from Audio IP Phone or Desktop/Laptop softphone or mobile softphone. Type B user license must be upgradeable to Type A category if needed.</p> <p>Justification: As per current definition Type-A & Type-B have exact same license feature. As per our understanding, Type B users would primarily be general staff and may or may not have dedicated computer or multiple IP Phones(or boss-secretary) tagged to single user. To optimize cost, department must consider purchasing cost effective licenses as per requirement, which can be upgradeable on demand to Type A License when needed. There is significant reduction in costfor department!</p>	See the Corrigendum.
104	Buyer added Bid Specific Additional Scope of Work Page 9: SECTION: 2: ELIGIBILITY CRITERIA	<p>7. OEM's of IP Telephony Solution (IP PBX) must have deployment of minimum three Projects globally having minimum 10,000 IP phones/Soft phones in each project.</p> <p>AND OEM's of VC solution must have deployment of minimum 3 projects globally having 500 ports MCU in each project.</p>	<p>Change Request: 7. OEM's of IP Telephony Solution (IP PBX) must have deployment of minimum three Projects in Central or State Government/Government Departments/PSU in India a having minimum total of 10,000 IP phones / Soft phones in each project. AND OEM's of VC solution must have deployment of minimum 3 projects in Central or State Government/Government Departments/PSU in India having 500 ports MCU in each project.</p> <p>Justification: Considering the scale and extent of project, OEM with only 3 projects globally would not rightly justify their presence & support of with respect to Government departments in India. Hence it is important to revise OEM eligibility to provide deployments within India to ensure department procures a stable, well-established and tried & tested solution of a reputed brand that works in Government environment on such large scales within India.</p>	As per RFP

105	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 9: SECTION: 2: ELIGIBILITY CRITERIA</p>	<p>8. The OEM of the offered IP Telephony system must be listed in the Gartner Unified Communications Reviews and Ratings.</p>	<p>Change Request: 8. The OEM of the offered IP Telephony system must be listed in the Gartner 's latest Magic Quadrants for UCaaS solutions</p> <p>Justification: Gartner Unified Communications Reviews and Ratings (https://www.gartner.com/reviews/market/unified-communications) contains very few reviews and is not a research, but rather a forum that also includes products that no longer exist like Skype, Lync, etc.. Government should actually consider the latest Garner reports in this space for UCaaS (https://www.gartner.com/doc/reprints?id=1-27M5IH1V&ct=211008&st=sb) and hence request to revise this as above.</p>	As per RFP
106	<p>"Buyer added Bid Specific Additional Scope of Work</p> <p>Page 9: SECTION: 2: ELIGIBILITY CRITERIA"</p>	<p>The OEM must have positive Net worth in each of the last three financial years as on 31st March, 2021</p>	<p>Change Requested: The bidder must have positive Net worth in each of the last "Five" financial years as on 31st March, 2021</p> <p>Justification: SICN is one of the most critical communication infrastructure for the Government of Gujarat with a heavy investment into latest technology. It is very important that proposed OEM's is financially strong & stable and assure service for atleast next 10 years.</p>	As per RFP
107	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 9: SECTION: 2: ELIGIBILITY CRITERIA</p>	<p>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.</p>	<p>Change Requested: 9. All the proposed equipment's should not be declared End of Sale & must be supported by OEM for next 7years from the date of bid submission. Incase any product declared end of support OEM/Bidder to replace the same with products of similar or higher category in consent with GIL</p> <p>Justification: This change is requested for more OEM's to comply and participate in this RFP, as most OEM's will not be able to provide a quarantee on End of production timelines of 2 years, but can provide replacement products in case any proposed product is end of sale</p>	<p>Revised as: All the proposed equipment's should not be declared End of Sale & must not go End-of-Support for next 7 years from the date of bid submission by the OEM.However, if OEM declares any equipment as end of support for any reasons, then in that case OEM has to replace that equipment with better or equivalent products without any cost to DST/GIL. OEM has to submit on their letter head, complete details on the life cycle available for the equipment, their end of support dates and replacement model if any.</p>
108	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 9: SECTION: 2: ELIGIBILITY CRITERIA</p>	<p>ELIGIBILITY CRITERIA</p>	<p>Request Addition: All the active components must support both IPv4 & IPv6 from day 1 including components like servers, gateways, MCU, IP Phones, Soft Phones, Video Endpoints, etc. 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.</p> <p>Justification: IPv6 is currently asked from day 1 only for IP-PbX and kept as optional for Video conference solution and VC Endpoints. IPv6 is mandatory as per Government of India roadmaps. One can find all the documenttations in the the official communication website page: https://dot.gov.in/ipv6-transition</p>	As per RFP

109	Buyer added Bid Specific Additional Scope of Work Page 9: SECTION: 2: ELIGIBILITY CRITERIA	ELIGIBILITY CRITERIA	<p>Request Addition: OEMs for IP PbX & Video Conference must be a well-established brand and registered entity in India with Customer Technical Support & R&D setup in India. The OEM must be supplying and operating in India for past 7 consecutive years or more.</p> <p>Justification: SICN project requires solution to sustain for next 7-10 years or more and it is important to procure products and solution from OEM who have had a well established presence in India and have made heavy investments in India.</p>	As per RFP
110	Buyer added Bid Specific Additional Scope of Work Page 9: SECTION: 2: ELIGIBILITY CRITERIA	ELIGIBILITY CRITERIA	<p>Request Addition: OEM of P PbX & VC must be certified as per International Guidelines for Quality & Environmental Standards holding a valid ISO9001 & ISO14001 certification at time of RFP. OEM must also be certified as per International guidelines for Security Standards holding a valid ISO27001 certification. The latest validity certificate copies for all shall be furnished by Bidder during submission.</p> <p>Justification: To ensure eligible OEM's are adhering to the ISO standards of quality & security as per BIS in following Link: 1. https://www.bis.gov.in/index.php/system-certification-overview/certification-process/systems-under-certification/information-security-management-systems/ 2. https://www.bis.gov.in/index.php/system-certification-overview/certification-process/systems-under-certification/benefits-of-environmental-management-system-as-per-is-iso-14001/ 3. https://www.bis.gov.in/index.php/system-certification-overview/certification-process/systems-under-certification/benefits-of-quality-management-system-is-iso-9001/</p> <p>In a 2011 Notification as part of the Information Technology Act 2000, the Indian Ministry of Communications and Technology quotes ISO 27001 as one of the means organisations 'shall be considered to have complied with reasonable security practices and procedures, if they have implemented such security practices and standards and have a comprehensive documented information security programme and information security policies that</p>	As per RFP
111	Buyer added Bid Specific Additional Scope of Work Page 9: SECTION: 2: ELIGIBILITY CRITERIA	ELIGIBILITY CRITERIA	<p>Request Addition: OEM for IP PbX & VC must have not filed a net loss over the past decade or its origin, whichever is recent</p> <p>Justification: To ensure only stable and successful brand products qualify and who can support solution for next 7-10 years</p>	As per RFP

112	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 9: SECTION: 2: ELIGIBILITY CRITERIA</p>	ELIGIBILITY CRITERIA	<p>Request Addition: OEM for the Unified Communication platform must be a reputed brand which can supply entire core platform of Unified Communication including rack server, IP Pbx , Voicemail, IP Phones, PRI Gateway, Analog gateway, Soft phone, Video IP Phone</p> <p>Justification: To ensure the solution proposed provided is complete in all aspects, and not an assembly of multiple components from different OEM's. Solution technically works better when end to end or atleast major part of core platform is provided by single OEM. Bidders would be prevented from proposing assembled solution with cheap product as they may not have guarantee on performance or quality</p>	As per RFP
113	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 9: SECTION: 2: ELIGIBILITY CRITERIA</p>	ELIGIBILITY CRITERIA	<p>Request Addition: OEM for the Video Conferencing solution must be a reputed brand which can supply entire core platform of Video Conferencing including MCU, Gatekeeper, Firewall traversal, Management Software & SIP based Video Conference Endpoints.</p> <p>Justification: To ensure the solution proposed provided is complete in all aspects, and not an assembly of multiple components from different OEM's. Solution technically works better when end to end or atleast major part of core platform is provided by single OEM. Bidders would be prevented from proposing assembled solution with cheap product as they may not have guarantee on performance or quality</p>	As per RFP
114	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 12: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	4. Proposed telephony & conferencing should be based on IP backbone. DST, envisage to use its existing GSWAN fiber backbone which connects various offices of GoG spread across Gujarat to carry the required voice & video traffic.	<p>Clarification: Please confirm that OEM & Bidder shall not be held liable if there is degrade quality of service or issue in the performance caused due to the GSWAN & SDC elements that are out of scope of the current RFP.</p> <p>Justification: Department of Science & Technology, Government of Gujarat will be using an existing SWAN & SDC and the current soluton will be running on top of this platform. GSWAN & SDC would be managed by other vendors and current Bidder/OEM may or may not have visibility into the operations outside SICN. Hence request to confirm that Bidder & OEM shall not be held liable in case of poor performance due to network connectivity, network switch, router, datacenter, etc. that may not be goverened or included in scope of this RFP.</p>	Revised as: Any Failure, which is agreed due to uncontrollable parameters, like Raw Power, infrastructure not under control of bidder etc.(Pg. 37)
115	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 12: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	2. The licenses procured by the selected bidder should be in the name of Department of Science and Technology, Government of Gujarat valid perpetual for life.	<p>Change requested: 2. The licenses procured by the selected bidder should be in the name of Department of Science and Technology, Government of Gujarat valid perpetual for life or must be an Subscription for the entire period of 7 years.</p> <p>Justification: Due to the recent transitions in the market and the trend of subscriptions, many top OEM's for Unified Communication & Video Conferencing solutions have discontinued perpetual license or are in the verge of discontinuation of perpetual license. Hence such OEM's are unable to provide Subscription license for period of 7 years. Request to consider the revise clause to allow OEM's to provide licenses which would not be perpetual. This is important to allow many OEM's to comply and participate in this RFP</p>	Revised as: The licenses procured by the selected bidder should be in the name of Department of Science and Technology, Government of Gujarat valid perpetual for life or must be Subscription for the entire period of 7 years.

116	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 12: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>3. We have also asked additional license charges over and above 14,000 users in block of 1,000 users. Bidder is required to provide additional license at finalized rates during the contract period. If additional server is required, DST will provide the same at that time.</p>	<p>Clarification requested: Request to kindly provide with the period of the price validity for purchasing these additional license blocks.</p> <p>Justification: Due to the inflations and unpredictable market conditions, it is very difficult for providing same price over a period of 7 years by the OEM. Hence request to allow OEM's of L1 to provide revised rate for the additional block of 1000 licenses at every 12 months to ensure the deal is sustainable to OEM & bidder.</p>	<p>Price validity is for 2 years.</p>
117	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 12: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>3. We have also asked additional license charges over and above 14,000 users in block of 1,000 users. Bidder is required to provide additional license at finalized rates during the contract period. If additional server is required, DST will provide the same at that time.</p>	<p>Clarification requested: The price discovery of additional block of 1000 licenses would be considered for selecting L1 ?</p> <p>Justification: The additional license of 1000 would not be procured immediately on day 1 and may not have any implications unless purchased at a later stage. Hence request to not consider the cost of additional block of 1000 license as part of L1 selection process.</p>	<p>Yes. As per RFP</p>
118	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 13: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>5. Bidder should provision required hardware and software components like Main Call control server, Video & Web conferencing software & server, Firewall Traversal Solution, Network Switches, Call Gateway, UPS, Main Call manager, Call Accounting/Billing software, End Point-IP phones, patch cords, power Adapter etc. with appropriate licenses perpetual for life to successfully operate the system as envisage.</p>	<p>Change Requested: 5.. Bidder should provision required hardware and software components like Main Call control server, Video & Web conferencing software & server, Firewall Traversal Solution, PRI Gateway, UPS, Main Call manager, End Point-IP phones, patch cords, power Adapter etc. with appropriate licenses to successfully operate the system as envisage.</p> <p>Justification:</p> <p>1. Due to the recent transitions in the market and the trend of subscriptions, many top OEM's for Unified Communication & Video Conferencing solutions have discontinued perpetual license or are in the verge of discontinuation of perpetual license. Hence such OEM's are unable to provide Subscription license for period of 7 years. Request to consider the revise clause to allow OEM's to provide licenses which would not be perpetual. This is important to allow many OEM's to comply and participate in this RFP</p> <p>2. Request to also considering removeing Network Switches, since these are not in scope of Bidder. If required to be proposed, need details for the Network Switches</p>	<p>Bidder to consider complete infrastructure to meet the solution / functionality as mentioned in RFP.</p>
119	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 13: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>7. In case of any failure at main call control server/system there should be seamless failover to the disaster recovery server/system.</p>	<p>Change requested: 7. In case of any failure at main call control server/system there should be seamless failover to the disaster recovery server/system without any manual intervention. Similarly, there must be seamless automatic recovery back to main call control server/system once the system is back online without any manual interventions.</p> <p>Justification: Automatic failover to secondary & automatic recovery back to primary ensure there is least amount of downtime since it requires No manual intervention. This also helps system to load balance and provide services between primary & secondary servers of call control. Without this feature, SICN would depend on engineer to resume services between failure and recovery causing a significant duration of impact.</p>	<p>Revised as: In case of any failure at main call control server/system there should be seamless failover between disaster recovery server/system & main call control server / system. After recovery of primary site, the failover to be reverted to main call control server without manual intervention</p>

120	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 13: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>11. Bidder needs to ensure minimum downtime during the migration to the new system as the existing system is in production and it is a critical voice communication for entire state government.</p>	<p>Clarification: Please confirm that OEM & Bidder shall not be held liable if there is degrade quality of service or issue in the performance caused due to the GSWAN & SDC elements that are out of scope of the current RFP.</p> <p>Justification: Department of Science & Technology, Government of Gujarat will be using an existing SWAN & SDC and the current soluton will be running on top of this platform. GSWAN & SDC would be managed by other vendors and current Bidder/OEM may or may not have visibility into the operations outside SICN. Hence request to confirm that Bidder & OEM shall not be held liable in case of poor performance due to network connectivity, network switch, router, datacenter, etc. that may not be goverened or included in scope of this RFP.</p>	<p>Revised as: Any Failure, which is agreed due to uncontrollable parameters, like Raw Power, infrastructure not under control of bidder etc.(Pg. 37)</p>
121	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 14: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>16. Voice Gateway has to be deployed as per Toll Bypass norms of TRAI and bidder has to integrate with PRI and IP telephony solution. The Voice gateway proposed at all districts must support dual power supply and backward interoperability over ISDN QSiG/SIP protocol which can be used to integrate existing exchanges currently operational at all districts of Gujarat and should have the capability to terminate PRI trunks.</p>	<p>Change Requested: 16. Voice Gateway has to be deployed as per Toll Bypass norms of TRAI and bidder has to integrate with PRI and IP telephony solution. The Voice gateway proposed at all districts must support dual power supply and backward interoperability over ISDN QSiG, ISDN PRI & SIP protocol which can be used to integrate existing exchanges currently operational at all districts of Gujarat and should have the capability to terminate PRI trunks.</p> <p>Justification: ISDN QSiG, ISDN PRI & SIP are 3 protocols that are mandatory to ensure the gateway can connect with existing analog PbX, Service providers PRI line amd Service Providers SIP connection depending on district level. Current original clause considered SIP or QSiG as optional and GIL would have to replace gateway if he technology changes.</p>	<p>Voice Gateway has to be deployed as per Toll Bypass norms of TRAI and bidder has to integrate with PRI and IP telephony solution. The Voice gateway proposed at all districts must support dual power supply and backward interoperability over ISDN QSiG/SIP/PRI protocol which can be used to integrate existing exchanges currently operational at all districts of Gujarat and should have the capability to terminate PRI trunks.</p>
122	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 14: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>17. At present all VVIP users are using Analog Phones/Digital Phones. Total no. of connections are approx. 744. Bidder is also required to continue this 744 connections initially for 1 year. If DST instructs, bidder is required to convert them into IP Phone within 1 month during contract period.</p>	<p>Change Requested: 17. At present all VVIP users are using Analog Phones/Digital Phones. Total no. of connections are approx. 744. Bidder is also required to enable the services for these 744 connections on priority.</p> <p>Justification: To simply support the infrastructure for 1 month, the Bidder needs to factor new Analog ateways that wont be used post the migration of VVIP users to IP Phone.Request to consider supporting existing VVIP connections with existing vendore and not add in scope of the new OEM/Bidder solution.</p>	<p>As per RFP. Bidder to do operation & maintenance of existing solution till conversion to IP telephony.</p>
123	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 14: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>18. The Bidder shall ensure that the products quoted should not be declared "End of Production" for next 2 years and "End of support" for the next 7 years by the OEM from the date of bid submission. However, if OEM declares any equipment as end of support for any reasons, then in that case OEM has to replace that equipment with better or equivalent products without any cost to DST/GIL. OEM has to submit on their letter head, complete details on the life cycle available for the equipment, their end of support dates and replacement model if any.</p>	<p>Change Requested: 9. All the proposed equipment's should not be declared End of Sale & must be supported by OEM for next 7years from the date of bid submission. Incase any product declared end of support OEM/Bidder to replace the same with products of similar or higher category in consent with GIL</p> <p>Justification: technology refresh cycle is very rapid in information technology worldwide and hence OEM has to update hardware and software accordingly. This change is requested for more OEM's to comply and participate in this RFP, as most OEM's will not be able to provide End of production timelines of 2 years, but can provide replacement products in case any proposed product is end of sale</p>	<p>Revised as: All the proposed equipment's should not be declared End of Sale & must not go End-of-Support for next 7 years from the date of bid submission by the OEM.However, if OEM declares any equipment as end of support for any reasons, then in that case OEM has to replace that equipment with better or equivalent products without any cost to DST/GIL. OEM has to submit on their letter head, complete details on the life cycle available for the equipment, their end of support dates and replacement model if any.</p>

124	Buyer added Bid Specific Additional Scope of Work Page 23: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.9. It should support active – active / active – standby configuration. The interruption-free switchover from the active to the standby control must take place without the existing twoway voice connections being interrupted including Failure of Fiber Optic Cable, call control server, etc.	Change Requested: 4.1.9. It should support active – active / active – standby configuration. The automatic & interruption-free switchover from the active to the standby and vice-versa must take place without the existing two way voice connections being interrupted including Failure of connectivity between IP Phone and the call control infrastructure. Justification: It is important to have automatic failover and recovery between the systems to ensure there is no manual intervention is needed and ensure lower downtimes and lower duration of loss of service for the department. Failure of critical cable can cause the voip call to disconnect if it is flowing through the particular link. One has to redial to connect over redundant network link. Hence request to revise clause to remove the criteria of call preservation at link failure and only when the connectivity to central server is down.	Revised As: It should support active – active / active – standby configuration. The interruption-free switchover from the active to the standby control must take place without the existing twoway voice connections being interrupted including Failure of connectivity between call control server & related infrastructure. etc.
125	Buyer added Bid Specific Additional Scope of Work Page 9: SECTION: 2: ELIGIBILITY CRITERIA	6. OEM of offered products must have average annual turnover of at least Rs. 2 0 0 crores for each of the last three financial Years as on 31st March 2021.	Clarification Requested: Similar to Experience criteria for OEM, request to provide the minimum annual turn over criteria of OEM for IP PbX solution & annual turnover criteria for OEM of Video Conference solution Justification: There is a difference in OEM's in IP PBX solution and Video conference solution and they may or may not be same OEM. Hence request GIL to define the annual turnover of individual OEM's for IP PBX & Video Conference.	As per RFP
126	Buyer added Bid Specific Additional Scope of Work Page 23: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.11. 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.	Revision Requested: Request to add this clause also into the Video Conference solution to ensure end to end solution proposed by Bidders support IPv6. Justification: While this clause is mentioned under IP PBX solution function requirement, will this also be mandatory for Video Conference & Endpoints(Type-A IP Phone, Type-B IP Phone, Soft Client, Video Endpoint Typa-A & Video Endpoint Type-B) so that end to end solution can be migrated to IPv6 and is ready from day 1.	As per RFP
127	Buyer added Bid Specific Additional Scope of Work Page 24: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.21. Proposed solution should support capability to allow Broadcasting of voice/text messages using XML based application to one to many (minimum 40 or more) on desk phone/ IP phone from day 1.	Change Requested: 4.1.21. Proposed solution should optionally support capability to allow Broadcasting of voice/text messages using XML based application to one to many (minimum 40 or more) on desk phone/ IP phone if required in future. Justification: This requirement is usually taken care by Public Announcement Systems and this is not a common feature of IP PBX. Hence it is skewed towards a few specific OEMs that provide such feature. Request to consider this as optional so that more OEM's can comply and are not restricted due to this feature.	Consider Ommited: Proposed solution should support capability to allow Broadcasting of voice/text messages using XML based application to one to many (minimum 40 or more) on desk phone/ IP phone from day 1.
128	Buyer added Bid Specific Additional Scope of Work Page 24: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.22. Firewall traversal solution should be able to interop between SIP, H.323 without adding additional components.	Change Requested: 4.1.22. Firewall traversal solution should be from same OEM as IP PbX and be able to interop between SIP, H.323 without adding additional components. Justification: Firewall Traversal is a critical piece of Infrastructure which needs to be consistent and from same OEM as the IP PbX to ensure smoother operations. Different OEM products may not work seamlessly causing degradation of service.	As per RFP

129	Buyer added Bid Specific Additional Scope of Work Page 24: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.30. Inbox fax messaging facility to receive incoming fax messages as an attachment in email should be available. Bidder may consider minimum 8 fax ports as a part of solution.	Change Requested: Kindly remove this clause. Justification: FAX in email is an obsolete technology and very rarely used in current environment. hence, most of the latest OEM solutions have discontinued such a feature. Therefore, to allow more OEM's to participate, this needs to be removed. Email has accepted as a communication channel in various govt organizations	Consider Omitted: Inbox fax messaging facility to receive incoming fax messages as an attachment in email should be available. Bidder may consider minimum 8 fax ports as a part of solution.
130	Buyer added Bid Specific Additional Scope of Work Page 24: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.31. Proposed Voice Gateway should be distributed at least 2 locations: 4.1.31.1. The voice gateway at Location-1 should have minimum 20 PRI physical ports 4.1.31.2. The voice gateway at Location-2 should have minimum 10 PRI physical ports	Change Requested: 4.1.31. Proposed Voice Gateway should be distributed at least 2 locations: 4.1.31.1. The voice gateway at Location-1 should have minimum 20 PRI physical ports & 300 SIP sessions 4.1.31.2. The voice gateway at Location-2 should have minimum 10 PRI physical ports & 150 SIP sessions Justification: The latest technology used by Service Providers to provide their Voice service is over SIP. ISP's are transitioning from PRI to SIP and it is important that the gateways to support PRI & SIP are included from Day 1 to ensure future-proof solution is proposed.	As per RFP
131	Buyer added Bid Specific Additional Scope of Work Page 24: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.32. Proposed voice gateway/Session Border Controller should have redundant power supply, Dual Ethernet Port for redundancy and should support for E1, QSIG, PRI, etc.	Change Requested: 4.1.32. Proposed voice gateway/Session Border Controller should have redundant power supply, Dual Ethernet Port for redundancy and should support for E1, QSIG, SIP & PRI. Justification: SIP must be mandatoryily supported for the solution as complete IP PBX and IP Phoex are SP based and eventhe PSTN service providers are migrating towards SIP instead of PRI lines.	Revised as: Proposed voice gateway/Session Border Controller should have redundant power supply, Dual Ethernet Port for redundancy and should support for E1, QSIG, SIP, PRI etc.
132	Buyer added Bid Specific Additional Scope of Work Page 25: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.41.2.. The Server and Gateway should not be in the same Unit sharing the same Active Backplane/Motherboard (so as to prevent total failure of entire system during Motherboard failure)	Change Requested: 4.1.41.2.The Server, Gateway & Session border Controller should not be in the same Unit sharing the same Active Backplane/Motherboard (so as to prevent total failure of entire system during Motherboard failure) Justification: Session Border Controller also needs to be on a different dedicated hardware to ensure that it is not dependent on same CPU as IP PbX and can work independently.	As per RFP
133	Buyer added Bid Specific Additional Scope of Work Page 25: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.41.6. In case of emergency, system must have the capability to place key stakeholders in the organization onto a conference bridge to ensure rapid collaboration and decision-making process.	Change Requested: Kindly remove this clause. Justification: This feature is related to bringing stakeholders into a conference bridge which is a feature of Conference solution and cannot be part of IP PBX. Hence, request to remove this clause. Also this is supported by single or very few OEM	As per RFP

134	Buyer added Bid Specific Additional Scope of Work Page 25: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.41.6. In case of emergency, system must have the capability to place key stakeholders in the organization onto a conference bridge to ensure rapid collaboration and decision-making process.	Clarification Requested: Please explain what kind of emergency? How will the system come to know about the emergency? Kindly elaborate on this requirement. Also this is supported by single or very few OEM. Request to remove this clause to allow more OEM solutions to comply and participate in this RFP.	As per RFP
135	Buyer added Bid Specific Additional Scope of Work Page 26: SECTION: 4 Functional & Technical Requirement 4.2. IP Phone-Video (Type-A):	Audio Codec: G.729, OPUS /iLBC (Internet Low Bitrate codec) or equivalent	Change Requested: Audio Codec: G.711, G.729, OPUS /iLBC (Internet Low Bitrate codec) or equivalent Justification: G.711u-law is a standard used in India by all Service Providers to provide the calls from their end on 64kbps PCMU. It is important for IP PbX & IP Phones to recognize G7.11 so that they can directly communicate with PSTN network without complexity involved.	No Change. Equivalent would be accepted.
136	Buyer added Bid Specific Additional Scope of Work Page 26: SECTION: 4 Functional & Technical Requirement 4.2. IP Phone-Video (Type-A):	Camera: Should have a built-in camera with 720p resolution	Change Requested: Camera: Should have a built-in camera with 720p resolution with a physical privacy shutter Justification: Physical privacy shutters provides assurance to the Video IP Phone user that there is no video captured or recorded by the camera at any point of time. This is similar to mute indicator in a VC and is very critical for top executives and bureaucrats	As per RFP
137	Buyer added Bid Specific Additional Scope of Work Page 27: SECTION: 4 Functional & Technical Requirement 4.2. IP Phone-Video (Type-A):	IP Phone-Video (Type-A):	Addition Requested: Camera must be manually tiltable and adjustable as per users convenience. Justification: This feature is critical to allow user to adjust the camera angle as per their position and capture if they are seated or standing. This is a critical feature for bureaucrats as fixed camera on IP Phone cannot adjust as per users preference and User has to move according to camera focus.	As per RFP
138	Buyer added Bid Specific Additional Scope of Work Page 27: SECTION: 4 Functional & Technical Requirement 4.3. IP Phone- (Type-B):	Audio Codec: G.729, OPUS /iLBC (Internet Low Bitrate codec) or equivalent	Change Requested: Audio Codec: G.711, G.729, OPUS /iLBC (Internet Low Bitrate codec) or equivalent Justification: G.711u-law is a standard used in India by all Service Providers to provide the calls from their end on 64kbps PCMU. It is important for IP PbX & IP Phones to recognize G7.11 so that they can directly communicate with PSTN network without complexity involved.	No Change. Equivalent would be accepted.

139	Buyer added Bid Specific Additional Scope of Work Page 29: SECTION: 4 Functional & Technical Requirement 4.4. Soft Agent/Client:	4.4.2. The Solution should provide features of chat, presence, directory, file share on PC for all users with Type-A & Type-B IP phones.	Change Requested: 4.4.2. The Solution should provide features of chat, presence, directory, file share on PC for all users decided by Government of Gujarat. Justification: Soft client can be provided across Governemtn of Gujarat for chat/presence through laptop/PC & mobile without need to restrict to IP Phone users or Video Endpoint users. This will ensure GIL staff have a single chat platform across the department.	As per RFP
140	Buyer added Bid Specific Additional Scope of Work Page 29: SECTION: 4 Functional & Technical Requirement 4.4. Soft Agent/Client:	4.4.5. Bidder has to customize (interface, branding, logo) soft client/agent as per GOG requirement	Change Requested: Request to kindly remove this clause. Justification: This feature is specific to a single OEM restricting from most other OEM's to participate. OEMs standard soft client have a predefined UI and most OEM's do not support the option to change the branding or layout of the soft client since it is proprietary.	Consider Ommited: 4.4.5. Bidder has to customize (interface, branding, logo) soft client/agent as per GOG requirement.
141	Buyer added Bid Specific Additional Scope of Work Page 29: SECTION: 4 Functional & Technical Requirement 4.4. Soft Agent/Client:	4.4.6. The Desktop Client should have soft phone capability and should support video calls with HD 720p capability.	Change Requested: 4.4.6. The Desktop Client should have soft phone capability and should support video calls with Full HD 1080p capability. Justification: The MCU, VC Endpoints support 1080p and hence request to revise clause to 1080p to prove Video users with best quality Video calling and conferecning from soft clients.	As per RFP
142	Buyer added Bid Specific Additional Scope of Work Page 29: SECTION: 4 Functional & Technical Requirement 4.4. Soft Agent/Client:	4.4.15. Group Chat: UC Client must allow users to define custom groups with support min 75 or more groups. Group chat session must support min 250 users or more.	Change Requested: 4.4.15. Group Chat: UC Client must allow users to define custom groups. Justification: Request to remove the limits and session values as different OEM have different values and assigning a certain limit supported by specific OEM will restrict other OEM's from complying and participation.	As per RFP
143	Buyer added Bid Specific Additional Scope of Work Page 29: SECTION: 4 Functional & Technical Requirement 4.4. Soft Agent/Client:	4.4.16. Persistent chat: Persistent chat rooms should be supported to share ideas and information in a chat room and should be active even after participants leave the room. Screen sharing feature must be available among the participants. User can conduct separate IM conversations with multiple other Federated IM system users.	Change Requested: 4.4.16. Persistent chat: Persistent chat rooms should be supported to share ideas and information in a chat room and should be active even after participants leave the room. Screen sharing feature must be available among the participants. User can conduct separate IM conversations with multiple other Federated IM system users.	Consider Ommited: User can conduct separate IM conversations with multiple other Federated IM system users.
144	Buyer added Bid Specific Additional Scope of Work Page 29: SECTION: 4 Functional & Technical Requirement 4.4. Soft Agent/Client:	Soft Agent / Client	Request to Add: The soft client must support IPv4 & IPv6 from day 1. Soft client must continue to work on with IPv6 IP schema upon migrating from IPv4 to IPv6. Justification: As part of other clauses in RFP, GIL can request Bidder to migrate the solution on to IPv6 and entire solution including soft client must support operations on IPv6. Kindly add the same so that OEM solution support IPv6 on proposed soft clients	As per RFP

145	Buyer added Bid Specific Additional Scope of Work Page 32: SECTION: 4 Functional & Technical Requirement 4.7. Video Conference Device	4.7.2. System should be able to allow new video conference devices to be able to place video calls to the existing VC devices and IP phones & soft clients. The VC System must also be able to dial and participate in the video conference.	Clarification Requested: Kindly confirm the existing models of IP Phones and soft clients used. Unless the existing solution support H.323 or SIP, it is difficult to integrate. Kindly confirm if the existing solution runs on H.323 or SIP.	Existing Soft Client & IP Phones not available. Only VC Solution available which is H.323 based.
146	Buyer added Bid Specific Additional Scope of Work Page 32: SECTION: 4 Functional & Technical Requirement 4.7. Video Conference Device	4.7.4. The SIP Video Conference devices required must have a dedicated hardware-based codec and support for latest standards. The Video Conference Device must be able to participate in conferences on the provisioned conferencing platform and must provide USB capability to enable the camera & microphone unit to join any software PC based web conferencing platform that may not support SIP, H.323 standards.	Change Requested: 4.7.4. The SIP Video Conference devices required must have a dedicated hardware-based codec and support for latest standards. The Video Conference Device must be able to participate in conferences on the provisioned conferencing platform and must provide USB capability to enable the camera & microphone unit to join any software PC based web conferencing platform that may not support SIP, H.323 standards. SIP Video Conference Device must run on proprietary custom-built OS and not on open OS like Android or be dependent on PC. Justification: Devices running on open platforms frequently hit vulnerabilities and need Android updates along with OEM's updates to fix such issues. Hence request to consider devices running on proprietary OS developed by the OEM to ensure stable and secure endpoints are only proposed.	As per RFP
147	Buyer added Bid Specific Additional Scope of Work Page 33: SECTION: 4 Functional & Technical Requirement Conference Room based VC Device (Type-A):	Network Support: IPv4/IPv6	Change Requested: Network Support: IPv4 & IPv6 from day 1. Justification: IPv6 is mandatory as per Gol guidelines for active devices. Request to revise this clause so the entire solution can be moved to IPv6 when desired.	As per RFP
148	Buyer added Bid Specific Additional Scope of Work Page 33: SECTION: 4 Functional & Technical Requirement Conference Room based VC Device (Type-A):	Codec & Camera must be from the same OEM.	Change Requested: Codec, Microphones, Camera & Remote control must be supplied from the same OEM. Justification: To ensure smooth operations, it is mandatory to have complete endpoint from a single OEM.	As per RFP
149	Buyer added Bid Specific Additional Scope of Work Page 33: SECTION: 4 Functional & Technical Requirement Conference Room based VC Device (Type-A):	Conference Room based VC Device (Type-A):	Add Clause Requested: Video Output: The Codec must have 2 or more HDMI/HDCI Video Outputs to connect 4K displays Justification: This is to ensure Video Conference devices support Dual Display Configurations in rooms so that one can use the endpoint directly in meeting rooms with multiple displays/projectors.	As per RFP

150	Buyer added Bid Specific Additional Scope of Work Page 33: SECTION: 4 Functional & Technical Requirement Conference Room based VC Device (Type-A):	Conference Room based VC Device (Type-A):	Add Clause Requested: Video Input: The Codec must have atleast 3 or more HDMI/HDCI Video Inputs to connect Camera/s and PC for content. Justification: This is to ensure Video Conference devices support 1 or more camera as well as 1 or more wired connection from PC for Content directly on the device.	As per RFP
151	Buyer added Bid Specific Additional Scope of Work Page 33: SECTION: 4 Functional & Technical Requirement Conference Room based VC Device (Type-B):	Type of Camera: In built camera, codec and microphone	Change Requested: Type of Camera: In built camera, codec, microphone & speakers as an all-in-one unit Justification: This catrgory VC unit are also compatible with Monitor displays that may not have speakers, and hence VC unit will work without any external speaker requirement.	Revised as: Type of Camera: In built camera, codec, microphone & speakers as an all-in-one unit
152	Buyer added Bid Specific Additional Scope of Work Page 33: SECTION: 4 Functional & Technical Requirement Conference Room based VC Device (Type-B):	Conference Room based VC Device (Type-B):	Add Clause Requested: Camera must have a FoV of 120 degrees Justification: 120 degrees is a stanard angle for camera designed for smaller rooms as people sitting close to the VC and hence at least 120 degree angle needed to capture all participants.	As per RFP
153	Buyer added Bid Specific Additional Scope of Work Page 33: SECTION: 4 Functional & Technical Requirement Conference Room based VC Device (Type-B):	Network Support: IPv4/IPv6	Change Requested: Network Support: IPv4 & IPv6 from day 1. Justification: IPv6 is mandatory as per Gol guidelines for active devices. Request to revise this clause so the entire solution can be moved to IPv6 when desired.	As per RFP
154	Buyer added Bid Specific Additional Scope of Work Page 33: SECTION: 4 Functional & Technical Requirement Conference Room based VC Device (Type-B):	Supported Video Protocols: H.264, H.265	Change Requested: Supported Video Protocols: H.264 or better Justification: Smaller form factor Video devices of most OEM's are not designed to support H.265. This segment of devices typically work at H.264 AVC/SVC or similar.	Revised as: Supported Video Protocols: H.264 or better

155	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 34: SECTION: 4 Functional & Technical Requirement</p> <p>Conference Room based VC Device (Type-B):</p>	<p>Conference Room based VC Device (Type-B):</p>	<p>Add Clause Requested: Other terms 3. Codec, Camera & Remote Control must be from the same OEM. 4. Codec must be custom built hardware and not software loaded on PC. 5. Solution must run on secure proprietary OS and not on an Open software like Android</p> <p>Justification: These parameters are needed to ensure the VC unit works seamlessly with the Type-A video device and the Video Conference Solution.</p>	As per RFP
156	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 34: SECTION: 4 Functional & Technical Requirement</p> <p>Conference Room based VC Device (Type-B):</p>	<p>Conference Room based VC Device (Type-B):</p>	<p>Change Requested: Codec, Microphones, Camera & Remote control must be supplied from the same OEM.</p> <p>Justification: To ensure smooth operations, it is mandatory to have complete endpoint from a single OEM.</p>	As per RFP
157	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 34: SECTION: 4 Functional & Technical Requirement</p> <p>Conference Room based VC Device (Type-B):</p>	<p>Conference Room based VC Device (Type-B):</p>	<p>Add Clause Requested: Video Output: The Codec must have 2 or more HDMI/HDCl Video Outputs to connect 4K displays</p> <p>Justification: This is to ensure Video Conference devices support Dual Display Configurations in rooms so that one can use the endpoint directly in meeting rooms with multiple displays/projectors.</p>	As per RFP
158	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 34: SECTION: 4 Functional & Technical Requirement</p> <p>Conference Room based VC Device (Type-B):</p>	<p>Conference Room based VC Device (Type-B):</p>	<p>Add Clause Requested: Video Input: The Codec must have at least 1 or more HDMI/HDCl Video Inputs to connect PC for content.</p> <p>Justification: This is to ensure Video Conference devices support Wired connection from PC for Content directly on the device.</p>	As per RFP

159	Buyer added Bid Specific Additional Scope of Work Page 29: SECTION: 4 Functional & Technical Requirement 4.5. Video collaboration solution (Video Conference Solution):	4.5.1. The Video collaboration solution must be a single centralized architecture with video endpoints capable of registering from anywhere across GSWAN network. The solution must include central management, phonebook, gatekeeper, firewall traversal solution, Video conferencing MCU as well as Video conferencing endpoints. The various applications may or may not be co-hosted in a single hardware, and it at discretion of the Bidder.	Change Requested: 4.5.1. The Video collaboration solution must be a single centralized architecture with video endpoints capable of registering from anywhere across GSWAN network. The solution must include central management, phonebook, gatekeeper, firewall traversal solution, Video conferencing MCU as well as Video conferencing endpoints. The various applications may or may not be co-hosted in a single hardware, however the MCU must be on dedicated hardware. All hardware in the solution must have redundant Power supply. Justification: MCU will be a heavy duty software processing multiple video streams and shared resources of hardware may lead to degradation in quality or poor performance. Hence request to consider dedicated hardware for MCU. Also Request to consider redundant power supply for all hardwares proposed in solution to ensure lesser failures/issues due to power supply.	As per RFP
160	Buyer added Bid Specific Additional Scope of Work Page 29: SECTION: 4 Functional & Technical Requirement 4.5. Video collaboration solution (Video Conference Solution):	4.5.2. The Video collaboration solution must be deployed in redundancy across DC site as stated above. The solution must function as per ITU standards of H.248. The solution must also support and allow Video device to perform content sharing on standards like BFCP & H.239	Change Requested: 4.5.2. The Video collaboration solution must be deployed in redundancy across DC site as stated above. The solution must function as per ITU standards of H.460. The solution must also support and allow Video device to perform content sharing on standards like BFCP & H.239 Justification: H.248 is standard for telecommunication and not a valid Video Conference architecture standard. The correct standard is H.460. Hence request to correct the ITU standard and revise the clause.	Revised as: The Video collaboration solution must be deployed in redundancy across DC site as stated above. The solution must function as per ITU standards of H.248 or equivalent. The solution must also support and allow Video device to perform content sharing on standards like BFCP & H.239
161	Buyer added Bid Specific Additional Scope of Work Page 30: SECTION: 4 Functional & Technical Requirement 4.5. Video collaboration solution (Video Conference Solution):	4.5.4. The solution must be a standard SIP based platform with interoperability with H.323. The entire solution must support IPv4 / IPv6 from day 1.	Change Requested: 4.5.4. The solution must be a standard SIP based platform with interoperability with H.323. The entire solution (MCU, Gatekeeper, firewall traversal, softclient, Video Endpoints) must support IPv4 & IPv6 from day 1. Justification: This is as per the GoI Guidelines for mandating IPv6. Request to make IPv4 & IPv6 both mandatory from day 1.	As per RFP
162	Buyer added Bid Specific Additional Scope of Work Page 30: SECTION: 4 Functional & Technical Requirement 4.5. Video collaboration solution (Video Conference Solution):	4.5.5. The solution must include Firewall traversal solution that ensures no ports on firewall are bypassed for Video calls and conferences over internet.	Change Requested: 4.5.5. The solution must include Firewall traversal solution from same OEM that ensures no ports on firewall are bypassed for Video calls and conferences over internet. Justification: To ensure seamless operations, it is duly recommended that the OEM for Firewall Traversal & MCU are same. With multiple branded softwares for a single function, there may be operation challenges, feature gaps, and quality issues which is difficult to troubleshoot unless thoroughly tested. Hence request to consider this change for smoother operations.	As per RFP

163	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 30: SECTION: 4 Functional & Technical Requirement</p> <p>4.5. Video collaboration solution (Video Conference Solution):</p>	<p>4.5.6. The MCU must have a 2000 HD port capacity on normal day with N+1 redundancy deployment for web browser-based client and hardware endpoints. MCU must support at least 100 concurrent conferences on HD resolution. This can be achieved via a single server or cascading multiple server. MCU must support local redundancy as well as geo-redundancy over WAN. All the supplied hardware must support IPv4/ IPv6 from day 1 and latest security standards of AES 128 or above & TLS 1.2 or above.</p>	<p>Clarification Requested: As per our understanding, GIL would require total of 2000 HD ports in N+1 active-active redundant mode, which is 1000 in DC & 1000 HD ports in DR. Please Confirm. Or is the requirement for 2000 HD ports in DC & 2000 HD port in DR?</p> <p>Justification: Request to clarify above query to size the solution accordingly.</p>	<p>1000 - DC & 1000 DR (HD Ports)</p>
164	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 30: SECTION: 4 Functional & Technical Requirement</p> <p>4.5. Video collaboration solution (Video Conference Solution):</p>	<p>4.5.6. The MCU must have a 2000 HD port capacity on normal day with N+1 redundancy deployment for web browser-based client and hardware endpoints. MCU must support at least 100 concurrent conferences on HD resolution. This can be achieved via a single server or cascading multiple server. MCU must support local redundancy as well as geo-redundancy over WAN. All the supplied hardware must support IPv4/ IPv6 from day 1 and latest security standards of AES 128 or above & TLS 1.2 or above.</p>	<p>Clarification Requested: 4.5.6. The MCU must have a 2000 HD port capacity on normal day with N+1 active-active redundancy (1000 HD + 1000 HD) deployment for web browser-based client and hardware endpoints. MCU must support at least 100 concurrent conferences on HD resolution. This can be achieved via a single server or cascading multiple server. MCU must support local redundancy as well as geo-redundancy over WAN. All the supplied hardware must support IPv4 & IPv6 from day 1 and latest security standards of AES 128 or above & TLS 1.2 or above.</p> <p>Justification: Request to revise clause to elaborate on the redundancy and total port count for DC & DR such that bidders can quote without on confusion on the requirement. Also, request to mandate IPv6 from day 1, which as per current clause is optional. IPv6 must be mandatory for all active components as per Gol guidelines.</p>	<p>Please refer: The proposed solution should support up to 2000 participants on premises under GSWAN infrastructure. It will include maximum 200 conferences and maximum 2000 participants simultaneous.</p>
165	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 30: SECTION: 4 Functional & Technical Requirement</p> <p>4.5. Video collaboration solution (Video Conference Solution):</p>	<p>4.5.7. MCU must have scale up capability such that MCU can increase more participants through lower resolution or audio only calls and also have scale down capability through provide HD resolution.</p>	<p>Change Requested: 4.5.7. MCU must have scale up capability such that MCU can increase more participants through lower resolution or audio only calls and also have scale down capability through provide Full HD resolution.</p> <p>Justification: The latest MCU from all qualifying OEM's support 1080p Full HD video resolutions. Hence request to revise clause to state that MCU must support Full HD at scaled down level.</p>	<p>As per RFP</p>
166	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 30: SECTION: 4 Functional & Technical Requirement</p> <p>4.5. Video collaboration solution (Video Conference Solution):</p>	<p>Video Collaboration Solution</p>	<p>Add Point Requested: MCU Must support Atleast 200 HD ports on a single hardware.</p> <p>Justification: With lower HD port capacity limit, Bidders will propose solution where about 50+ servers would be handed over to GIL for MCU solution, which will be difficult to manage and deploy as it will consume very high power and real-estate space. hence request to add a capacity of atleast 200 HD ports per server to ensure solution is sustainable and manageable.</p>	<p>As per RFP</p>

167	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 30: SECTION: 4 Functional & Technical Requirement</p> <p>4.5. Video collaboration solution (Video Conference Solution):</p>	<p>4.5.9. MCU/Soft Client/Video Conferencing Meeting Background must support branded with GoG emblem & Logo/Office images and must support customised branding to provide personalized experience to participants.</p>	<p>Change Requested: 4.5.9. MCU Webpage & Video Conferencing Meeting Background must support branded with GoG emblem & Logo/Office images and must support customised branding to provide personalized experience to participants.</p> <p>Justification: Soft client part of IP PbX and hence request to remove. Also request to mandate the feature of branding of MCU with Department logo as this feature is now supported by all OEM's.</p>	<p>Revised as: MCU/Video Conferencing Meeting Background must support branded with GoG emblem & Logo/Office images and must support customised branding to provide personalized experience to participants.</p>
168	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 30: SECTION: 4 Functional & Technical Requirement</p> <p>4.5. Video collaboration solution (Video Conference Solution):</p>	<p>4.5.12 The proposed solution should support up to 2000 participants on premises under GSWAN infrastructure. It will include no of simultaneous conferences with a combination of 1 conference of 500 participants or 200 conferences of 10 participants or any other combination of 2000. All license and hardware to be included for the same. It should have video conferencing recording with the ability to switch it on and off at Host level. Host should have the option to record the VC. Recording mode (on / off) should be clearly visible on the screen.</p>	<p>Change Requested: 4.5.12 The proposed solution should support up to 2000 participants on premises under GSWAN infrastructure. It will include no of simultaneous conferences with a combination of 1 conference of 500 participants or upto 100 simultaneous conferences. All license and hardware to be included for the same. It should have video conferencing recording with the ability to switch it on and off at Host level. Host should have the option to record the VC. Recording mode (on / off) should be clearly visible on the screen.</p> <p>Justification: Defining any combination is as per licenses schema of a specific OEM solution and biased towards a particular OEM. Hence request to revise the clause to be consistent with the RFP to state that max 100 simultaneous conferences to be supported by the solution. This will allow equal opportunity for all qualifying OEM's to comply</p>	<p>Revised as; 4.5.12 The proposed solution should support up to 2000 participants on premises under GSWAN infrastructure. It will include maximum 200 conferences and maximum 2000 participants simultaneous. All license and hardware to be included for the same. It should have video conferencing recording with the ability to switch it on and off at Host level. Host should have the option to record the VC. Recording mode (on / off) should be clearly visible on the screen.</p>
169	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 30: SECTION: 4 Functional & Technical Requirement</p> <p>4.5. Video collaboration solution (Video Conference Solution):</p>	<p>4.5.13. Event/Webinar Solution with Streaming Server (For more than 2000 participants to 15,000 participants) Bidder will provide the video Conferencing services through bidder with in house or cloud platform. Solution must be able to support Events/Conference with a capacity of up to 15,000 participants. The solution must allow all 15,000 participants to be able to interact with each other real-time audio and if required even allow moderator to enable their video. For such large conferences solution should allow up to 500 participants to be on audio, video while the rest should be able to view the content and participate via streaming solution on GSWAN network. The solution must support parallel streaming with minimum 5 links at same time over standard platforms like YouTube, Facebook, Twitter or other social media platforms if more than 15,000 participants need to view. The streaming server should also be capable to mix multiple cloud based meeting solution to view on single screen. The bidder has to provide expert manpower for this purpose. The solution must have audio video mixing facility. Following are features needed for conducting such large events. To achieve this functionality, all required licenses must be included.</p>	<p>Change Requested: 4.5.13. Event/Webinar Solution with Streaming Server (For more than 2000 participants to 15,000 participants) Bidder will provide the video Conferencing services through bidder with in house or cloud platform. Solution must be able to support Events/Conference with a capacity of up to 15,000 participants. The solution must allow all 15,000 participants to be able to interact with each other real-time audio and if required even allow moderator to enable their video. For such large conferences solution should allow all 15000 participants to be on voip audio, video while the rest should be able to view the real-time content and participate via audio interaction, polling, chat, Q&A, etc. The solution must support streaming over standard platforms like YouTube, Facebook, Twitter or other social media platforms if more than 15,000 participants need to view. The bidder has to provide expert manpower for this purpose. Following are features needed for conducting such large events. To achieve this functionality, all required licenses must be included.</p> <p>Justification: The original clause is a combination of a Large party conference and an advanced streaming solution which are two different solutions. Request to revise this clause and amend it to be specific to the large party conference. Also request to share a separate section for Streaming & broadcasting solution with the OEM criterias for the same.</p>	<p>As per RFP</p>

170	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 30: SECTION: 4 Functional & Technical Requirement</p> <p>4.5. Video collaboration solution (Video Conference Solution):</p>	<p>4.5.13. Event/Webinar Solution with Streaming Server (For more than 2000 participants to 15,000 participants) Bidder will provide the video Conferencing services through bidder with in house or cloud platform. Solution must be able to support Events/Conference with a capacity of up to 15,000 participants. The solution must allow all 15,000 participants to be able to interact with each other real-time audio and if required even allow moderator to enable their video. For such large conferences solution should allow up to 500 participants to be on audio, video while the rest should be able to view the content and participate via streaming solution on GSWAN network. The solution must support parallel streaming with minimum 5 links at same time over standard platforms like YouTube, Facebook, Twitter or other social media platforms if more than 15,000 participants need to view. The streaming server should also be capable to mix multiple cloud based meeting solution to view on single screen. The bidder has to provide expert manpower for this purpose. The solution must have audio video mixing facility. Following are features needed for conducting such large events. To achieve this functionality, all required licenses must be included.</p>	<p>Clarification Requested: The original clause is a combination of a Large party conference and an advanced streaming solution which are two different solutions. Request to revise this clause and amend it to be specific to the large party conference. Request to share a separate section for Streaming & broadcasting solution with the OEM criterias for the same. Also request remove the clause for " The streaming server should also be capable to mix multiple cloud based meeting solution to view on single screen."</p> <p>Justification: Video conferencing brands simply provide a single streaming link and Bidders have to depend on other OEM solution for professional mass streaming solutions & audio video mixing solutions. Hence request to add spcifications spearately for the Streaming requirement.</p>	As per RFP
171	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 31: SECTION: 4 Functional & Technical Requirement</p> <p>4.5. Video collaboration solution (Video Conference Solution):</p>	<p>4.5.13.3. The solution must support encryption between VC endpoint/MCU & cloud</p>	<p>Change Requested: 4.5.13.3. The solution must support encryption between VC endpoint, MCU & event platform</p> <p>Justification: Request to revise to mandatorily support encryption between Video device and event platform and MCU with event platform. This is important of the VC endpoint diirectly joins the Event platform.</p>	As per RFP
172	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 31: SECTION: 4 Functional & Technical Requirement</p> <p>4.6. Conferencing:</p>	<p>4.6.8. The proposed conference license should not be tagged to any specific user and must operate as a shared resource.</p>	<p>Change Requested: 4.6.8. The proposed conference license may or may not be tagged to any specific user and must operate as a shared resource.</p> <p>Justification: The clause is skewed towards licensing of a specific OEM. Request to revise clause to allow other OEM;s equal opportunity to comply and participate.</p>	Revised as: 4.6.8 The proposed conference license may or may not be tagged to any specific user and must operate as a shared resource.

173	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 45: SECTION 6: INSTRUCTION TO THE BIDDERS</p> <p>17. EVALUATION METHODOLOGY</p> <p>17.3. Criteria for Technical bid evaluation:</p>	<p>6 OEM Support</p> <ul style="list-style-type: none"> - IF OEM of the Video Conferencing Solution have spare depo in India to provide warranty support: 2.5 Marks, No spare Depo: 00 Marks - IF OEM of the proposed Core IP telephony Solution have spare depo in India to provide warranty support: 2.5 Marks, No spare Depo: 00 Marks 	<p>Change Requested: 6 OEM Support</p> <ul style="list-style-type: none"> - IF OEM of the Video Conferencing Solution have spare depo in Gujarat to provide warranty support: 2.5 Marks, No spare Depo: 00 Marks - IF OEM of the proposed Core IP telephony Solution have spare depo in Gujarat to provide warranty support: 2.5 Marks, No spare Depo: 00 Marks <p>Justification: Spare depot in India must be a mandatory clause and QCBS must be for spare depot in Gujarat since these OEM's should be able to provide better service.</p>	As per RFP
174	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 45: SECTION 6: INSTRUCTION TO THE BIDDERS</p> <p>17. EVALUATION METHODOLOGY</p> <p>17.3. Criteria for Technical bid evaluation:</p>	<p>5. OEM Experience</p> <ul style="list-style-type: none"> - 3 projects of IPPBX solution globally having minimum 10,000 IP phones/Soft phones: 03 marks - 4 projects of IPPBX solution globally having minimum 10,000 IP phones/Soft phones: 04 marks - 5 projects of IPPBX Solution globally having minimum 10,000 IP phones/Soft phones: 05 marks 	<p>Change Requested: 5. OEM Experience</p> <ul style="list-style-type: none"> - 1 projects of IPPBX solution in India having minimum 10,000 IP phones/Soft phones: 03 marks - 2 projects of IPPBX solution in India having minimum 10,000 IP phones/Soft phones: 04 marks - 3 projects of IPPBX Solution in India having minimum 10,000 IP phones/Soft phones: 05 marks <p>Justification: 3 Projects across globe is a mandatory claupe for OEM eligibility. For QCBS, we recommend to evaluate OEM projects In Inda.</p>	As per RFP
175	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 45: SECTION 6: INSTRUCTION TO THE BIDDERS</p> <p>17. EVALUATION METHODOLOGY</p> <p>17.3. Criteria for Technical bid evaluation:</p>	<p>7. OEM's of VC solution must have deployment of minimum 3 projects globally having 500 ports MCU in each project. – 3 marks</p> <p>OEM's of VC solution must have deployment of minimum 4 projects globally having 500 ports MCU in each project. – 4 marks</p> <p>OEM's of VC solution must have deployment of minimum 5 projects globally having 500 ports MCU in each project. –5 marks</p>	<p>Change Requested:</p> <p>7. OEM's of VC solution must have deployment of minimum 3 projects in INDA</p> <p>having 500 ports MCU in each project. – 3 marks</p> <p>OEM's of VC solution must have deployment of minimum 4 projects in INDIA having 500 ports MCU in each project. – 4 marks</p> <p>OEM's of VC solution must have deployment of minimum 5 projects in INDIA having 500 ports MCU in each project. –5 marks</p> <p>Justification: 3 Projects across globe is a mandatory claupe for OEM eligibility. For QCBS, we recommend to evaluate OEM projects In Inda.</p>	As per RFP
176	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 45: SECTION: 7 Price Bid</p>	<p>1. Core IP Telephony System</p> <p>IP PBX system with all the required hardware and software like Voice Gateways, Audio & Video Conferencing solution, Call billing & Accounting tool, Survival branch facility, Fax facility, Cabling, Accessories etc. with 7 years warranty and Support (include License charges for 14,000 IP Telephony users)</p>	<p>Clarification Requested: Kindly elaborate the role of Call Billing/ Call Accounting if this is mandatory. Else request to remove if not required.</p> <p>Justification: Call Billing/Accountiing is required only if the department is receiving internal bills from other internal departments.</p>	DST provides Telphony services on chargeable basis to government department. In order to calculate the usage, call billing / call accounting software is required to generate invoice in name of the department and auto calculation according to usage.

177	Buyer added Bid Specific Additional Scope of Work Page 56: SECTION: 8 ANNEXURES Annexure-A: Fax Facility	Note: Bidder is required to provide balance 116 ports (400 -284) in combination of 58 x 2 ports analog gateway which will be used for future requirements.	Change Requested: Note: Bidder is required to provide balance 116 ports (400 -284) in any combination of ports on analog gateway which will be used for future requirements. Justification: 58x2 port per gateway is specific to certain make OEM. Request to allow Bidders to select best solution and provide the required amount of Analog gateways for the same.	At present, 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.
178	GENERIC	ADDITIONAL POINT	Request: it is recommended to include a mandatory Proof of Concept/Demo of the proposed solution at GIL/DST office or at Bidder/OEM's location Justification: Since this RFP can contain solution with multiple OEM platforms, it is recommended that GIL/DST mandate a proof of Concept Demonstration of the solution and vet the performance & featureset. If possible, this should also be considered as part of technical evaluation of the Bidder.	As per RFP
179	Buyer added Bid Specific Additional Scope of Work Page 23: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.3 System should have capability to manage centralize database of all the users. CLI facility for all users should be provisioned from day one. System should support centralized web based administration	Change Requested: 4.1.3 System should have capability to manage centralize database of all the users. CLI facility for all users should be provisioned from day one. System should support centralized web based administration. Entire system must be a single IP telephony solution and must not be by integrating multiple telephony systems. The single telephony system must be able to manage a capacity of 15,000 users from day 1 expandable to 40,000 users for future. Justification: It is necessary to define the maximum capacity of the solution to ensure Bidder can provide correct solution.	As per RFP
180	Buyer added Bid Specific Additional Scope of Work	General Query	Clarification Request: As per our understanding both IP telephony provider as well as Video conference provider need to provide soft client for meetings. This is duplication of soft client as well as costs. This also will degrade experience since there would be two soft clients in a single PC for every user. Suggestion: Request to kindly consider soft client as part of Video conference due to the fact that it is solely used for video calling & video conferencing purposes, and consider Type A & Type B user License for IP telephony without soft client for IP telephony.	Soft Clients to be provided by IP telephony provider. However the VC soft client will be required for training & events which is separate purpose.
181	Buyer added Bid Specific Additional Scope of Work Page 30: SECTION: 4 Functional & Technical Requirement 4.5. Video collaboration solution (Video Conference Solution):	4.5.6. The MCU must have a 2000 HD port capacity on normal day with N+1 redundancy deployment for web browser-based client and hardware endpoints. MCU must support at least 100 concurrent conferences on HD resolution. This can be achieved via a single server or cascading multiple server. MCU must support local redundancy as well as geo-redundancy over WAN. All the supplied hardware must support IPv4/ IPv6 from day 1 and latest security standards of AES 128 or above & TLS 1.2 or above.	Clarification Required: Will GIL provide to provide Load balancers, Network Switches, Firewalls & Routers to support Automatic failover & strong connectivity between DC & DR. or does it need to be factored in by Bidder? If Bidder, kindly request to provide current core infrastructure network details and requirements for components additionally needed within DC, DR and between DC & DR. It is recommended to consider high performing switch & router for DC-DR connectivity.	Bidder to consider complete infrastructure to meet the solution / functionality as mentioned in RFP.

182	RFP Document - Page 20 - Scope of Work / B - Operation & Maintenance / Point 19 - Delivery Timelines	Delivery of the ordered item/software as per the work order at central location (vendors warehouse at Gandhinagar/Ahmedabad) --> T + 60 Days	Due to ongoing acute worldwide shortage of semiconductor chips delivery of the IT / Telecom components are getting delayed Change Requested: "Request you to change the delivery time lines to T + 180 Days from T + 60 Days	See the Corrigendum.
183	Buyer added Bid Specific Additional Scope of Work Page 9: SECTION: 2: ELIGIBILITY CRITERIA	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.	Change Requested: 9. All the proposed equipment's should not be declared End-of-Sale during ordering and End-of-Support for next 5 years from the date of bid submission by the OEMs. Justification: Generally projects only ask for 5 years support for the solution. For example, GSWAN, GSDC etc projects also required only 5 years support. 5 years is ideal for OEMs to be able to guarantee support as the technology and innovation does not allow OEM;s to guaratnee 7 years availability of same Product. beyond 5 years, OEM can certainly provide similar product ifrequired by GIL.	Revised as: All the proposed equipment's should not be declared End of Sale & must not go End-of-Support for next 7 years from the date of bid submission by the OEM.However, if OEM declares any equipment as end of support for any reasons, then in that case OEM has to replace that equipment with better or equivalent products without any cost to DST/GIL. OEM has to submit on their letter head, complete details on the life cycle available for the equipment, their end of support dates and replacement model if any.
184	Buyer added Bid Specific Additional Scope of Work Page 14: SECTION: 3 SCOPE OF WORK A) System Integration Component:	17. At present all VVIP users are using Analog Phones/Digital Phones. Total no. of connections are approx. 744. Bidder is also required to continue this 744 connections initially for 1 year. If DST instructs, bidder is required to convert them into IP Phone within 1 month during contract period.	Clarification required: Does this mean that the new L1 bidder needs to maintain the existing PbX and integrate it with the new soution and manage for atleast 1 year so that VVIP connections can be transferred? If not, please clairify scope of the new solution with this clause. Request to continue with existing vendor for these 744 connection if they need to be maintained as its for another 1 year, and not add it in new scope of this SICN project. Justification: 744 connections are currently terminated on existing PbX supported by a certain vendor. Allowing to replace all 744 with IP Phones from day 1 makes it simpler for any new vendor to carry forward the project without any baggage of previous PbX or phone.	As per RFP. Bidder to do operation & maintenance of existing solution till conversion to IP telephony.
185	Scope of Work & ATC, Pg. No. 4, DEFINITIONS, Clause 23	Soft Client/Agent/UC client is an app/software/program which will enable users to do audio and video calling through PC/Desktop, laptop and mobile phones. Soft Client must be provided to all users with IP Phones to control their phone from PC and allow user to make/receive calls, search from directory on PC and click to call. While the agent executes the commands, the IP Phone is used for media of the call.	We request authority to kindly amend the clause as below: Soft Client/Agent/UC client is an app/software/program which will enable users to do audio and video calling through PC/Desktop, laptop and mobile phones. Soft Client must be provided to all users on their PC and allow user to make/receive calls, search from directory on PC and click to call.	Consider Ommited: While the agent executes the commands, the IP Phone is used for media of the call.
186	Scope of Work & ATC, Pg. No. 10, ELIGIBILITY CRITERIA, Clause 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). 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.	We request authority to kindly amend the clause as below: 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). All the proposed equipment's should not be declared End-of-Support for next 7 years from the date of bid submission by the OEMs.	Revised as: All the proposed equipment's should not be declared End of Sale & must not go End-of-Support for next 7 years from the date of bid submission by the OEM.However, if OEM declares any equipment as end of support for any reasons, then in that case OEM has to replace that equipment with better or equivalent products without any cost to DST/GIL. OEM has to submit on their letter head, complete details on the life cycle available for the equipment, their end of support dates and replacement model if any.

187	Request for Clarification	We would like to clarify that in our Video Collaboartion Solution, the Recording Server will be provided by third-party OEM and we understand that the pre-qualification/eligibility criteria will not be applicable to this single third-party component. We would request the authority to confirm that our understanding is correct.		Revised as: Bidder to propose single OEM for IP telephony and single OEM for Video conference platform. The devices / components / solution should not be comprised for multiple OEM in IP Telephony / Video conferencing solution.
188	Scope of Work & ATC, Pg. No. 14, A) System Integration Component, Clause 7	In case of any failure at main call control server/system there should be seamless failover to the disaster recovery server/system.	We request the authority to amend the clause as below: In case of any failure at main call control server/system there should be seamless failover to the disaster recovery server/system with minimal service outage.	Revised as: In case of any failure at main call control server/system there should be seamless failover between disaster recovery server/system & main call control server / system. After recovery of primary site, the failover to be reverted to main call control server without manual intervention
189	Scope of Work & ATC, Pg. No. 23, Core Telephony System, Clause 4.1.6	The system must provide common call control for IP phones and collaboration devices such as video endpoints.	We request the authority to amend the clause as below: The system may provide common/separate call control platform for IP phones and collaboration devices such as video endpoints.	As per RFP
190	Scope of Work & ATC, Pg. No. 25, Core Telephony System, Clause 4.1.38	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.	We request the authority to amend the clause as below: 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 call from one device to another configured device seamlessly.	As per RFP
191	Scope of Work & ATC, Pg. No. 26, 4.2 IP Phone-Video (Type-A)	Display : Should have high resolution 5" or higher backlit TFT/LCD color display with Minimum HD 720p Camera (embedded or body mount)	We request the authority to amend the clause as below: Display : Should have high resolution 7" or higher backlit Touch TFT/LCD color display with Minimum FHD 1080p Camera (embedded or body mount)	As per RFP
192	Scope of Work & ATC, Pg. No. 26, 4.2 IP Phone-Video (Type-A)	Integral Switch : Should have integrated 2-port 1G PoE (802.3af) Ethernet switch	We request the authority to amend the clause as below: Integral Switch : Should have integrated 2-port 1G PoE (802.3af) Ethernet switch and Integrated Wi-Fi	As per RFP
193	Scope of Work & ATC, Pg. No. 26, 4.2 IP Phone-Video (Type-A)	Audio Codec : G.729, OPUS /iLBC (Internet Low Bitrate codec) or equivalent	We request the authority to amend the clause as below: Audio Codec : G.711, G.722, G.729, iLBC/OPUS	No Change. Equivalent would be accepted.
194	Scope of Work & ATC, Pg. No. 26, 4.2 IP Phone-Video (Type-A)	Video Codec : H.264 or better	We request the authority to amend the clause as below: Video Codec : H.264, H.264 HighProfile/H.265 or better	As per RFP
195	Scope of Work & ATC, Pg. No. 26, 4.2 IP Phone-Video (Type-A)	Camera : Should have a built-in camera with 720p resolution	We request the authority to amend the clause as below: Camera : Should have a built-in camera with 1080p resolution	As per RFP
196	Scope of Work & ATC, Pg. No. 26, 4.2 IP Phone-Video (Type-A)	Keys : Should have 3 or more line keys and 4 or more soft keys and other default keys like mute, volume control, Speakerphone, standard key pad etc.	We request the authority to amend the clause as below: Keys/Virtual Keys : Should have 3 or more line physical/virtual keys and other default physical/touch keys like mute, volume control, Speakerphone, standard key pad/virtual key pad etc.	Revised as: Navigation Keys : Should have minimum 4 or 5-way navigation keys in the IP Phone. Soft keys may be accepted.
197	Scope of Work & ATC, Pg. No. 26, 4.2 IP Phone-Video (Type-A)	Add into Conference (o) : Allows users to initiate a multi-way call from the handset; Minimum 5	We request the authority to amend the clause as below: Add into Conference (o) : Allows users to initiate a multi-way call from the phone; Minimum 4	As per RFP. The solution can be initiated through phone or through solution.
198	Scope of Work & ATC, Pg. No. 26, 4.2 IP Phone-Video (Type-A)	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.	Request to delete the clause as the feature is proprietary to a single OEM.	Consider Ommited.

199	Scope of Work & ATC, Pg. No. 26, 4.2 IP Phone-Video (Type-A)	Voice Platform API : Allows businesses to integrate business applications with the voice platform for common features, such as: click to call, caller ID lookup, screen-pop, and more.	We request the authority to amend the clause as below:Voice Platform API : Allows businesses to integrate business applications with the voice platform for common features available as per phone model.	As per RFP
200	Scope of Work & ATC, Pg. No. 27, 4.2 IP Phone-Video (Type-A)	Navigation Keys : Should have minimum 4 or 5-way navigation keys in the IP Phone	We request the authority to amend the clause as below:Navigation Keys : Should have minimum 4 or 5-way navigation keys in the IP Phone. (Not applicable for Full Touch Screen phone.)	Revised as: Navigation Keys : Should have minimum 4 or 5-way navigation keys in the IP Phone. Soft keys may be accepted.
201	Scope of Work & ATC, Pg. No. 27, 4.2 IP Phone-Video (Type-A)	Extension Mobility / Open Seating or Equivalent : Allows an available phone to be configured with a user's phone preferences and settings for speed dial buttons, line keys and soft keys by simply logging into the phone with your password.	We request the authority to amend the clause as below:Extension Mobility / Open Seating or Equivalent : Allows an available phone to be configured with a user's phone by simply logging into the phone with your password to use common IP telephony features applicable to all users.	As per RFP
202	Scope of Work & ATC, Pg. No. 27, 4.2 IP Phone-Video (Type-A)	Audio Conferencing : Should support Adhoc, scheduled conferencing. Addition and dropping of any member during the conference.	We request the authority to amend the clause as below:Audio Conferencing : Should support Adhoc conferencing. Addition and dropping of any member during the adhoc conference.	Revised as: Should support Adhoc scheduled conferencing. Addition and dropping of any member during the conference.
203	Request for addition of Clause	Bluetooth : The Phone should support USB Bluetooth headset		As per RFP
204	Scope of Work & ATC, Pg. No. 27, 4.3 IP Phone- (Type-B)	Display : Should have high resolution 3" or higher display	We request the authority to amend the clause as below:Display : Should have high resolution 2.8" or higher backlit color LCD	See the Corrigendum.
205	Scope of Work & ATC, Pg. No. 27, 4.3 IP Phone- (Type-B)	Audio Codec : G.729, OPUS /iLBC (Internet Low Bitrate codec) or equivalent	We request the authority to amend the clause as below:Audio Codec : G.711, G.722, G.729, iLBC/OPUS	No Change. Equivalent would be accepted.
206	Scope of Work & ATC, Pg. No. 27, 4.3 IP Phone- (Type-B)	Keys : Should have 1 or more line keys and 4 or more soft keys and other default keys like mute, volume control, Speakerphone, standard key pad etc.	We request the authority to amend the clause as below:Keys : Should have 3 or more line keys and 4 or more soft keys and other default keys like mute, volume control, Speakerphone, standard key pad etc.	As per RFP
207	Scope of Work & ATC, Pg. No. 28, 4.3 IP Phone- (Type-B)	Add into Conference (o) : Allows users to initiate a multi-way call from the handset; Minimum 5 users.	We request the authority to amend the clause as below:Add into Conference (o) : Allows users to initiate a multi-way call from the handset; Minimum 3 users.	As per RFP. The solution can be initiated through phone or through solution.
208	Scope of Work & ATC, Pg. No. 28, 4.3 IP Phone- (Type-B)	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.	Request to delete the clause as the feature is proprietary to a single OEM.	Consider Omitted.
209	Scope of Work & ATC, Pg. No. 28, 4.3 IP Phone- (Type-B)	Navigation keys : Should have minimum 2-way navigation keys in the IP Phone	We request the authority to amend the clause as below:Navigation keys : Should have minimum 4-way navigation keys in the IP Phone	As per RFP
210	Scope of Work & ATC, Pg. No. 28, 4.3 IP Phone- (Type-B)	Extension Mobility / Open Seating or Equivalent : Allows an available phone to be configured with a user's phone preferences and settings for speed dial buttons, line keys and soft keys by simply logging into the phone with your password.	We request the authority to amend the clause as below:Extension Mobility / Open Seating or Equivalent : Allows an available phone to be configured with a user's phone by simply logging into the phone with your password to use common IP telephony features applicable to all users.	As per RFP
211	Scope of Work & ATC, Pg. No. 28, 4.3 IP Phone- (Type-B)	Audio Conferencing : Should support Adhoc, scheduled conferencing. Addition and dropping of any member during the conference.	We request the authority to amend the clause as below:Audio Conferencing : Should support Adhoc conferencing. Addition and dropping of any member during the adhoc conference.	Revised as: Should support Adhoc scheduled conferencing. Addition and dropping of any member during the conference.

212	Scope of Work & ATC, Pg. No. 29, 4.5 Video collaboration solution (Video Conference Solution), Clause 4.5.1	The Video collaboration solution must be a single centralized architecture with video endpoints capable of registering from anywhere across GSWAN network. The solution must include central management, phonebook, firewall traversal solution, Video conferencing MCU as well as Video conferencing endpoints for certain locations. The various applications may or may not be co-hosted in a single hardware, and it at discretion of the Bidder.	We request the authority to amend the clause as below:The Video collaboration solution must be a single centralized architecture with video endpoints capable of registering from anywhere across GSWAN network. The solution must include MCU, central device management, gatekeeper, firewall traversal solution as well as Video conferencing endpoints for certain locations. The various applications (MCU, Gatekeeper, Device Management Server and Firewall Traversal) should be hosted on dedicated hardware appliance/server to avoid single point of failure of the video services.	As per RFP
213	Scope of Work & ATC, Pg. No. 29, 4.5 Video collaboration solution (Video Conference Solution), Clause 4.5.2	The Video collaboration solution must be deployed in redundancy across DC & DR site as stated above. The solution must ensure no Video calls are dropped when the primary server fails to the secondary system. The solution must function as per ITU standards of H.248. The solution must also support and allow Video device to perform content sharing on standards like BFCP & H.239	We request the authority to amend the clause as below:The Video collaboration solution must be deployed in redundancy across DC & DR site. The solution must function as per ITU standards of H.264. The solution must also support and allow Video device to perform content sharing on standards like BFCP & H.239	As per RFP
214	Scope of Work & ATC, Pg. No. 30, 4.5 Video collaboration solution (Video Conference Solution), Clause 4.5.5	The solution must include Firewall traversal solution that ensures no ports on firewall are bypassed for Video calls and conferences over internet.	We request the authority to amend the clause as below:The solution must include Firewall traversal solution that ensures atleast 800 ports/calls capacity. It should ensure that calls are not bypassed through firewall for Video calls and conferences over internet.	As per RFP
215	Scope of Work & ATC, Pg. No. 30, 4.5 Video collaboration solution (Video Scope of Work & ATC, Conference Solution), Clause 4.5.6	The MCU must have a 2000 HD port capacity on normal day with N+1 redundancy deployment for web browser-based client and hardware endpoints. MCU must support at least 100 concurrent conferences on HD resolution. This can be achieved via a single server or cascading multiple server. MCU must support local redundancy as well as geo-redundancy over WAN. All the supplied hardware must support IPv4/ IPv6 from day 1 and latest security standards of AES 128 or above & TLS 1.2 or above.	We request the authority to amend the clause as below:The MCU must have a 2000 HD port capacity on normal day with N+1 redundancy deployment, 400 HD port should be enabled to cater hardware based endpoint and rest should be for Web Browser based Video Calling. This can be achieved via a single server or cascading multiple server. MCU must support local redundancy or geo-redundancy over WAN. All the supplied hardware must support IPv4/ IPv6 from day 1 and latest security standards of AES 128 and AES 256 along with TLS 1.2 or above.	As per RFP
216	Scope of Work & ATC, Pg. No. 30, 4.5 Video collaboration solution (Video Conference Solution), Clause 4.5.9	MCU/Soft Client/Video Conferencing Meeting Background must support branded with GoG emblem & Logo/Office images and must support customised branding to provide personalized experience to participants.	We request the authority to amend the clause as below:Hardware Based Video Conferencing Endpoints must support Meeting Background must support branded with GoG emblem or Logo/Office images and must support customised branding to provide personalized experience to participants joining MCU calls.	Revised as: MCU/Video Conferencing Meeting Background must support branded with GoG emblem & Logo/Office images and must support customised branding to provide personalized experience to participants.

217	Scope of Work & ATC, Pg. No. 30, 4.5 Video collaboration solution (Video Conference Solution), Clause 4.5.12	The proposed solution should support up to 2000 participants on premises under GSWAN infrastructure. It will include no of simultaneous conferences with a combination of 1 conference of 500 participants or 200 conferences of 10 participants or any other combination of 2000. All license and hardware to be included for the same. It should have video conferencing recording with the ability to switch it on and off at Host level. Host should have the option to record the VC. Recording mode (on / off) should be clearly visible on the screen.	We request the authority to amend the clause as below:The proposed solution should support up to 2000 participants on premises under GSWAN infrastructure. It will include no of simultaneous conferences with a combination of 1 conference up to 800 web-browser based participants or up to 100 conferences with 20 participants each. All license and hardware to be included for the same. The proposed solution must support at least 20 Concurrent HD Recordings and 10 HD Live Streaming Sessions with total of max. 500 Concurrent Local Streaming Viewers from day one. It should have video conferencing recording with the ability to switch it on and off at Host/Chairperson User level. Recording Icon should be clearly visible on the screen of Hardware Based Video Endpoints.	Revised as; 4.5.12 The proposed solution should support up to 2000 participants on premises under GSWAN infrastructure. It will include maximum 200 conferences and maximum 2000 participants simultaneous. All license and hardware to be included for the same. It should have video conferencing recording with the ability to switch it on and off at Host level. Host should have the option to record the VC. Recording mode (on / off) should be clearly visible on the screen.
218	Scope of Work & ATC, Pg. No. 31, 4.6 Conferencing, Clause 4.6.8	The proposed conference license should not be tagged to any specific user and must operate as a shared resource.	We request the authority to amend the clause as below:The proposed 100 concurrent meeting licenses should not be tagged in any manner – to an endpoint, a soft client or a named user employee. They must be freely floating for any user to utilize	Revised as: 4.6.8 The proposed conference license may or may not be tagged to any specific user and must operate as a shared resource.
219	Scope of Work & ATC, Pg. No. 32, 4.6 Conferencing, Clause 4.6.11	The conferencing should have H.239/BFCP protocol for sending and receiving dual video streams (Presenter + Presentation).	We request the authority to amend the clause as below:The conferencing should have H.239 and BFCP protocol for sending and receiving dual video streams (Presenter + Presentation).	As per RFP
220	Scope of Work & ATC, Pg. No. 32, 4.6 Conferencing, Clause 4.6.13	The solution must have dual power supply for redundancy and must support IPv4 & IPv6 from day1.	We request the authority to amend the clause as below: The solution (Hardware MCU, Gatekeeper and Firewall Traversal) must have dual power supply for redundancy and must support IPv4 and Pv6 from day1	As per RFP
221	Scope of Work & ATC, Pg. No. 32, 4.7 Video Conference Device, Clause 4.7.2	System should be able to allow new video conference devices to be able to place video calls to the existing VC devices and IP phones & soft clients. The VC System must also be able to dial and participate in the video conference.	We request the authority to amend the clause as below: System should be able to allow new video conference devices to be able to place video calls to the existing VC devices. The VC System must also be able to dial and participate in the video conference on the proposed Video Collaboration Infrastructure.	As per RFP
222	Scope of Work & ATC, Pg. No. 32, 4.7 Video Conference Device, Clause 4.7.3	The SIP Video conference Device must be able to communicate with IP Phones audio & Video and also participate on audio, video & web conferences with other endpoints using SIP standard.	We request the authority to amend the clause as below: The SIP Video conference Device must be able to communicate with IP Phones, IP Video Phones and Web Browser based participants over proposed MCU solution.	As per RFP
223	Scope of Work & ATC, Pg. No. 33, VIDEO Collaboration (Endpoint) DEVICE (Type-A)	Type of Endpoint : Point to Point Upgradable	We request the authority to amend the clause as below;; Type of Endpoint : Point to Point Upgradable/Non-Upgradable	As per RFP
224	Scope of Work & ATC, Pg. No. 33, VIDEO Collaboration (Endpoint) DEVICE (Type-A)	Optical Zoom : 12X	We request the authority to amend the clause as below: Optical Zoom : 10X or more	As per RFP
225	Scope of Work & ATC, Pg. No. 33, VIDEO Collaboration (Endpoint) DEVICE (Type-A)	Microphone Inputs on codec : 2	We request the authority to amend the clause as below: Microphone Inputs on codec : 3	As per RFP
226	Scope of Work & ATC, Pg. No. 33, VIDEO Collaboration (Endpoint) DEVICE (Type-A), Other terms	4. Must have ability to share content on wireless from desktop or laptop.	We request the authority to amend the clause as below: 4. Must have ability to share content on wirelessly from Windows & MacOS, Android & iOS without downloading any application on the user device.	As per RFP

227	Request for addition of Clause	Encryption : AES-128 and AES-256 for H.323 and SIP Calls		As per RFP
228	Scope of Work & ATC, Pg. No. 33, VIDEO Collaboration (Endpoint) DEVICE (Type-B)	Type of Endpoint : Point to Point Upgradable	We request the authority to amend the clause as below: Type of Endpoint : Point to Point Upgradable/Non-Upgradable	As per RFP
229	Scope of Work & ATC, Pg. No. 33, VIDEO Collaboration (Endpoint) DEVICE (Type-B)	Optical Zoom : 5X	We request the authority to amend the clause as below: Digital Zoom :5X	As per RFP
230	Scope of Work & ATC, Pg. No. 33, VIDEO Collaboration (Endpoint) DEVICE (Type-B)	Video Conference Resolution : 1080p 30 FPS	We request the authority to amend the clause as below: Video Conference Resolution : 1080p 60 FPS	As per RFP
231	Scope of Work & ATC, Pg. No. 33, VIDEO Collaboration (Endpoint) DEVICE (Type-B)	Microphone Supplied : 1 and capability to add external microphone	We request the authority to amend the clause as below: Microphone Supplied : 3 or more integrated/inbuilt	As per RFP
232	Scope of Work & ATC, Pg. No. 33, VIDEO Collaboration (Endpoint) DEVICE (Type-B), Other terms	1. Must have ability to share content on wire/wireless from desktop or laptop	We request the authority to amend the clause as below:1. Must have ability to share content on wirelessly from Windows & MacOS, Android & iOS without downloading any application on the user device.	As per RFP
233	Scope of Work & ATC, Pg. No. 33, VIDEO Collaboration (Endpoint) DEVICE (Type-B), Other terms	Must support at least 1 External microphone	Request to delete the clause.	As per RFP
234	Request for addition of Clause	We request the authority to amend the clause as below:Horizontal FOV : 120 degrees		As per RFP
235	Request for addition of Clause	We request the authority to amend the clause as below:Encryption : AES-128 and AES-256 for H.323 and SIP Calls		As per RFP
236	Section-2 Eligibility Criteria- Page 10 (Point 7)	OEM's of IP Telephony Solution (IP PBX) must have deployment of minimum three Projects globally having minimum 10,000 IP phones/Soft phones in each project.	We are Requesting you Kindly Ammend the caluse as:- OEM's of IP Telephony Solution (IP PBX) must have deployment of minimum One Project within India or Globally having minimum 25,000 Phones Phones (i.e. IP phones/Soft phones/ Analog Phones/ Digital Phones) in project. Or Two Projects within India or Globally having minimum 15,000 Phones (i.e. IP phones/Soft phones/ Analog Phones/ Digital Phones) in each project. Or Three Projects within India or Globally having minimum 10,000 Phones (i.e. IP phones/Soft phones/ Analog Phones/ Digital Phones) in each project. Document Requirement - If Global Project then OEM Undertaking on letter head duly signed by Auth. Signatory along with work details of project, project value etc. /or Purchase order copies along with work completion report.	As per RFP
237	Section-4 Core Telephony System Page 24 (Point 4.1.24)	All the Server and remote gateway should be provided with Redundant Power Supply	We are Requesting you Kindly Allow to Provide Remote Gateway with Single Power Supply	As per RFP

238	Section-4 IP Phone-Video (Type A) Page 26	Should have high resolution 5" or higher backlit TFT/LCD color display with Minimum HD 720p Camera (embedded or body mount)	5" Screen size is Very Small for Video Call and multi party conference. We request you to kindly amend this clause as: "Should have 7" Capacitive Touch Screen TFT LCD, 1024x600 pixel with Minimum HD 720p embedded Camera."	As per RFP
239	Section-4 IP Phone-Video (Type A) Page 26 (Point 4.2)	Should have integrated 2-port 1G PoE (802.3af) Ethernet switch	we requesting u kindly ammend the Clause as "Should have integrated Dual switched 10/100/1000Mbps ports with integrated PoE (802.3af Class 2), POE+ (802.3at Class 4)". It Allow you 2 Type Option on Ethernet.	As per RFP
240	Section-4 IP Phone-Video (Type A) Page 26 (Point 4.2)	Should have 3 or more line keys and 4 or more soft keys and other default keys like mute, volume control, Speakerphone, standard key pad etc	We request you to kindly amend this clause as " Should have 3 or more touch type soft keys on display panel including fixed function keys i.e. Mute, Volume Control, Speakerphone, Keypad etc"	As per RFP
241	Section-4 IP Phone-Video (Type A) Page 26 (Point 4.2)	Allows users to initiate a multi-way call from the handset; Minimum 5 users	We request you to kindly amend no. of users from 5 to 3 in a multi way call-add in conference considering small size of video phone screen. Kindly amend this clause as " Allows users to initiate a multi-way call from the handset; Minimum 3 users for both Audio and Video Call."	As per RFP
242	Section-4 Core Telephony System Page 27 (Point 4.2)	Should have minimum 4 or 5-way navigation keys in the IP Phone	In above we requestd to change Basic Video Phone to 7" Touch Screen Type Video Phone. Since Phone will have multitouch screen it will support soft slide feature from screen iteself. We request you to kindly amend this clause as " Should support soft slide feature from Video Phone Touch screen"	Revised as: Navigation Keys : Should have minimum 4 or 5-way navigation keys in the IP Phone. Soft keys may be accepted.
243	Section-4 Core Telephony System Page 24 (Point 4.2)	New Feature to be Added	As this project is going to be expanded upto state level, it is recommended that proposed Video Phone shaould support multi SIP Account so that in case any network is down Video Phone will automatically get registered on another available IP network. Kindly add this clause as " Video Phone should support upto 16 SIP Account"	As per RFP
244	Section-4 Core Telephony System Page 24 (Point 4.2)	New Feature to be Added	Kindly add this clause as " Video Phone should support Bluetooth 4.0+EDR enabling users to connect bluetooth Headset"	As per RFP
245	Section-4 Core Telephony System Page 24 (Point 4.2)	New Feature to be Added	Kindly add this clause as " Video Phone should support Wifi Dual-Band 2.4G & 5G, IEEE802.11a/b/g/n" enabling users to connect Video Phone over WiFi if LAN connection is not available.	As per RFP
246	Section-4 Core Telephony System Page 24 (Point 4.2)	New Feature to be Added	Kindly add this clause as " Video Phone should have HDMI Output Interface" enabling Video phone user to connect Video Output to LCD TV.	As per RFP
247	Section-4 Core Telephony System Page 24 (Point 4.2)	New Feature to be Added	Kindly add this clause defining IP Security on available Video Phone "User and administrator level passwords, MD5 and MD5-sess based authentication, 256-bit AES encrypted configuration file, TLS, SRTP, HTTPS, 802.1x media access control"	As per RFP
248	Section-4 Core Telephony System Page 24 (Point 4.2)	New Feature to be Added	Kindly add this clause enabling secured firmware update on Video Phone "Firmware upgrade via TFTP / HTTP / HTTPS, AES encrypted files with XML configuration support "	As per RFP
249	Section-4 IP Phone- (Type-B) Page-27 (Point 4.3)	Should have high resolution 3" or higher display	To have complete call information, time and name minimum 3 lines should be avaiable in the display, We Request u Kindly ammend the clause as "Should have high resolution 3" or higher backlit display supporting min 24 characters x 3 Lines"	See the Corrigendum.
250	Section-4 IP Phone- (Type-B) Page-27 (Point 4.3)	Should have integrated 2-port 1G PoE (802.3af) Ethernet switch	We Request u Kindly ammend the clause as "Should have integrated 2-port 1G PoE (802.3at) Ethernet switch"	As per RFP
251	Section-4 IP Phone- (Type-B) Page-27 (Point 4.3)	Should support SRTP and support TLS 1.2 or above f or encryption and	We Request u Kindly ammend the clause as "Should support IEEE802.1x authentication (EAP-MD5/ EAP-TLS, EAPOL Forwarding), RTP encryption, Autoconfig encryption"	As per RFP

252	Section-4 IP Phone- (Type-B) Page-27 (Point 4.3)	G.729, OPUS /iLBC (Internet Low Bitrate codec) or equivalent	G.711, G.722 & G.729a are commonly available Audio Codecs with all OEM We Request u Kindly ammend the clause as "G.711, G.729a/G.722"	No Change. Equivalent would be accepted.
253	Section-4 IP Phone- (Type-B) Page-27 (Point 4.3)	Should have 1 or more line keys and 4 or more soft keys and other default keys like mute, volume control, Speakerphone, standard key pad etc.	User should be able to store important contact numbers on DSS key thus minimum 6 DSS Keys should be available in the proposed IP Phone, We Request u Kindly ammend the clause as "Should have minimum 6 Line/ Programmable DSS keys with dual LED, 4 or more soft keys and fixed function keys for Volume control, Speaker Phone, Standard Key Pad etc."	As per RFP
254	Section-4 IP Phone- (Type-B) Page-28 (Point 4.3)	Allows users to initiate a multi-way call from the handset; Minimum 5 users	This is very large project having more than 14000 Users thus 5 Party Audio Conference is very small, We Request u Kindly ammend the clause as " Allows users to initiate a multi-way call from the handset; Minimum 32 users"	As per RFP
255	Section-4 IP Phone- (Type-B) Page-28 (Point 4.3)	Should have minimum 2 way navigation keys in the IP Phone	We Request u Kindly ammend the clause as " Should have minimum 4 way navigation keys in the IP Phone" It allows users to navigate in all direction UP/ DOWN/ LEFT / RIGHT	As per RFP
256	Section-4 IP Phone- (Type-B) Page-28 (Point 4.3)	Corporate directory and Lightweight Directory Access Protocol (LDAP) integration	We Request u Kindly ammend the clause as " Corporate directory / Lightweight Directory Access Protocol (LDAP) integration" as both are Same	As per RFP
257	Section-4 IP Phone- (Type-B) Page-28 (Point 4.3)	IPv4 and IPv6	We Request u Kindly ammend the clause as " IPv4/ IPv6"	As per RFP
258	Page no 9, ELIGIBILITY CRITERIA, Clause no 3	The bidder should have executed at least 1 (one) Project of IPPBX having minimum value of Rs. 2 cr in India during the last 05 years as on bid submission date.	Kindly change this clause as per below: The bidder should have executed at least 1 (one) Project of IPPBX/ Video conferencing (VC) Project having minimum value of Rs.2 crores in India during the last 07 years as on bid submission date.	As per RFP
259	RFP Document - Page 20 - Scope of Work / B - Operation & Maintenance / Point 19 - Delivery Timelines	Delivery of the ordered item/software as per the work order at central location (vendors warehouse at Gandhinagar/Ahmedabad) --> T + 60 Days	Due to ongoing acute worldwide shortage of semiconductor chips delivery of the IT / Telecom components are getting delayed Change Requested: "Request you to change the delivery time lines to T + 150 Days from T + 60 Days	see the Corrigendum.
260	Buyer added Bid Specific Additional Scope of Work Page 45: SECTION 6: INSTRUCTION TO THE BIDDERS 17. EVALUATION METHODOLOGY 17.3. Criteria for Technical bid evaluation:	6 OEM Support - IF OEM of the Video Conferencing Solution have spare depo in India to provide warranty support: 2.5 Marks, No spare Depo: 00 Marks - IF OEM of the proposed Core IP telephony Solution have spare depo in India to provide warranty support: 2.5 Marks, No spare Depo: 00 Marks	Change Requested: 6 OEM Support - IF OEM of the Video Conferencing Solution have spare depo in Gujarat to provide warranty support: 2.5 Marks, No spare Depo: 00 Marks - IF OEM of the proposed Core IP telephony Solution have spare depo in Gujarat to provide warranty support: 2.5 Marks, No spare Depo: 00 Marks Justification: this is must have change as this directly affecting the SLA. With depot at gujarat; bidder get immidiate and faster replacement support.	As per RFP

261	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 30: SECTION: 4 Functional & Technical Requirement</p> <p>4.5. Video collaboration solution (Video Conference Solution):</p>	<p>4.5.6. The MCU must have a 2000 HD port capacity on normal day with N+1 redundancy deployment for web browser-based client and hardware endpoints. MCU must support at least 100 concurrent conferences on HD resolution. This can be achieved via a single server or cascading multiple server. MCU must support local redundancy as well as geo-redundancy over WAN. All the supplied hardware must support IPv4/ IPv6 from day 1 and latest security standards of AES 128 or above & TLS 1.2 or above.</p>	<p>Clarification Required: Will GIL provide to provide Load balancers, Network Switches, Firewalls & Routers to support Automatic failover & strong connectivity between DC & DR. or does it need to be factored in by Bidder? If Bidder, kindly request to provide current core infrastructure network details and requirements for components additionally needed within DC, DR and between DC & DR. It is recommended to consider high performing switch & router for DC-DR connectivity.</p>	<p>Bidder to consider complete infrastructure to meet the solution / functionality as mentioned in RFP.</p>
262	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page. 4: DEFINITIONS 24. Users.</p>	<p>Type B Users: Users will get normal IP phone with CLI, audio/voice calling, audio and video calling through soft client/agent on desktop/laptop/mobile phone, conferencing etc. Type-B user connection will include a Physical Audio IP phone and a soft agent for chat, file share, presence, directory & audio-video calling. Type B user should have minimum 3 simultaneous registrations from Audio IP Phone, Desktop/Laptop softphone and mobile softphone.</p>	<p>Change Request: Type B Users: Users will get normal IP phone with CLI, audio/voice calling, audio and video calling through soft client/agent on desktop/laptop/mobile phone, conferencing etc. Type-B user connection will include a Physical Audio IP phone and a soft agent for chat, file share, presence & directory Type B user should have minimum 1 device registrations from Audio IP Phone or Desktop/Laptop softphone or mobile softphone. Type B user license must be upgradeable to Type A category if needed.</p> <p>Justification: As per current definition Type-A & Type-B have exact same license feature. As per our understanding, Type B users would primarily be general staff and may or may not have dedicated computer or multiple IP Phones(shared phone between multiple i.e two to three users) tagged to single user. also desktop used in user workspace in office space generally dont have spekaer, mic and camera.</p>	<p>See the Corrigendum.</p>
263	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 9: SECTION: 2: ELIGIBILITY CRITERIA</p>	<p>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.</p>	<p>Change Requested: 9. All the proposed equipment's should not be declared End of Sale & must not go End-of-Support for next 7years from the date of bid submission by the OEMs In case any product . OEM/Bidder to support with replacement products of similar category in case of such scenarios.</p> <p>Justification: This change is requested for more OEM's to comply and participate in this RFP, as most OEM's will not be able to provide a guarantee on End of production timelines of 2 years, but can provide replacement products in case any proposed product is end of sale</p>	<p>Revised as: All the proposed equipment's should not be declared End of Sale & must not go End-of-Support for next 7 years from the date of bid submission by the OEM.However, if OEM declares any equipment as end of support for any reasons, then in that case OEM has to replace that equipment with better or equivalent products without any cost to DST/GIL. OEM has to submit on their letter head, complete details on the life cycle available for the equipment, their end of support dates and replacement model if any.</p>

264	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 12: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>4. Proposed telephony & conferencing should be based on IP backbone. DST, envisage to use its existing GSWAN fiber backbone which connects various offices of GoG spread across Gujarat to carry the required voice & video traffic.</p>	<p>Clarification: Please confirm that OEM & Bidder shall not be held liable if there is degrade quality of service or issue in the performance caused due to the GSWAN & SDC elements that are out of scope of the current RFP.</p> <p>Justification: Department of Science & Technology, Government of Gujarat will be using an existing SWAN & SDC and the current soluton will be running on top of this platform. GSWAN & SDC would be managed by other vendors and current Bidder/OEM may or may not have visibility into the operations outside SICN. Hence request to confirm that Bidder & OEM shall not be held liable in case of poor performance due to network connectivity, network switch, router, datacenter, etc. that may not be goverened or included in scope of this RFP.</p>	<p>Revised as: Any Failure, which is agreed due to uncontrollable parameters, like Raw Power, infrastructure not under control of bidder etc.(Pg. 37)</p>
265	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 12: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>2. The licenses procured by the selected bidder should be in the name of Department of Science and Technology, Government of Gujarat valid perpetual for life.</p>	<p>Change requested: 2. The licenses procured by the selected bidder should be in the name of Department of Science and Technology, Government of Gujarat valid perpetual for life / Subscription for the entire period of 7 years.</p> <p>Justification: Due to the recent transitions in the market and the trend of subscriptions, many top OEM's for Unified Communication & Video Conferencing solutions have discontinued perpetual license or are in the verge of discontinuation of perpetual license. Hence such OEM's are unable to provide Subscription license for period of 7 years. Request to consider the revise clause to allow OEM's to provide licenses which would not be perpetual. This is important to allow many OEM's to comply and participate in this RFP. Also Subscription based licenses offer many flexibility over perpetual licenses. Worldwide over organization & governments are already migrated or buying subscription based licenses</p>	<p>Revised as: The licenses procured by the selected bidder should be in the name of Department of Science and Technology, Government of Gujarat valid perpetual for life or must be Subscription for the entire period of 7 years.</p>
266	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 12: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>3. We have also asked additional license charges over and above 14,000 users in block of 1,000 users. Bidder is required to provide additional license at finalized rates during the contract period. If additional server is required, DST will provide the same at that time.</p>	<p>Clarification requested: Request to kindly provide with the period of the price validity for purchasing these additional license blocks.</p> <p>Justification: Due to the inflations and unpredictable market conditions, it is very difficult for providing same price over a period of 7 years by the OEM. Hence request to allow OEM's of L1 to provide revised rate for the additional block of 1000 licenses at every 12 months to ensure the deal is sustainable to OEM & bidder.</p>	<p>Price validity is for 2 years.</p>
267	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 12: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>3. We have also asked additional license charges over and above 14,000 users in block of 1,000 users. Bidder is required to provide additional license at finalized rates during the contract period. If additional server is required, DST will provide the same at that time.</p>	<p>Clarification requested: The price discovery of additional block of 1000 licenses would be considered for selecting L1 ?</p> <p>Justification: The additional license of 1000 would not be procured immediately on day 1 and may not have any implications unless purchased at a later stage. Hence request to not consider the cost of additional block of 1000 license as part of L1 selection process.</p>	<p>The price discovery of additional block of 1000 license would be considered for selecting L1 bidder.</p>

268	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 13: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>5. Bidder should provision required hardware and software components like Main Call control server, Video & Web conferencing software & server, Firewall Traversal Solution, Network Switches, PRI Gateway, UPS, Main Call manager, Call Accounting/Billing software, End Point-IP phones, patch cords, power Adapter etc. with appropriate licenses perpetual for life to successfully operate the system as envisage.</p>	<p>Change Requested: 5.. Bidder should provision required hardware and software components like Main Call control server, Video & Web conferencing software & server, Firewall Traversal Solution, PRI Gateway, UPS, Main Call manager, End Point-IP phones, patch cords, power Adapter etc. with appropriate licenses to successfully operate the system as envisage.</p> <p>Justification:</p> <p>1. Due to the recent transitions in the market and the trend of subscriptions, many top OEM's for Unified Communication & Video Conferencing solutions have discontinued perpetual license or are in the verge of discontinuation of perpetual license. Hence such OEM's are unable to provide Subscription license for period of 7 years. Request to consider the revise clause to allow OEM's to provide licenses which would not be perpetual. This is important to allow many OEM's to comply and participate in this RFP</p> <p>2. Request to also considering removeing Network Switches, since these are not in scope of Bidder. If required to be proposed, need details for the Network Switches</p>	<p>Bidder to consider complete infrastructure to meet the solution / functionality as mentioned in RFP.</p>
269	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 13: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>7. In case of any failure at main call control server/system there should be seamless failover to the disaster recovery server/system.</p>	<p>Change requested: 7. In case of any failure at main call control server/system there should be seamless failover to the disaster recovery server/system without any manual intervention. Similarly, there must be seamless autoimatic recovery back to main call control server/system once the system is back online without any manual interventions.</p> <p>Justification: Automatic failover to secondary & automatic recovery back to primary ensure there is least amount of downtime since it requires No manual intervention. This also helps system to load balance and provide services between primary & secondary servers of call control. Without this feature, SICN would depend on engineer to resume services between failure and recovery causing a significant duration of impact.</p>	<p>Revised as: In case of any failure at main call control server/system there should be seamless failover between disaster recovery server/system & main call control server / system. After recovery of primary site, the failover to be reverted to main call control server without manual intervention</p>
270	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 13: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>11. Bidder needs to ensure minimum downtime during the migration to the new system as the existing system is in production and it is a critical voice communication for entire state government.</p>	<p>Clarification:</p> <p>Please confirm that OEM & Bidder shall not be held liable if there is degrade quality of service or issue in the performance caused due to the GSWAN & SDC elements that are out of scope of the current RFP.</p> <p>Justification:</p> <p>Department of Science & Technology, Government of Gujarat will be using an existing SWAN & SDC and the current soluton will be running on top of this platform. GSWAN & SDC would be managed by other vendors and current Bidder/OEM may or may not have visibility into the operations outside SICN. Hence request to confirm that Bidder & OEM shall not be held liable in case of poor performance due to network connectivity, network switch, router, datacenter, etc. that may not be goverened or included in scope of this RFP.</p>	<p>Revised as: Any Failure, which is agreed due to uncontrollable parameters, like Raw Power, infrastructure not under control of bidder etc.(Pg. 37)</p>

271	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 14: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>17. At present all VVIP users are using Analog Phones/Digital Phones. Total no. of connections are approx. 744. Bidder is also required to continue this 744 connections initially for 1 year. If DST instructs, bidder is required to convert them into IP Phone within 1 month during contract period.</p>	<p>Change Requested: 17. At present all VVIP users are using Analog Phones/Digital Phones. Total no. of connections are approx. 744. Bidder is also required to enable the services for these 744 connections on priority.</p> <p>Justification: To simply support the infrastructure for 1 month, the Bidder needs to factor new Analog ateways that wont be used post the migration of VVIP users to IP Phone.Request to consider supporting existing VVIP connections with existing vendore and not add in scope of the new OEM/Bidder solution.</p>	<p>As per RFP. Bidder to do operation & maintenance of existing solution till conversion to IP telephony.</p>
272	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 14: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>18. The Bidder shall ensure that the products quoted should not be declared "End of Production" for next 2 years and "End of support" for the next 7 years by the OEM from the date of bid submission. However, if OEM declares any equipment as end of support for any reasons, then in that case OEM has to replace that equipment with better or equivalent products without any cost to DST/GIL. OEM has to submit on their letter head, complete details on the life cycle available for the equipment, their end of support dates and replacement model if any.</p>	<p>Change Requested: the OEM should provide the back to back support for 7 years for the quoted product, in case product is getting end of support OEM should replace the product with higher end part code with all necessary functionality required by DST / GIL; in such case before replacing product bidder has to take consent from DST / GIL</p> <p>Justification: technolgy refresh cycle particulary in compute & software are very fast now and it is important to keep the solutions updated as per latest technology</p>	<p>Revised as: All the proposed equipment's should not be declared End of Sale & must not go End-of-Support for next 7 years from the date of bid submission by the OEM.However, if OEM declares any equipment as end of support for any reasons, then in that case OEM has to replace that equipment with better or equivalent products without any cost to DST/GIL. OEM has to submit on their letter head, complete details on the life cycle available for the equipment, their end of support dates and replacement model if any.</p>
273	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 23: SECTION: 4 Functional & Technical Requirement</p> <p>4.1. Core Telephony System:</p>	<p>4.1.9. It should support active – active / active – standby configuration. The interruption-free switchover from the active to the standby control must take place without the existing twoway voice connections being interrupted including Failure of Fiber Optic Cable, call control server, etc.</p>	<p>Change Requested: 4.1.9. It should support active – active / active – standby configuration. The automatic & interruption-free switchover from the active to the standby and vice-versa must take place without the existing two way voice connections being interrupted including Failure of connectivity between IP Phone and the call control infrastructure.</p> <p>Justification: It is important to have automatic failover and recovery between the systems to ensure there is no manual intervention is needed and ensure lower downtimes and lower duration of loss of service for the department. Failure of critical cable can cause the voip call to disconnect if it is flowing through the particular link. One has to redial to connect over redundant network link. Hence request to revise clause to remove the criteria of call preservation at link failure and only when the connectivity to central server is down.</p>	<p>Revised As: It should support active – active / active – standby configuration. The interruption-free switchover from the active to the standby control must take place without the existing twoway voice connections being interrupted including Failure of connectivity between call control server & related infrastructure. etc.</p>
274	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 24: SECTION: 4 Functional & Technical Requirement</p> <p>4.1. Core Telephony System:</p>	<p>4.1.21. Proposed solution should support capability to allow Broadcasting of voice/text messages using XML based application to one to many (minimum 40 or more) on desk phone/ IP phone from day 1.</p>	<p>Change Requested: 4.1.21. Proposed solution should optionally support capability to allow Broadcasting of voice/text messages using XML based application to one to many (minimum 40 or more) on desk phone/ IP phone if required in future.</p> <p>Justification: This requirement is usually taken care by Public Announcement Systems and this is not a common feature of IP PBX. Hence it is skewed towards a few specific OEMs that provide such feature. Request to consider this as optional so that more OEM's can comply and are not restrcted due to this feature.</p>	<p>Consider Ommited: Proposed solution should support capability to allow Broadcasting of voice/text messages using XML based application to one to many (minimum 40 or more) on desk phone/ IP phone from day 1.</p>

275	Buyer added Bid Specific Additional Scope of Work Page 24: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.22. Firewall traversal solution should be able to interop between SIP, H.323 without adding additional components.	Change Requested: 4.1.22. Firewall traversal solution should be from same OEM as IP PbX and be able to interop between SIP, H.323 without adding additional components. Justification: Firewall Traversal is a critical piece of Infrastructure which needs to be consistent and from same OEM as the IP PbX to ensure smoother operations. Different OEM products may not work seamlessly causing degradation of service.	As per RFP
276	Buyer added Bid Specific Additional Scope of Work Page 24: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.30. Inbox fax messaging facility to receive incoming fax messages as an attachment in email should be available. Bidder may consider minimum 8 fax ports as a part of solution.	Change Requested: Kindly remove this clause. Justification: Email has getting started as a accepted mode of communication in various governments. Fax is dying technology. This feature is required to integrate 3rd party servers with IP PBX & customers mail servers and creates a lots of installation & oprational complexities. its better not to invest in such features; hence kind request you to remove this feature	Consider Ommited: Inbox fax messaging facility to receive incoming fax messages as an attachment in email should be available. Bidder may consider minimum 8 fax ports as a part of solution.
277	Buyer added Bid Specific Additional Scope of Work Page 24: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.31. Proposed Voice Gateway should be distributed at least 2 locations: 4.1.31.1. The voice gateway at Location-1 should have minimum 20 PRI physical ports 4.1.31.2. The voice gateway at Location-2 should have minimum 10 PRI physical ports	Change Requested: 4.1.31. Proposed Voice Gateway should be distributed at least 2 locations: 4.1.31.1. The voice gateway at Location-1 should have minimum 20 PRI physical ports & 200 SIP sessions 4.1.31.2. The voice gateway at Location-2 should have minimum 10 PRI physical ports & 100 SIP sessions Justification: The latest technology used by Service Providers to provide their Voice service is over SIP. ISP's are transitioning from PRI to SIP and it is important that the gateways to support PRI & SIP are included from Day 1 to ensure future-proof solution is proposed.	As per RFP
278	Buyer added Bid Specific Additional Scope of Work Page 25: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.41.2.. The Server and Gateway should not be in the same Unit sharing the same Active Backplane/Motherboard (so as to prevent total failure of entire system during Motherboard failure)	Change Requested: 4.1.41.2.The Server, Gateway & Session border Controller should not be in the same Unit sharing the same Active Backplane/Motherboard (so as to prevent total failure of entire system during Motherboard failure) Justification: Session Border Controller also needs to be on a different dedicated hardware to ensure that it is not dependent on same CPU as IP PbX and can work independently.	As per RFP
279	Buyer added Bid Specific Additional Scope of Work Page 25: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.41.6. In case of emergency, system must have the capability to place key stakeholders in the organization onto a conference bridge to ensure rapid collaboration and decision-making process.	Change Requested: Kindly remove this clause. Justification: This feature is related to bringing stakeholders into a conference bridge which is a feature of Conference solution and cannot be part of IP PBX. Hence, request to remove this clause. Also this is supported by single or very few OEM	As per RFP

280	Buyer added Bid Specific Additional Scope of Work Page 25: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.41.6. In case of emergency, system must have the capability to place key stakeholders in the organization onto a conference bridge to ensure rapid collaboration and decision-making process.	Clarification Requested: Please explain what kind of emergency? How will the system come to know about the emergency? Kindly elaborate on this requirement. Also this is supported by single or very few OEM. Request to remove this clause to allow more OEM solutions to comply and participate in this RFP.	As per RFP
281	Buyer added Bid Specific Additional Scope of Work Page 26: SECTION: 4 Functional & Technical Requirement 4.2. IP Phone-Video (Type-A):	Audio Codec: G.729, OPUS /iLBC (Internet Low Bitrate codec) or equivalent	Change Requested: Audio Codec: G.711, G.729, OPUS /iLBC (Internet Low Bitrate codec) or equivalent Justification: G.711u-law is a standard used in India by all Service Providers to provide the calls from their end on 64kbps PCMU. It is important for IP PbX & IP Phones to recognize G7.11 so that they can directly communicate with PSTN network without complexity involved.	No Change. Equivalent would be accepted.
282	Buyer added Bid Specific Additional Scope of Work Page 26: SECTION: 4 Functional & Technical Requirement 4.2. IP Phone-Video (Type-A):	Camera: Should have a built-in camera with 720p resolution	Change Requested: Camera: Should have a built-in camera with 720p resolution with a physical privacy shutter Justification: Physical privacy shutters provides assurance to the Video IP Phone user that there is no video captured or recorded by the camera at any point of time. This is similar to mute indicator in a VC and is very critical for top executives and bureaucrats	As per RFP
283	Buyer added Bid Specific Additional Scope of Work Page 27: SECTION: 4 Functional & Technical Requirement 4.3. IP Phone- (Type-B):	Integral Switch: Should have integrated 2-port 1G PoE (802.3af) Ethernet switch	Change Requested: Integral Switch: Should have integrated 2-port 10/100 PoE (802.3af) Ethernet switch Justification: This switch is at the user level and there is no technical or logical requirement to provide 1G port for Type-B user. Revising the clause to support 10/100 will provide all require features for Type-B user and also optimize the cost significantly by simply revising 1 parameter if the phone which mostly may remain unused.	As per RFP
284	Buyer added Bid Specific Additional Scope of Work Page 29: SECTION: 4 Functional & Technical Requirement 4.4. Soft Agent/Client:	4.4.2. The Solution should provide features of chat, presence, directory, file share on PC for all users with Type-A & Type-B IP phones.	Change Requested: 4.4.2. The Solution should provide features of chat, presence, directory, file share on PC for all users decided by Government of Gujarat. Justification: Soft client can be provided across Governemtn of Gujarat for chat/presence through laptop/PC & mobile without need to restrict to IP Phone users or Video Endpoint users. This will ensure GIL staff have a single chat platform across the department.	As per RFP

285	Buyer added Bid Specific Additional Scope of Work Page 29: SECTION: 4 Functional & Technical Requirement 4.4. Soft Agent/Client:	4.4.5. Bidder has to customize (interface, branding, logo) soft client/agent as per GOG requirement	Change Requested: Request to kindly remove this clause. Justification: This feature is specific to a single OEM restricting from most other OEM's to participate. OEMs standard soft client have a predefined UI and most OEM's do not support the option to change the branding or layout of the soft client since it is proprietary.	Consider Omitted: 4.4.5. Bidder has to customize (interface, branding, logo) soft client/agent as per GOG requirement.
286	Buyer added Bid Specific Additional Scope of Work Page 32: SECTION: 4 Functional & Technical Requirement 4.7. Video Conference Device	4.7.2. System should be able to allow new video conference devices to be able to place video calls to the existing VC devices and IP phones & soft clients. The VC System must also be able to dial and participate in the video conference.	Clarification Requested: Kindly confirm the existing models of IP Phones and soft clients used. Unless the existing solution support H.323 or SIP, it is difficult to integrate. Kindly confirm if the existing solution runs on H.323 or SIP.	Existing Soft Client & IP Phones not available. Only VC Solution available which is H.323 based.
287	Buyer added Bid Specific Additional Scope of Work Page 32: SECTION: 4 Functional & Technical Requirement 4.7. Video Conference Device	4.7.4. The SIP Video Conference devices required must have a dedicated hardware-based codec and support for latest standards. The Video Conference Device must be able to participate in conferences on the provisioned conferencing platform and must provide USB capability to enable the camera & microphone unit to join any software PC based web conferencing platform that may not support SIP, H.323 standards.	Change Requested: 4.7.4. The SIP Video Conference devices required must have a dedicated hardware-based codec and support for latest standards. The Video Conference Device must be able to participate in conferences on the provisioned conferencing platform and must provide USB capability to enable the camera & microphone unit to join any software PC based web conferencing platform that may not support SIP, H.323 standards. SIP Video Conference Device must run on proprietary custom-built OS and not on open OS like Android or be dependent on PC. Justification: Devices running on open platforms frequently hit vulnerabilities and need Android updates along with OEM's updates to fix such issues. Hence request to consider devices running on proprietary OS developed by the OEM to ensure stable and secure endpoints are only proposed.	As per RFP
288	Buyer added Bid Specific Additional Scope of Work Page 33: SECTION: 4 Functional & Technical Requirement Conference Room based VC Device (Type-A):	Codec & Camera must be from the same OEM.	Change Requested: Codec, Microphones, Camera & Remote control must be supplied from the same OEM. Justification: To ensure smooth operations, it is mandatory to have complete endpoint from a single OEM.	As per RFP
289	Buyer added Bid Specific Additional Scope of Work Page 33: SECTION: 4 Functional & Technical Requirement Conference Room based VC Device (Type-A):	ADDITIONAL POINT	Add Clause Requested: Video Output: The Codec must have 2 or more HDMI/HDCI Video Outputs to connect 4K displays Justification: This is to ensure Video Conference devices support Dual Display Configurations in rooms so that one can use the endpoint directly in meeting rooms with multiple displays/projectors.	As per RFP

290	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 33: SECTION: 4 Functional & Technical Requirement</p> <p>Conference Room based VC Device (Type-A):</p>	<p>ADDITIONAL POINT</p>	<p>Add Clause Requested: Video Input: The Codec must have atleast 3 or more HDMI/HDCI Video Inputs to connect Camera/s and PC for content.</p> <p>Justification: This is to ensure Video Conference devices support 1 or more camera as well as 1 or more wired connection from PC for Content directly on the device. this is much required parameter to provide flexibility of multiple video input in conference room.</p>	<p>As per RFP</p>
291	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 33: SECTION: 4 Functional & Technical Requirement</p> <p>Conference Room based VC Device (Type-B):</p>	<p>Type of Camera: In built camera, codec and microphone</p>	<p>Change Requested: Type of Camera: In built camera, codec, microphone & speakers as an all-in-one unit</p> <p>Justification: This catrgory VC unit are also compatible with Monitor displays that may not have speakers, and hence VC unit will work without any external speaker requirement.</p>	<p>Revised as: Type of Camera: In built camera, codec, microphone & speakers as an all-in-one unit</p>
292	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 33: SECTION: 4 Functional & Technical Requirement</p> <p>Conference Room based VC Device (Type-B):</p>	<p>Supported Video Protocols: H.264, H.265</p>	<p>Change Requested: Supported Video Protocols: H.264 or better</p> <p>Justification: Smaller form factor Video devices of most OEM's are not designed to support H.265. This segment of devices typically work at H.264 AVC/SVC or similar.</p>	<p>Revised as: Supported Video Protocols: H.264 or better</p>
293	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 34: SECTION: 4 Functional & Technical Requirement</p> <p>Conference Room based VC Device (Type-B):</p>		<p>Add Clause Requested: Other terms 3. Codec, Camera & Remote Control must be from the same OEM. 4. Codec must be custom built hardware and not software loaded on PC. 5. Soluion must run on secure proprietary OS and not on a Open software like Android</p> <p>Justification: These parameters are needed to ensure the VC unit works seamlessly with te Type-A vieo device and the Video Conference Solution.</p>	<p>As per RFP</p>
294	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 34: SECTION: 4 Functional & Technical Requirement</p> <p>Conference Room based VC Device (Type-B):</p>		<p>Change Requested: Codec, Microphones, Camera & Remote control must be supplied from the same OEM.</p> <p>Justification: To ensure smooth operations, it is mandatory to have complete endpoint from a single OEM.</p>	<p>As per RFP</p>

295	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 34: SECTION: 4 Functional & Technical Requirement</p> <p>Conference Room based VC Device (Type-B):</p>		<p>Add Clause Requested: Video Input: The Codec must have atleast 1 or more HDMI/HDCI Video Inputs to connect PC for content.</p> <p>Justification: This is to ensure Video Conference devices support Wired connection from PC for Content directly on the device.</p>	As per RFP
296	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 29: SECTION: 4 Functional & Technical Requirement</p> <p>4.5. Video collaboration solution (Video Conference Solution):</p>	<p>4.5.1. The Video collaboration solution must be a single centralized architecture with video endpoints capable of registering from anywhere across GSWAN network. The solution must include central management, phonebook, gatekeeper, firewall traversal solution, Video conferencing MCU as well as Video conferencing endpoints. The various applications may or may not be co-hosted in a single hardware, and it at discretion of the Bidder.</p>	<p>Change Requested: 4.5.1. The Video collaboration solution must be a single centralized architecture with video endpoints capable of registering from anywhere across GSWAN network. The solution must include central management, phonebook, gatekeeper, firewall traversal solution, Video conferencing MCU as well as Video conferencing endpoints. The various applications may or may not be co-hosted in a single hardware, however the MCU must be on dedicated hardware. All hardware in the solution must have redundant Power supply.</p> <p>Justification: MCU will be a heavy duty software processing multiple video streams and shared resources of hardware may lead to degradation in quality or poor performance. Hence request to consider dedicated hardware for MCU. Also Request to consider redundant power supply for all hardwares proposed in solution to ensure lesser failures/issues due to power supply.</p>	As per RFP
297	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 30: SECTION: 4 Functional & Technical Requirement</p> <p>4.5. Video collaboration solution (Video Conference Solution):</p>		<p>Add Point Requested: MCU Must support Atleast 250 HD ports on a single hardware.</p> <p>Justification: With lower HD port capacity limit, Bidders will propose solution where about 50+ servers would be handed over to GIL for MCU solution, which will be difficult to manage and deploy as it will consume very high power and real-estate space. hence request to add a capacity of atleast 200 HD ports per server to ensure solution is sustainable and manageable.</p>	As per RFP
298	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 30: SECTION: 4 Functional & Technical Requirement</p> <p>4.5. Video collaboration solution (Video Conference Solution):</p>	<p>4.5.12 The proposed solution should support up to 2000 participants on premises under GSWAN infrastructure. It will include no of simultaneous conferences with a combination of 1 conference of 500 participants or 200 conferences of 10 participants or any other combination of 2000. All license and hardware to be included for the same. It should have video conferencing recording with the ability to switch it on and off at Host level. Host should have the option to record the VC. Recording mode (on / off) should be clearly visible on the screen.</p>	<p>Change Requested: 4.5.12 The proposed solution should support up to 2000 participants on premises under GSWAN infrastructure. It will include no of simultaneous conferences with a combination of 1 conference of 500 participants or upto 100 simultaneous conferences. All license and hardware to be included for the same. It should have video conferencing recording with the ability to switch it on and off at Host level. Host should have the option to record the VC. Recording mode (on / off) should be clearly visible on the screen.</p> <p>Justification: Defining any combination is as per licenses schema of a specific OEM solution and biased towards a particular OEM. Hence request to revise the clause to be consistent with the RFP to state that max 100 simultaneous conferences to be supported by the solution. This will allow equal opportunity for all qualifying OEM's to comply</p>	<p>Revised as;</p> <p>4.5.12 The proposed solution should support up to 2000 participants on premises under GSWAN infrastructure. It will include maximum 200 conferences and maximum 2000 participants simultaneous. All license and hardware to be included for the same. It should have video conferencing recording with the ability to switch it on and off at Host level. Host should have the option to record the VC. Recording mode (on / off) should be clearly visible on the screen.</p>

299	Buyer added Bid Specific Additional Scope of Work Page 31: SECTION: 4 Functional & Technical Requirement 4.5. Video collaboration solution (Video Conference Solution):	4.5.13.3. The solution must support encryption between VC endpoint/MCU & cloud	Change Requested: 4.5.13.3. The solution must support encryption between VC endpoint, MCU & event platform Justification: Request to revise to mandatorily support encryption between Video device and event platform and MCU with event platform. This is important of the VC endpoint directly joins the Event platform.	As per RFP
300	Buyer added Bid Specific Additional Scope of Work Page 45: SECTION: 7 Price Bid	1. Core IP Telephony System IP PBX system with all the required hardware and software like Voice Gateways, Audio & Video Conferencing solution, Call billing & Accounting tool, Survival branch facility, Fax facility, Cabling, Accessories etc. with 7 years warranty and Support (include License charges for 14,000 IP Telephony users)	Clarification Requested: Kindly elaborate the role of Call Billing/ Call Accounting if this is mandatory. Else request to remove if not required. Justification: Call Billing/Accounting is required only if the department is receiving internal bills from other internal departments.	DST provides Telphony services on chargeable basis to government department. In order to calculate the usage, call billing / call accounting software is required to generate invoice in name of the department and auto calculation according to usage.
301	Buyer added Bid Specific Additional Scope of Work Page 56: SECTION: 8 ANNEXURES Annexure-A: Fax Facility	Note: Bidder is required to provide balance 116 ports (400 -284) in combination of 58 x 2 ports analog gateway which will be used for future requirements.	Change Requested: Note: Bidder is required to provide balance 116 ports (400 -284) in any combination of ports on analog gateway which will be used for future requirements. Justification: 58x2 port per gateway is specific to certain make OEM. Request to allow Bidders to select best solution and provide the required amount of Analog gateways for the same.	At present, 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.
302	GENERIC	ADDITIONAL POINT	Request: it is recommended to include a mandatory Proof of Concept/Demo of the proposed solution at GIL/DST office or at Bidder/OEM's location Justification: Since this RFP can contain solution with multiple OEM platforms, it is recommended that GIL/DST mandate a proof of Concept Demonstration of the solution and vet the performance & featureset. If possible, this should also be considered as part of technical evaluation of the Bidder.	As per RFP
303	Buyer added Bid Specific Additional Scope of Work Page 23: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.3 System should have capability to manage centralized database of all the users. CLI facility for all users should be provisioned from day one. System should support centralized web based administration	Change Requested: 4.1.3 System should have capability to manage centralized database of all the users. CLI facility for all users should be provisioned from day one. System should support centralized web based administration. Entire system must be a single IP telephony solution and must not be by integrating multiple telephony systems. The single telephony system must be able to manage a capacity of 15,000 users from day 1 expandable to 40,000 users for future. Justification: It is necessary to define the maximum capacity of the solution to ensure Bidder can provide correct solution.	As per RFP

304	Buyer added Bid Specific Additional Scope of Work	General Query	<p>Clarification Request: As per our understanding both IP telephony provider as well as Video conference provider need to provide soft client for meetings. This is duplication of soft client as well as costs. This also will degrade experience since there would be two soft clients in a single PC for every user.</p> <p>Suggestion: Request to kindly consider soft client as part of Video conference due to the fact that it is solely used for video calling & video conferencing purposes, and consider Type A & Type B user License for IP telephony without soft client for IP telephony.</p>	Soft Clients to be provided by IP telephony provider. However the VC soft client will be required for training & events which is separate purpose.
305	Buyer added Bid Specific Additional Scope of Work Page 30: SECTION: 4 Functional & Technical Requirement 4.5. Video collaboration solution (Video Conference Solution):	4.5.6. The MCU must have a 2000 HD port capacity on normal day with N+1 redundancy deployment for web browser-based client and hardware endpoints. MCU must support at least 100 concurrent conferences on HD resolution. This can be achieved via a single server or cascading multiple server. MCU must support local redundancy as well as geo-redundancy over WAN. All the supplied hardware must support IPv4/ IPv6 from day 1 and latest security standards of AES 128 or above & TLS 1.2 or above.	<p>Clarification Required: Will GIL provide to provide Load balancers, Network Switches, Firewalls & Routers to support Automatic failover & strong connectivity between DC & DR. or does it need to be factored in by Bidder? If Bidder, kindly request to provide current core infrastructure network details and requirements for components additionally needed within DC, DR and between DC & DR. It is recommended to consider high performing switch & router for DC-DR connectivity.</p>	Bidder to consider complete infrastructure to meet the solution / functionality as mentioned in RFP.
306	Buyer added Bid Specific Additional Scope of Work Page 31: SECTION: 4 Functional & Technical Requirement 4.6. Conferencing:	4.6.8. The proposed conference license should not be tagged to any specific user and must operate as a shared resource.	<p>Change Requested: 4.6.8. The proposed conference license may or may not be tagged to any specific user and must operate as a shared resource.</p> <p>Justification: The clause is skewed towards licensing of a specific OEM. Request to revise clause to allow other OEM;s equal opportunity to comply and participate.</p>	Revised as: 4.6.8 The proposed conference license may or may not be tagged to any specific user and must operate as a shared resource.
307	Definitions (Clause 23 & Page No. 4)	Soft Client/Agent/UC client is an app/software/program which will enable users to do audio and video calling through PC/Desktop, laptop and mobile phones. Soft Client must be provided to all users with IP Phones to control their phone from PC and allow user to make/receive calls, search from directory on PC and click to call. While the agent executes the commands, the IP Phone is used for media of the call.	<p>There seems to be some discrepancy/typo as soft-phone definition as you have asked for audio-video calling through PC/Desktop,Laptop while in the last line you have mentioned that agent executes the command and IP phone is used only for the media call. Both of this is not possible and hence request you to modify the point as follows:</p> <p>Soft Client/Agent/UC client is an app/software/program which will enable users to do audio and video calling through PC/Desktop, laptop and mobile phones. Soft Client must be provided to all users with IP Phones to allow user to make/receive calls, search from directory on PC and click to call.</p>	Consider Omitted: While the agent executes the commands, the IP Phone is used for media of the call.

308	Eligibility Criteria (Clause 8 & Page No. 10)	<p>The OEM of the offered IP Telephony system must be listed in the Gartner Unified Communications Reviews and Ratings.</p> <p>AND</p> <p>The OEM of the offered Video Conferencing Solution must be listed in the IDC MarketScape: Worldwide Enterprise Videoconferencing 2020 Vendor Assessment.</p> <p>In case any OEM is producing IP telephony system and Video Conferencing system under Make in India, Govt. of India Scheme then this clause is not applicable. White labelling will not be allowed.</p>	<p>To achieve better interoperability, seamless integration and experience all the UC features and have an end-to-end single ownership of the OEM, we request to modify this point as below:</p> <p>The OEM of the offered IP Telephony system must be listed in the Gartner Unified Communications Reviews and Ratings.</p> <p>AND</p> <p>OEM of offered IP Telephony system should be the same of offered Video Conferencing system. The OEM of the offered Video Conferencing Solution must be listed in the IDC MarketScape: Worldwide Enterprise Videoconferencing 2020 Vendor Assessment.</p> <p>Single OEM ownership for Video Conferencing and IPT will help with seamless integration and reduce trouble-shooting time. Single OEM for both the stack allows users to leverage all the UC features. With multiple OEMs, there will be a dependency on both the parties to ensure inter-operability with every software release made available</p>	<p>Revised as:</p> <p>Bidder to propose single OEM for IP telephony and single OEM for Video conference platform. The devices / components / solution should not be comprised for multiple OEM in IP Telephony / Video conferencing solution.</p>
309	Scope of Work (A) (Clause 3 & page no. 12)	<p>It is envisaged that the new IP telephony infrastructure will be initially sized for 15,000 users. Similarly, the Video conferencing solution must be designed to support 300 Video Conferencing Devices from day 1, but can be scaled up to up to add more Video conference devices. From the day one spread across State (as mentioned above) over 10,000 users will be connected Immediately. Further, as per the RFP, TENDERER need not to pay any additional licensing Charges till 14,000 users. The solution should work as a seamlessly as a unified communication solution across the state such that the IP phone, Video IP Phones, soft client and new and existing Video conferencing endpoints can collaborate internally and externally amongst themselves for audio calling, video calling, PSTN calling, conferencing, & screens sharing with internal and External participants in a secure way. It is preferred that the existing video endpoints working on SIP , H.323 should be migrated to the new proposed call control platform so that a unified calling approach can be adopted by the department</p>	<p>Let us know current video endpoints and its make and model location wise</p>	<p>The video endpoints are H.323 supported, the make and model list would vary from department to department.</p>

310	Scope of Work (A) (Clause 5 & page no. 13)	Bidder should provision required hardware and software components like Main Call control server, Video & Web conferencing software & server, Firewall Traversal Solution, Network Switches, PRI Gateway, UPS, Main Call manager, Call Accounting/Billing software, End Point-IP phones, patch cords, power Adapter etc. with appropriate licenses perpetual for life to successfully operate the system as envisage	Let us know information/specifications regarding the Firewall traversal, Network switches and UPS to be provision or or will the above things will be provided by Customer itself	Bidder to consider complete infrastructure to meet the solution / functionality as mentioned in RFP.
311	Scope of Work (A) (Clause 8 & page no. 13)	Survival Branch: Bidder is also responsible for supply, installation, commissioning and O&M of survival branch facility at Swarnim Sankul-I & II, Vidhansabha, Minister's bungalows, Udyog Bhawan and Old secretariat, Gandhinagar and all other locations where voice gateway is installed across Gujarat in such a way that in case of network outage, these locations will function independently and communicate within the branch and be able to dial locations outside the branch through PSTN. The PRI lines will be made available at these locations by DST/GIL. Bidder is required to propose the entire solution for successful implementation of this facility including cabling, passive infrastructures, if any. Bidder is also responsible for LAN cabling work if any related with PRI/Survival Branching.	We would need Network and voice architecture to understand the details and the existing cabling information. or will the cabling part be done by Customer itself.	End user side cabling will be done by tenderer. Bidder to provide cable from Phone - PC. Cabling at DC - DR and voice gateways are to be extended by bidder.
312	Scope of Work (A) (Clause 9 & Page No. 13)	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.	Let us know if the user desks are equipped with RJ-45 connection to connect IP Phones. Is this infrastructure QoS enabled? Also, can the laptop be connected/cascaded with the 2nd IP port of the IP Phone? Please share the Network and Voice architecture to understand it in better ways and propose accordingly	GSWAN is deployed at enduser level, however QOS will be implemented if required.
313	Scope of Work (A) (Clause 16 & Page No. 14)	Voice Gateway has to be deployed as per Toll Bypass norms of TRAI and bidder has to integrate with PRI and IP telephony solution. The Voice gateway proposed at all districts must support dual power supply and backward interoperability over ISDN QSIG/SIP protocol which can be used to integrate existing exchanges currently operational at all districts of Gujarat and should have the capability to terminate PRI trunks	We understand that the Voice Gateways requested are for the 33 locations and the existing exchanges will be replaced with the new setup. If not, will need the details of all such existing exchanges (make/model and software release) and user counts and their phone type?	Voice Gateway has to be deployed as per Toll Bypass norms of TRAI and bidder has to integrate with PRI and IP telephony solution. The Voice gateway proposed at all districts must support dual power supply and backward interoperability over ISDN QSIG/SIP/PRI protocol which can be used to integrate existing exchanges currently operational at all districts of Gujarat and should have the capability to terminate PRI trunks.

314	Scope of Work (A) (Clause 17 & Page No. 14)	At present all VVIP users are using Analog Phones/Digital Phones. Total no. of connections are approx. 744. Bidder is also required to continue this 744 connections initially for 1 year. If DST instructs, bidder is required to convert them into IP Phone within 1 month during contract period.	We need the location wise breakup of these VVIP users	Sector 10 (Swarnim Sankul 1, 2), Sector-20 (All 744 connections is in Gandhinagar)
315	Scope of Work (A) (Clause 28 & Page No. 15)	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. At present these Hotlines are terminated at SEOC.	We understand that this location is to be deployed in DC, DR and 5 x Survival Branch (Annexure-B) Which is this SEOC location?. Please provide us all the locations where this solution needs to be deployed and we assume that the hotline services are analog	SEOC - State Emergency Operations Center, Gandhinagar. This location is in GSWAN network. Further all the 33 hotline are at Collector office, District head quarter. Hotline services are currently analog but needs to be converted to IP based.
316	Scope of Work (A) (Clause 29 & Page No. 15)	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.	Please provide the details of the centralized helpdesk solution deployed (make/model, software release and patch) and the use-case as well	RFP for helpdesk solution is in progress. Will be shared to successful bidder after completion of the bid.
317	Scope of Work (B)(Clause 1 & page no. 16)	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.	Request to change this point to The Successful bidder shall be responsible for the overall management of the IT services that is required for IPT and VC 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.	As per RFP
318	Scope of Work (B) (Clause 4 & page no. 16)	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	Hope there is existing cabling diagram available to make changes as per the requirement. Please request to confirm.	Cabling diagram to be provided wherever the cabling has to be done by bidder.
319	Scope of Work (B)(Clause 6(g) & page no. 17)	The bidder should maintain proper records of Preventive Maintenance activity carried out. 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	Let us know the frequency of the PM	Please refer B.5 on page no. 16
320	Scope of Work (B)(Clause 12(c) & page no. 18)	c. Above mentioned is the minimum indicative list of resources required. Further, based on the actual requirements of the project bidder may deploy more number of resources to meet the SLA. Bidder has to provide technical support at District and Taluka level. DST/GIL shall not pay any cost for additional resources required to operate, maintain, monitor & manage the SLA. In case support staff is not available or is on leave, the bidder is required to provide the alternative personnel with same or higher technical capabilities of the non- available personnel	Please help no. of district and taluka the support to be provided. We understand the Technical support at the district and taluka level to be provided Remotely.	Consider 33 district and 258 taluka. Further Survival branch, DC and DR would be separate.

321	Scope of Work (B) (Clause 12(G) & Page No. 18)	Above mentioned is the minimum indicative list of resources required. Further, based on the actual requirements of the project bidder may deploy more number of resources to meet the SLA. Bidder has to provide technical support at District and Taluka level. DST/GIL shall not pay any cost for additional resources required to operate, maintain, monitor & manage the SLA. In case support staff is not available or is on leave, the bidder is required to provide the alternative personnel with same or higher technical capabilities of the nonavailable personnel.	Since onsite O&M manpower has been asked for Gandhinagar only and support has to be provided up to District & Talukas, please provide an indicative count and locations of IP Phones & VC Endpoints which are going to be installed at District & Talukas.	Please find the indicative count for clarity Total Count of IP Telephony : 13750 Total Installation at Ahmedabad & Gandhinagar Estimated : 11000 Total Installation at rest District & Taluka : 2750
322	Scope of Work (B) (Clause 12(G) & Page No. 18)	Users can log their problems through helpdesk, centralized Whatsapp number and users can get the actual status of their complaint on their Whatsapp number	We understand that this is already a part of the centralized helpdesk and no whatsapp number or integration to be done by the current bidder	Refer: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.
323	Core Telephony System Clause 4.1.17 Page no. 23	Proposed solution should allow monitoring of the system in real-time on a set of Preconfigured parameters	What do you mean by pre-configured parameters?. Please elaborate	Parameters may be identified during implementation as per RFP requirement.
324	Core Telephony System Clause 4.1.21 & Page No. 24)	Proposed solution should support capability to allow Broadcasting of voice/text messages using XML based application to one to many (minimum 40 or more) on desk phone/ IP phone from day 1.	Please modify the point as: Proposed solution should support capability to allow broadcasting of voice/text messages using XML/WML/PUSH based application to one to many (minimum 40 or more) on desk phone/ IP phone from day 1. Such broadcasting solution should be from the same OEM and have IPR rights for the same	Consider Omitted: Proposed solution should support capability to allow Broadcasting of voice/text messages using XML based application to one to many (minimum 40 or more) on desk phone/ IP phone from day 1.
325	Core Telephony System Clause 4.1.22 & Page No. 24)	Firewall traversal solution should be able to interop between SIP, H.323 without adding additional components.	We understand that this requirement is for remote workers (via IP phones, laptops or mobile). For this, it is possible for SIP endpoints only. For H.323, we require VPN connectivity and thus change it as follows: Firewall traversal solution should be able to allow SIP endpoints without adding additional components. If this is for a Video Conferencing endpoint to join from outside the GSWAN network, please move this point under Video Conferencing requirement	As per RFP
326	Core Telephony System Clause 4.1.23 & Page No. 24)	Open API should be provided when required which will help to develop customized IP applications which will integrate with call processing. In case any additional component is needed then same should be provided on Day1	Please elaborate the requirements regarding the customized app development. What type of applications are you looking at?	No applications are available for scenario.
327	Core Telephony System Clause 4.1.30 & Page No. 24)	Inbox fax messaging facility to receive incoming fax messages as an attachment in email should be available. Bidder may consider minimum 8 fax ports as a part of solution	What do you mean by 8 fax ports as you have have an existing requirement of 400 x fax machines distributed across different locations as shared in Annexure-A?	To be Considered Omitted.

328	Core Telephony System Clause 4.1.33 & Page No. 24)	Proposed voice gateway solution/Session Border Controller should support SIP Trunk from day one. Voice gateway must support at least 3 SIP trunks apart from PRIs from day 1.	Why only 3 x SIP trunks needed?. SIP trunks are now the future and we understand that you must migrate the existing PRIs to SIP and thus we request to modify the point as below: Proposed voice gateway solution/Session Border Controller at DC and DR should support SIP Trunk from day one. Voice gateway/Session Border Controller must support at least 100 SIP trunks each at DC and DR apart from PRIs from day 1.	As per RFP
329	Core Telephony System Clause 4.1.38 & Page No. 24)	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.	As defined in the definition of the users, the capability to have 3 simultaneous registrations is missing in this point. We understand that this is a typo and thus request to modify this point as: User should be allowed to configure his multiple communication devices (minimum 3) 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.	As per RFP
330	Core Telephony System Clause 4.1.41.2 & Page No. 25)	The Server and Gateway should not be in the same unit sharing the same Active Backplane/Motherboard (so as to prevent total failure of entire system during Motherboard failure)	We understand this requirement is for the servers and gateways proposed at DC and DR locations only and so this point should be modified as: The Server and Gateway should not be in the same unit sharing the same Active Backplane/ Motherboard (so as to prevent total failure of entire system during Motherboard failure) for setups in DC, DR and five branch details shared (Annexure-B: Survival Branch)	As per RFP
331	IP Phone Video - Type A Clause 4.2 & Page No. 26)	Display : Should have high resolution 5" or higher backlit TFT/LCD color display with Minimum HD 720p Camera (embedded or body mount)	All the OEMs including Cisco have 7" touch screen based phones. Video calling provides better experience with larger screen size and a complete touch enabled screen enhances the operability and hence request you to modify the point as follows: Display : Should have high resolution 7" or higher backlit TFT/LCD color display with Minimum HD 720p Camera (embedded or body mount)	As per RFP
332	IP Phone Video - Type A Clause 4.2 & Page No. 26)	Internet Protocol (IP) - Should support Static, DHCP IP Address	DHCP is the preferred method for configuring the IP phones. We assume that the customer already has DHCP environment in place. If not, request you to provision one as managing such a large setup of IP phones on static IP is not a practically viable. Please confirm DHCP will be provisioned for IP phones	DHCP is Configured in GSWAN. Phones would be using same DHCP.
333	IP Phone Video - Type A Clause 4.2 & Page No. 26)	Keys : Should have 3 or more line keys and 4 or more soft keys and other default keys like mute, volume control, Speakerphone, standard key pad etc.	For Avaya, our Video phones are touch screen which has dynamic soft-keys and no hard keys. Thus, request you to modify the point as follows: Keys : Should have 3 or more line keys and 4 or more soft keys and other default keys like mute, volume control, speakerphone, standard key pad etc. or a complete touch enabled screen for operating the phone	As per RFP
334	IP Phone Video - Type A Clause 4.2 & Page No. 26)	Voice Platform API - Allows businesses to integrate business applications with the voice platform for common features, such as: click to call, caller ID lookup, screen-pop, and more.	This is not a phone specific requirement and not possible to be done on individual phones. The features asked like click-to-call, caller ID etc. are soft-phone related features and thus request you to remove this point from Video IP phone requirement	Consider Ommited.
335	IP Phone Video - Type A Clause 4.2 & Page No. 27)	Navigation Keys : Should have minimum 4 or 5-way navigation keys in the IP Phone	For Avaya, our Video phones are touch screen which has dynamic soft-keys and no hard keys. Thus, request you to modify the point as follows: Should have minimum 4 or 5-way navigation keys or a complete touch enabled screen for operating the phone	Revised as: Navigation Keys : Should have minimum 4 or 5-way navigation keys in the IP Phone. Soft keys may be accepted.

336	IP Phone Video - Type A (Clause 4.2 & Page No. 27)	Distinctive Ring tone selection on criteria : Ring your phone with a distinctive ring when pre-defined criteria	Please modify the point as: Allow users to select the ringtone of their choice from the set of available ring tones	Distinctive ring for each pre-defined user from available ringtones.
337	IP Phone Video - Type B (Clause 4.3 & Page No. 27)	Should have high resolution 3" or higher display	For better participation from all the OEMs, please modify the point as: Should have high resolution 2.5" or higher along with color display	See the Corrigendum.
338	IP Phone Video - Type B (Clause 4.3 & Page No. 28)	Distinctive Ring tone selection on criteria : Ring your phone with a distinctive ring when pre-defined criteria such as phone number are met.	Please modify the point as: Allow users to select the ringtone of their choice from the set of available ring tones	Distinctive ring for each pre-defined user from available ringtones.
339	Soft Agent/Client (Clause 4.4.2 & Page No. 29)	The Solution should provide features of chat, presence, directory, file share on PC for all users with Type-A & Type-B IP phones	This is a repetitive point as per 4.4.3. Please change this point to: The soft-phone should be provided to all users with Type-A and Type-B IP phones	As per RFP
340	Soft Agent/Client (Clause 4.4.5 & Page No. 29)	Bidder has to customize (interface, branding, logo) soft client/agent as per GOG requirement	Managing and providing updates to a customized client is difficult as against OEM provided standard soft-clients so that the update for these clients (Mobile, PC/Desktop/ Laptop) can be managed centrally (like Playstore for Mobile Phones) and thus request you to remove this point	Consider Omitted: 4.4.5. Bidder has to customize (interface, branding, logo) soft client/agent as per GOG requirement.
341	Soft Agent/Client (Clause 4.4.16 & Page No. 29)	Persistent chat: Persistent chat rooms should be supported to share ideas and information in a chat room and should be active even after participants leave the room. Screen sharing feature must be available among the participants. User can conduct separate IM conversations with multiple other Federated IM system users.	Please share the details around other federated IM systems with which the IM conversations are desired	Consider Omitted: User can conduct separate IM conversations with multiple other Federated IM system users.
342	Soft Agent/Client (Clause 4.4.20 & Page No. 29)	All users must have basic instant messaging and presence visibility from day 1.	This is a repetitive point as per 4.4.3. Hence, please remove this point	As per RFP
343	Video Collaboration /Conferencing Solution (Clause 4.5.2 & Page No. 29)	The Video collaboration solution must be deployed in redundancy across DC site as stated above. The solution must function as per ITU standards of H.248. The solution must also support and allow Video device to perform content sharing on standards like BFCP & H.239	We understand that the redundancy requested for the proposed video conferencing solution is at the DC location only	Please refer: MCU must support local redundancy as well as geo-redundancy over WAN. (For VC solution), For IPPBX solution also already specified in RFP.
344	Video Collaboration /Conferencing Solution (Clause 4.5.6 & Page No. 30)	The MCU must have a 2000 HD port capacity on normal day with N+1 redundancy deployment for web browser-based client and hardware endpoints. MCU must support at least 100 concurrent conferences on HD resolution. This can be achieved via a single server or cascading multiple server. MCU must support local redundancy as well as geo-redundancy over WAN. All the supplied hardware must support IPv4/ IPv6 from day 1 and latest security standards of AES 128 or above & TLS 1.2 or above.	We understand that an on-premise MCU is to be quoted with a capacity of 2000 HD ports and 100 concurrent conferences only at the DC location. The solution must have the capability to support geo-redundancy if needed. Please confirm if our understand is correct.	DC - DR solution should be quoted with capacity of 2000 HD ports. Please refer complete RFP for more details. Please consider 200 concurrent conference.

345	Video Collaboration / Conferencing Solution (Clause 4.5.8 & Page No. 30)	MCU must support and allow participants to join using PC/Mobile browsers using WebRTC, Soft client, SIP & H.323 Video conference device from within GSWAN network or from outside GSWAN network coming from over Internet.	We will need a bifurcation of below: Concurrent H.323 VC devices joining the conferences from outside the GSWAN network? Concurrent SIP VC devices joining the conferences from outside the GSWAN network? Concurrent 3rd-party VC devices expected to join the conferences? Concurrent users coming via the web-browsers	No specific count is available, however based on the requirement users may join outside the GSWAN network or in case of GSWAN down, users may join through private network.
346	Video Collaboration / Conferencing Solution (Clause 4.5.9 & Page No. 30)	MCU/Soft Client/Video Conferencing Meeting Background must support branded with GoG emblem & Logo/Office images and must support customised branding to provide personalized experience to participants.	Please modify the point as: MCU/Video Conferencing Meeting Background must support branded with GoG emblem & Logo/Office images and must support customised branding to provide personalized experience to participants.	Revised as: MCU/Video Conferencing Meeting Background must support branded with GoG emblem & Logo/Office images and must support customised branding to provide personalized experience to participants.
347	Video Collaboration / Conferencing Solution (Clause 4.5.13 & Page No. 30)	Event/Webinar Solution with Streaming Server (For more than 2000 participants to 15,000 participants) Bidder will provide the video Conferencing services through bidder with in house or cloud platform. Solution must be able to support Events/Conference with a capacity of up to 15,000 participants. The solution must allow all 15,000 participants to be able to interact with each other real-time audio and if required even allow moderator to enable their video. For such large conferences solution should allow up to 500 participants to be on audio, video while the rest should be able to view the content and participate via streaming solution on GSWAN network. The solution must support parallel streaming with minimum 5 links at same time over standard platforms like YouTube, Facebook, Twitter or other social media platforms if more than 15,000 participants need to view. The streaming server should also be capable to mix multiple cloud based meeting solution to view on single screen. The bidder has to provide expert manpower for this purpose. The solution must have audio video mixing facility. Following are features needed for conducting such large events. To achieve this functionality, all required licenses must be included	We request you to modify this point as: For more than 2000 to 15000 participants, bidder to provide an on-premise streaming solution from the same OEM as Video Conferencing (for better interoperability). Solution must be able to support conference with a capacity of up to 15,000 participants. For such large conferences solution should allow up to 500 participants to be on audio, video while the rest should be able to hear the audio, and see the video and content via streaming solution on GSWAN network. The solution must support parallel streaming with minimum 5 links at same time over standard platforms like YouTube, Facebook, Twitter or other social media platforms if more than 15,000 participants need to view. The bidder has to provide expert manpower for this purpose. To achieve this functionality, all required licenses must be included	As per RFP
348	Video Collaboration / Conferencing Solution (Clause 4.5.13.1 & Page No. 31)	All participants in cloud must have option to respond through chat, Q&A tab as well as option to raise hand for asking any questions or volunteer to speak during the event.	This features are proprietary to certain OEMs with cloud based solution while the request is to have a streaming solution. Entire video conferencing solution requested to be on-premise then why only this point is needed on cloud as most of the users will be leveraging the conferencing services from the GSWAN network itself	On-Premise solution is for 2000 participants, however above 2000 participants if upto 15000 users capability VC is to be scheduled, we may opt for cloud based VC considering the hardware space requirement at SDC required for such a high infrastructure. Also considering only 2 - 3 such VC over 1 year it is not advised for such high investment.

349	Video Collaboration / Conferencing Solution (Clause 4.5.13.2 & Page No. 31)	VC endpoint must be able to directly dial into event platform which can be through MCU and on cloud. At least 100 SIP or H.323 endpoints must be able to join the event from SICN/GSWAN network or directly from external location.	This features are proprietary to certain OEMs with cloud based solution while the request is to have a streaming solution. Entire video conferencing solution requested to be on-premise than why only this point is needed on cloud as most of the users will be leveraging the conferencing services from the GSWAN network itself	On-Premise solution is for 2000 participants, however above 2000 participants if upto 15000 users capability VC is to be scheduled, we may opt for cloud based VC considering the hardware space requirement at SDC required for such a hugh infrastructure. Also considering only 2 - 3 such VC over 1 year it is not advised for such hugh investment.
350	Video Collaboration / Conferencing Solution (Clause 4.5.13.3 & Page No. 31)	The solution must support encryption between VC endpoint/MCU & cloud	This features are proprietary to certain OEMs with cloud based solution while the request is to have a streaming solution. Entire video conferencing solution requested to be on-premise then why only this point is needed on cloud as most of the users will be leveraging the conferencing services from the GSWAN network itself	On-Premise solution is for 2000 participants, however above 2000 participants if upto 15000 users capability VC is to be scheduled, we may opt for cloud based VC considering the hardware space requirement at SDC required for such a hugh infrastructure. Also considering only 2 - 3 such VC over 1 year it is not advised for such hugh investment.
351	Video Collaboration / Conferencing Solution (Clause 4.5.13.4 & Page No. 31)	VC participants must be able to hear live audio and interact with any participant of the 15,000 participants	This features are proprietary to certain OEMs with cloud based solution while the request is to have a streaming solution. Entire video conferencing solution requested to be on-premise then why only this point is needed on cloud as most of the users will be leveraging the conferencing services from the GSWAN network itself	On-Premise solution is for 2000 participants, however above 2000 participants if upto 15000 users capability VC is to be scheduled, we may opt for cloud based VC considering the hardware space requirement at SDC required for such a hugh infrastructure. Also considering only 2 - 3 such VC over 1 year it is not advised for such hugh investment.
352	Video Collaboration / Conferencing Solution (Clause 4.5.13.5 & Page No. 31)	The same event can be interactive or can be customized to act as a One-Way webcast solution for VVIP session	This features are proprietary to certain OEMs with cloud based solution while the request is to have a streaming solution. Entire video conferencing solution requested to be on-premise then why only this point is needed on cloud as most of the users will be leveraging the conferencing services from the GSWAN network itself	On-Premise solution is for 2000 participants, however above 2000 participants if upto 15000 users capability VC is to be scheduled, we may opt for cloud based VC considering the hardware space requirement at SDC required for such a hugh infrastructure. Also considering only 2 - 3 such VC over 1 year it is not advised for such hugh investment.
353	Video Collaboration / Conferencing Solution (Clause 4.5.13.6 & Page No. 31)	There must be native capability to stream the event on standard streaming protocol to stream over RTMP,HLS ,RTSP streamers	This features are proprietary to certain OEMs with cloud based solution while the request is to have a streaming solution. Entire video conferencing solution requested to be on-premise then why only this point is needed on cloud as most of the users will be leveraging the conferencing services from the GSWAN network itself	On-Premise solution is for 2000 participants, however above 2000 participants if upto 15000 users capability VC is to be scheduled, we may opt for cloud based VC considering the hardware space requirement at SDC required for such a hugh infrastructure. Also considering only 2 - 3 such VC over 1 year it is not advised for such hugh investment.
354	Video Collaboration / Conferencing Solution (Clause 4.5.13.7 & Page No. 31)	Participants must be able to join the event from any latest android & ios mobile/tablets and Windows & mac laptops	This features are proprietary to certain OEMs with cloud based solution while the request is to have a streaming solution. Entire video conferencing solution requested to be on-premise then why only this point is needed on cloud as most of the users will be leveraging the conferencing services from the GSWAN network itself	On-Premise solution is for 2000 participants, however above 2000 participants if upto 15000 users capability VC is to be scheduled, we may opt for cloud based VC considering the hardware space requirement at SDC required for such a hugh infrastructure. Also considering only 2 - 3 such VC over 1 year it is not advised for such hugh investment.

355	Video Collaboration / Conferencing Solution (Clause 4.5.13.8 & Page No. 31)	There must be an additional option to request participants to first register and only upon approval join the event	This features are proprietary to certain OEMs with cloud based solution while the request is to have a streaming solution. Entire video conferencing solution requested to be on-premise then why only this point is needed on cloud as most of the users will be leveraging the conferencing services from the GSWAN network itself	On-Premise solution is for 2000 participants, however above 2000 participants if upto 15000 users capability VC is to be scheduled, we may opt for cloud based VC considering the hardware space requirement at SDC required for such a huge infrastructure. Also considering only 2 - 3 such VC over 1 year it is not advised for such high investment.
356	Video Collaboration / Conferencing Solution (Clause 4.5.13.9 & Page No. 31)	Only moderators must have option to mute/unmute participants and allow them to share audio/video and share screen if required. Participants must not be able to unmute themselves without moderator permission. Moderators must also be able to remove a participant if needed	This features are proprietary to certain OEMs with cloud based solution while the request is to have a streaming solution. Entire video conferencing solution requested to be on-premise then why only this point is needed on cloud as most of the users will be leveraging the conferencing services from the GSWAN network itself	On-Premise solution is for 2000 participants, however above 2000 participants if upto 15000 users capability VC is to be scheduled, we may opt for cloud based VC considering the hardware space requirement at SDC required for such a huge infrastructure. Also considering only 2 - 3 such VC over 1 year it is not advised for such high investment.
357	Video Collaboration / Conferencing Solution (Clause 4.5.13.10 & Page No. 31)	Moderator must have option to customize screen layout of the event that is viewed by participants on PC. Moderators can also respond to answers in Q&A, respond to chat.	This features are proprietary to certain OEMs with cloud based solution while the request is to have a streaming solution. Entire video conferencing solution requested to be on-premise then why only this point is needed on cloud as most of the users will be leveraging the conferencing services from the GSWAN network itself	On-Premise solution is for 2000 participants, however above 2000 participants if upto 15000 users capability VC is to be scheduled, we may opt for cloud based VC considering the hardware space requirement at SDC required for such a huge infrastructure. Also considering only 2 - 3 such VC over 1 year it is not advised for such high investment.
358	Video Collaboration / Conferencing Solution (Clause 4.5.13.11 & Page No. 31)	Event must also allow option to enable participants to join from local toll number in India for few participants if not all.	This features are proprietary to certain OEMs with cloud based solution while the request is to have a streaming solution. Entire video conferencing solution requested to be on-premise then why only this point is needed on cloud as most of the users will be leveraging the conferencing services from the GSWAN network itself	On-Premise solution is for 2000 participants, however above 2000 participants if upto 15000 users capability VC is to be scheduled, we may opt for cloud based VC considering the hardware space requirement at SDC required for such a huge infrastructure. Also considering only 2 - 3 such VC over 1 year it is not advised for such high investment.
359	Video Collaboration / Conferencing Solution (Clause 4.5.13.12 & Page No. 31)	Event must support fetching reports of attendees and view real-time quality and network statistics of each participant	This features are proprietary to certain OEMs with cloud based solution while the request is to have a streaming solution. Entire video conferencing solution requested to be on-premise then why only this point is needed on cloud as most of the users will be leveraging the conferencing services from the GSWAN network itself	The Cloud based VC are for different purpose and on-premise VC are for separate purpose which cannot be clubbed. Also the infrastructure space is a constraint which is also considered. Further the frequency of such VC is not frequent.
360	Conferencing (Clause 4.6.7 & Page No. 31)	Proposed Video Conferencing solution should also require to be integrated with our existing H.323/SIP (300 Qty.) based Video Conference endpoint (CISCO SX20, Polycom group 300, Polycom group 500, Gmeet etc.) seamlessly	Will need the details of these endpoints (OEM wise quantity along with type H.323 or SIP, software version, latest patch currently installed). Also, what is the concurrent count of these devices joining the conferences?	OEM wise quantity is not available as the purchase is distributed. The concurrent session count should be considered as per functional requirement in RFP.
361	Conferencing (Clause 4.6.13 & Page No. 32)	The solution must have dual power supply for redundancy and must support IPv4 & IPv6 from day1.	All the other points have been requested with IPv4/IPv6 and hence this seems to be a typo. Thus, request you to please modify the point as : The solution must have dual power supply for redundancy and must support IPv4/IPv6 from day1.	Please refer: 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.
362	Conference Room Based VC Device (Type A) Page No. 32	Microphones Supplied - 3	Please modify this point as follows: Microphones Supplied - 1 or more	As per RFP

363	Conference Room Based VC Device (Type A) Page No. 33	Microphone input on codec - 2	Please modify this point as follows: Microphones input on the codec - 1	As per RFP
364	Conference Room Based VC Device (Type B) Page No. 33	Type of Camera - Inbuilt camera. Codec and Microphone	Please modify the point as follows so that OEMs can provide better resolution cameras and higher zoom for better results. It will also enable modular approach for any better operations of the conferencing services and overall features: Inbuilt or Separate Camera, Codec and Microphone	Higher specs are always acceptable above mentioned compliance.
365	Conference Room Based VC Device (Type B) Page No. 33	Supported Video Protocols: H.264, H.265	Please modify the point as follows: H.264 or equivalent	Revised as: Supported Video Protocols: H.264 or better
366	SLA & Penalties (Clause 5.1-A1 & page no. 36)	0.5% of Contract value of delayed item per week or part thereof for delay in delivery	0.5% is very high penalty. We request you to change the penalty clause to 0.1% per week.	As per RFP
367	SLA & Penalties (Clause 5.1-A2 & page no. 36)	0.75% of Contract value of delayed item per week or part thereof for delay in Implementation (Delay Beyond 8 weeks, DST/DIT/GIL may terminate the contract and Forfeit the PBG)	0.75% is very high penalty. We request you to change the clause to 0.5% delay in implementation & 0.10% on delay beyond 8 weeks. we request you to cancel the termination clause for delay beyond 8 weeks.	As per RFP
368	SLA & Penalties (Clause 5.1-1 & page no. 36)	Uptime of Central/Main/Core Telephony System// Video conference Solution a. 99.99% or Better= NIL b. 99.00% to 99.98%=0.25% of QP c. 98.50% to 98.99% = 0.50% of QP d. less than 98.50% = 0.75% of QP	we request you to please modify the point as follows: a. 99.99% or Better= NIL b. 99.00% to 99.98%=NIL c. 98.50% to 98.99% = 0.1% of QP d. less than 98.50% = 0.5% of QP	As per RFP
369	Payment terms Schedule - I (Clause 5.2 & page no. 37)	1. Delivery of all components (Hardware, Software, Licenses, etc.) at Central Locations (vendors warehouse at Gandhinagar/ Ahmedabad) - 50%	Can the Payment Terms be 75% against Supply, 15% on installation & Commissioning, 5% on Final Acceptance test of entire solution and Go-Live & 5% to be divided in 4 equated quarters. This way it will be mutually beneficial to execute the Project.	As per RFP
370		2. Successful installation, Testing, Integration, Commissioning - 20%		As per RFP
371		3. Successful completion Final Acceptance test of entire solution and Go-Live - 20%		As per RFP
372		4. Balance 10% Payment, to be divided and paid in 8 equated quarterly instalments along with O&M Payment of Initial 2 years		As per RFP
373	Payment terms -Schedule - II (Clause 5.2 & page no. 39)	O&M to be divided and paid in 28 equated quarterly instalments.	We request you to modify this clause as yearly advance for 7 years O&M.	As per RFP

374	BID Security / Earnest Money Deposit (EMD)(Clause 10.1 & page no. 41)	The Bidder shall furnish, as part of the Bid, a Bid security (Refundable) for the amount of Rs. 60,00,000/- (Rupees Sixty Lacs Only) in the form of Demand Draft OR in the form of an unconditional Bank Guarantee by Bank Guarantee (which should be valid for 9 months from the last date of bid submission) of any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/4/2022/0002/DMO dated 20.05.2022 & dated 28.06.2021 issued by Finance Department or further instruction issued by Finance department time to time; in the name of "Gujarat Informatics Ltd." payable at Gandhinagar(as per prescribed format) and must be submitted along with the covering letter.	we request you to please consider Rs. 15,00,000 (Fifteen Lacs only) as EMD for this RFP.	As per RFP
375	Price Bid (Table 1) (Clause 9 & Page No. 52)	Price Bid format quantity for Core IP Telephony and Video Conferencing	We understand that in Price Bid format, Row 1 to Row 15 are a part of Schedule-I of Payment Terms (Clause 5.2, Pg.No.38) and Row 16 is part of Schedule-II of Payment Terms (Clause 5.2, Pg.No.38)	In Price bid, Item Sr. no: 1 to 15 are part of Schedule-1 and Sr. no: 16 (Operation and Maintenance Charges) is part of Schedule-II
376	Price Bid (Core IP Telephony System) (Clause 9 & Page No. 53)	Voice Gateway (as per DOT / TRAI Toll Bypass) with 1 PRI Port - 33	Please let us know which are this locations and their location wise bifurcation along with users counts and their type of device required. Survivability should be provided at these locations also similar to 5 locations mentioned in Annexure-B	Consider 33 district and 258 taluka. Further Survival branch, DC and DR would be separate.
377	Annexure - A (Page No. 56)	Fax Facility: Followings are details of existing analog fax machines / facility provided under the current analog set-up:	The data captures only 284 x lines while the other 116 lines are missing. Will need to understand location wise bifurcation of these lines	Please refer Annexure A: Fax Facility for reference. (Details of 284 deployed fax are mentioned and 116 additional considered for future requirement)
378	Annexure - B (Page No. 56)	Followings are the details of existing total nos. of extension at each location:	We understand the survivability is needed only for these 5 locations mentioned in Annexure-B	Please refer the RFP, details of sites where independent call processing required are mentioned. DR site & locations with toll bypass are also to be considered.

379	Section 6 Clause 10, Page 10	The Bidder shall furnish, as part of the Bid, a Bid security (Refundable) for the amount of Rs. 60,00,000/- (Rupees Sixty Lacs Only) in the form of Demand Draft OR in the form of an unconditional Bank Guarantee by Bank Guarantee (which should be valid for 9 months from the last date of bid submission) of any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/4/2022/0002/DMO dated 20.05.2022 & dated 28.06.2021 issued by Finance Department or further instruction issued by Finance department time to time; in the name of "Gujarat Informatics Ltd." payable at Gandhinagar(as per prescribed format) and must be submitted along with the covering letter.	Central PSUs may be allowed to submit Bid Security Declaration in place of EMD. Alternately Corporate Guarantee may be allowed to be submitted in place of Bank Guarantee	As per RFP
380	Section 2 Clause 1 Page 9	Bidder should be a company registered under Indian Companies Act, 1956, should be an established IT/Telecom System Integrator operating for the last five years as on bid submission date.	As the project is comprehensive, the tender may be allowed to be submitted as a consortium	As per RFP
381	Section 2 Clause 1, Page:9	The bidder should have executed at least 1 (one) Project of IPPBX having minimum value of Rs. 2 crores in India during the last 05 years as on bid submission date.	The project involving ICT/Telecom equipments including IP PBX may be considered for meeting the eligibility criteria	As per RFP
382	Section 2 Clause 1, Page:9	The bidder should have executed at least 1 (one) Project of IPPBX having minimum value of Rs. 2 crores in India during the last 05 years as on bid submission date.	As the project involved major scope of supply is setting up of Video Conferencing(VCON), the experience of VCON projects may also be allowed to be submitted	As per RFP
383	Section 2 Clause 1, Page:9	The bidder should have executed at least 1 (one) Project of IPPBX having minimum value of Rs. 2 crores in India during the last 05 years as on bid submission date.	The clause may be modified as "The bidder should have executed/under implementation at least 1 (one) Project of Large scale involving PBAX/IPPBX/MCU/WAN/LAN Project having multiple locations having minimum value of Rs. 2 crores in India during the last 07 years as on bid submission date."	As per RFP
384	Section 2 Clause 1 Page:9	The bidder should have executed at least 1 (one) Project of IPPBX having minimum value of Rs. 2 crores in India during the last 05 years as on bid submission date.	The criteria may be allowed to be met as a consortium	As per RFP
385	Section-3, Page No.12, Scope of work	The Department of Science and technology is looking forward to build the in-house IP based Telephony Infrastructure	Does DST want to have a complete in house set up to run these services? Is DST open for hosted application outside DST network ?	Should be in-house solution for IP telephony. For VC solution as per RFP.

386	Section-3, Page No, 12, System Integration component	Proposed telephony & conferencing should be based on IP backbone. DST, envisage to use its existing GSWAN fiber backbone which connects various offices of GoG spread across Gujarat to carry the required voice & video traffic	Whether GIL/DST has inbuilt application which will work as a bridging solution for voice & video calls?	Tenderer will only provide GSWAN network & PRI however complete solution for voice & video will be done by bidder.
387	RFP Document - Page 20 - Scope of Work / B - Operation & Maintenance / Point 19 - Delivery Timelines	Delivery of the ordered item/software as per the work order at central location (vendors warehouse at Gandhinagar/Ahmedabad) --> T + 60 Days	Due to ongoing acute worldwide shortage of semiconductor chips delivery of the IT / Telecom components are getting delayed Change Requested: "Request you to change the delivery time lines to T + 150 Days from T + 60 Days	See the Corrigendum.
388	Buyer added Bid Specific Additional Scope of Work Page 45: SECTION 6: INSTRUCTION TO THE BIDDERS 17. EVALUATION METHODOLOGY 17.3. Criteria for Technical bid evaluation:	6 OEM Support - IF OEM of the Video Conferencing Solution have spare depo in India to provide warranty support: 2.5 Marks, No spare Depo: 00 Marks - IF OEM of the proposed Core IP telephony Solution have spare depo in India to provide warranty support: 2.5 Marks, No spare Depo: 00 Marks	Change Requested: 6 OEM Support - IF OEM of the Video Conferencing Solution have spare depo in Gujarat to provide warranty support: 2.5 Marks, No spare Depo: 00 Marks - IF OEM of the proposed Core IP telephony Solution have spare depo in Gujarat to provide warranty support: 2.5 Marks, No spare Depo: 00 Marks Justification: this is must have change as this directly affecting the SLA. With depot at gujarat; bidder get immidiate and faster replacement support.	As per RFP
389	Buyer added Bid Specific Additional Scope of Work Page 30: SECTION: 4 Functional & Technical Requirement 4.5. Video collaboration solution (Video Conference Solution):	4.5.6. The MCU must have a 2000 HD port capacity on normal day with N+1 redundancy deployment for web browser-based client and hardware endpoints. MCU must support at least 100 concurrent conferences on HD resolution. This can be achieved via a single server or cascading multiple server. MCU must support local redundancy as well as geo-redundancy over WAN. All the supplied hardware must support IPv4/ IPv6 from day 1 and latest security standards of AES 128 or above & TLS 1.2 or above.	Clarification Required: Will GIL provide Load balancers, Network Switches, Firewalls & Routers to support Automatic failover & strong connectivity between DC & DR. or does it need to be factored in by Bidder? If Bidder, kindly request to provide current core infrastructure network details and requirements for components additionally needed within DC, DR and between DC & DR. It is recommended to consider high performing switch & router for DC-DR connectivity.	Bidder to consider complete infrastructure to meet the solution / functionality as mentioned in RFP.
390	Buyer added Bid Specific Additional Scope of Work Page. 4: DEFINITIONS 24. Users.	Type B Users: Users will get normal IP phone with CLI, audio/voice calling, audio and video calling through soft client/agent on desktop/laptop/mobile phone, conferencing etc. Type-B user connection will include a Physical Audio IP phone and a soft agent for chat, file share, presence, directory & audio-video calling. Type B user should have minimum 3 simultaneous registrations from Audio IP Phone, Desktop/Laptop softphone and mobile softphone.	Change Request: Type B Users: Users will get normal IP phone with CLI, audio/voice calling, audio and video calling through soft client/agent on desktop/laptop/mobile phone, conferencing etc. Type-B user connection will include a Physical Audio IP phone and a soft agent for chat, file share, presence & directory Type B user should have minimum 1 device registrations from Audio IP Phone or Desktop/Laptop softphone or mobile softphone. Type B user license must be upgradeable to Type A category if needed. Justification: As per current definition Type-A & Type-B have exact same license feature. As per our understanding, Type B users would primarily be general staff and may or may not have dedicated computer or multiple IP Phones(shared phone between multiple i.e two to three users) tagged to single user. also desktop used in user workspace in office space generally dont have spekaer, mic and camera.	See the Corrigendum.

391	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 9: SECTION: 2: ELIGIBILITY CRITERIA</p>	<p>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.</p>	<p>Change Requested: 9. All the proposed equipment's should not be declared End of Sale & must not go End-of-Support for next 7years from the date of bid submission by the OEMs Incase any product . OEM/Bidder to support with replacement products of similar category in case of such scenarios.</p> <p>Justification: This change is requested for more OEM's to comply and participate in this RFP, as most OEM's will not be able to provide a guarantee on End of production timelines of 2 years, but can provide replacement products in case any proposed product is end of sale</p>	<p>Revised as: All the proposed equipment's should not be declared End of Sale & must not go End-of-Support for next 7 years from the date of bid submission by the OEM.However, if OEM declares any equipment as end of support for any reasons, then in that case OEM has to replace that equipment with better or equivalent products without any cost to DST/GIL. OEM has to submit on their letter head, complete details on the life cycle available for the equipment, their end of support dates and replacement model if any.</p>
392	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 12: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>4. Proposed telephony & conferencing should be based on IP backbone. DST, envisage to use its existing GSWAN fiber backbone which connects various offices of GoG spread across Gujarat to carry the required voice & video traffic.</p>	<p>Clarification: Please confirm that OEM & Bidder shall not be held liable if there is degrade quality of service or issue in the performance caused due to the GSWAN & SDC elements that are out of scope of the current RFP.</p> <p>Justification: Department of Science & Technology, Government of Gujarat will be using an existing SWAN & SDC and the current soluton will be running on top of this platform. GSWAN & SDC would be managed by other vendors and current Bidder/OEM may or may not have visibility into the operations outside SICN. Hence request to confirm that Bidder & OEM shall not be held liable in case of poor performance due to network connectivity, network switch, router, datacenter, etc. that may not be goverened or included in scope of this RFP.</p>	<p>Revised as: Any Failure, which is agreed due to uncontrollable parameters, like Raw Power, infrastructure not under control of bidder etc.(Pg. 37)</p>
393	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 12: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>2. The licenses procured by the selected bidder should be in the name of Department of Science and Technology, Government of Gujarat valid perpetual for life.</p>	<p>Change requested: 2. The licenses procured by the selected bidder should be in the name of Department of Science and Technology, Government of Gujarat valid perpetual for life / Subscription for the entire period of 7 years.</p> <p>Justification: Due to the recent transitions in the market and the trend of subscriptions, many top OEM's for Unified Communication & Video Conferencing solutions have discontinued perpetual license or are in the verge of discontinuation of perpetual license. Hence such OEM's are unable to provide Subscription license for period of 7 years. Request to consider the revise clause to allow OEM's to provide licenses which would not be perpetual. This is important to allow many OEM's to comply and participate in this RFP. Also Subscription based licenses offer many flexibility over perpetual licenses. Worldwide over organization & governments are already migrated or buying subscription based licenses</p>	<p>Revised as: The licenses procured by the selected bidder should be in the name of Department of Science and Technology, Government of Gujarat valid perpetual for life or must be Subscription for the entire period of 7 years.</p>
394	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 12: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>3. We have also asked additional license charges over and above 14,000 users in block of 1,000 users. Bidder is required to provide additional license at finalized rates during the contract period. If additional server is required, DST will provide the same at that time.</p>	<p>Clarification requested: Request to kindly provide with the period of the price validity for purchasing these additional license blocks.</p> <p>Justification: Due to the inflations and unpredictable market conditions, it is very difficult for providing same price over a period of 7 years by the OEM. Hence request to allow OEM's of L1 to provide revised rate for the additional block of 1000 licenses at every 12 months to ensure the deal is sustainable to OEM & bidder.</p>	<p>Price validity is for 2 years.</p>

395	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 12: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>3. We have also asked additional license charges over and above 14,000 users in block of 1,000 users. Bidder is required to provide additional license at finalized rates during the contract period. If additional server is required, DST will provide the same at that time.</p>	<p>Clarification requested: The price discovery of additional block of 1000 licenses would be considered for selecting L1 ?</p> <p>Justification: The additional license of 1000 would not be procured immediately on day 1 and may not have any implications unless purchased at a later stage. Hence request to not consider the cost of additional block of 1000 license as part of L1 selection process.</p>	<p>Yes. As per RFP</p>
396	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 13: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>5. Bidder should provision required hardware and software components like Main Call control server, Video & Web conferencing software & server, Firewall Traversal Solution, Network Switches, PRI Gateway, UPS, Main Call manager, Call Accounting/Billing software, End Point-IP phones, patch cords, power Adapter etc. with appropriate licenses perpetual for life to successfully operate the system as envisage.</p>	<p>Change Requested: 5.. Bidder should provision required hardware and software components like Main Call control server, Video & Web conferencing software & server, Firewall Traversal Solution, PRI Gateway, UPS, Main Call manager, End Point-IP phones, patch cords, power Adapter etc. with appropriate licenses to successfully operate the system as envisage.</p> <p>Justification:</p> <p>1. Due to the recent transitions in the market and the trend of subscriptions, many top OEM's for Unified Communication & Video Conferencing solutions have discontinued perpetual license or are in the verge of discontinuation of perpetual license. Hence such OEM's are unable to provide Subscription license for period of 7 years. Request to consider the revise clause to allow OEM's to provide licenses which would not be perpetual. This is important to allow many OEM's to comply and participate in this RFP</p> <p>2. Request to also considering removeing Network Switches, since these are not in scope of Bidder. If required to be proposed, need details for the Network Switches</p>	<p>Bidder to consider complete infrastructure to meet the solution / functionality as mentioned in RFP.</p>
397	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 13: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>7. In case of any failure at main call control server/system there should be seamless failover to the disaster recovery server/system.</p>	<p>Change requested: 7. In case of any failure at main call control server/system there should be seamless failover to the disaster recovery server/system without any manual intervention. Similarly, there must be seamless automatic recovery back to main call control server/system once the system is back online without any manual interventions.</p> <p>Justification: Automatic failover to secondary & automatic recovery back to primary ensure there is least amount of downtime since it requires No manual intervention. This also helps system to load balance and provide services between primary & secondary servers of call control. Without this feature, SICN would depend on engineer to resume services between failure and recovery causing a significant duration of impact.</p>	<p>Revised as: In case of any failure at main call control server/system there should be seamless failover between disaster recovery server/system & main call control server / system. After recovery of primary site, the failover to be reverted to main call control server without manual intervention</p>

398	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 13: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>11. Bidder needs to ensure minimum downtime during the migration to the new system as the existing system is in production and it is a critical voice communication for entire state government.</p>	<p>Clarification: Please confirm that OEM & Bidder shall not be held liable if there is degrade quality of service or issue in the performance caused due to the GSWAN & SDC elements that are out of scope of the current RFP.</p> <p>Justification: Department of Science & Technology, Government of Gujarat will be using an existing SWAN & SDC and the current soluton will be running on top of this platform. GSWAN & SDC would be managed by other vendors and current Bidder/OEM may or may not have visibility into the operations outside SICN. Hence request to confirm that Bidder & OEM shall not be held liable in case of poor performance due to network connectivity, network switch, router, datacenter, etc. that may not be goverened or included in scope of this RFP.</p>	<p>Revised as: Any Failure, which is agreed due to uncontrollable parameters, like Raw Power, infrastructure not under control of bidder etc.(Pg. 37)</p>
399	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 14: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>17. At present all VVIP users are using Analog Phones/Digital Phones. Total no. of connections are approx. 744. Bidder is also required to continue this 744 connections initially for 1 year. If DST instructs, bidder is required to convert them into IP Phone within 1 month during contract period.</p>	<p>Change Requested: 17. At present all VVIP users are using Analog Phones/Digital Phones. Total no. of connections are approx. 744. Bidder is also required to enable the services for these 744 connections on priority.</p> <p>Justification: To simply support the infrastructure for 1 month, the Bidder needs to factor new Analog ateways that wont be used post the migration of VVIP users to IP Phone.Request to consider supporting existing VVIP connections with existing vendore and not add in scope of the new OEM/Bidder solution.</p>	<p>As per RFP. Bidder to do operation & maintenance of existing solution till conversion to IP telephony.</p>
400	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 14: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>18. The Bidder shall ensure that the products quoted should not be declared "End of Production" for next 2 years and "End of support" for the next 7 years by the OEM from the date of bid submission. However, if OEM declares any equipment as end of support for any reasons, then in that case OEM has to replace that equipment with better or equivalent products without any cost to DST/GIL. OEM has to submit on their letter head, complete details on the life cycle available for the equipment, their end of support dates and replacement model if any.</p>	<p>Change Requested: the OEM should provide the back to back support for 7 years for the quoted product, in case product is getting end of support OEM should replace the product with higher end part code with all necessary functionality required by DST / GIL; in such case before replacing product bidder has to take consent from DST / GIL</p> <p>Justification: technolgy refresh cycle particularly in compute & software are very fast now and it is important to keep the solutions updated as per latest technology</p>	<p>Revised as: All the proposed equipment's should not be declared End of Sale & must not go End-of-Support for next 7 years from the date of bid submission by the OEM.However, if OEM declares any equipment as end of support for any reasons, then in that case OEM has to replace that equipment with better or equivalent products without any cost to DST/GIL. OEM has to submit on their letter head, complete details on the life cycle available for the equipment, their end of support dates and replacement model if any.</p>
401	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 23: SECTION: 4 Functional & Technical Requirement</p> <p>4.1. Core Telephony System:</p>	<p>4.1.9. It should support active – active / active – standby configuration. The interruption-free switchover from the active to the standby control must take place without the existing twoway voice connections being interrupted including Failure of Fiber Optic Cable, call control server, etc.</p>	<p>Change Requested: 4.1.9. It should support active – active / active – standby configuration. The automatic & interruption-free switchover from the active to the standby and vice-versa must take place without the existing two way voice connections being interrupted including Failure of connectivity between IP Phone and the call control infrastructure.</p> <p>Justification: It is important to have automatic failover and recovery between the systems to ensure there is no manual intervention is needed and ensure lower downtimes and lower duration of loss of service for the department. Failure of critical cable can cause the voip call to disconnect if it is flowing through the particular link. One has to redial to connect over redundant network link. Hence request to revise clause to remove the criteria of call preservation at link failure and only when the connectivity to central server is down.</p>	<p>Revised As: It should support active – active / active – standby configuration. The interruption-free switchover from the active to the standby control must take place without the existing twoway voice connections being interrupted including Failure of connectivity between call control server & related infrastructure. etc.</p>

402	Buyer added Bid Specific Additional Scope of Work Page 24: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.21. Proposed solution should support capability to allow Broadcasting of voice/text messages using XML based application to one to many (minimum 40 or more) on desk phone/ IP phone from day 1.	Change Requested: 4.1.21. Proposed solution should optionally support capability to allow Broadcasting of voice/text messages using XML based application to one to many (minimum 40 or more) on desk phone/ IP phone if required in future. Justification: This requirement is usually taken care by Public Announcement Systems and this is not a common feature of IP PBX. Hence it is skewed towards a few specific OEMs that provide such feature. Request to consider this as optional so that more OEM's can comply and are not restricted due to this feature.	Consider Omitted: Proposed solution should support capability to allow Broadcasting of voice/text messages using XML based application to one to many (minimum 40 or more) on desk phone/ IP phone from day 1.
403	Buyer added Bid Specific Additional Scope of Work Page 24: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.22. Firewall traversal solution should be able to interop between SIP, H.323 without adding additional components.	Change Requested: 4.1.22. Firewall traversal solution should be from same OEM as IP PbX and be able to interop between SIP, H.323 without adding additional components. Justification: Firewall Traversal is a critical piece of Infrastructure which needs to be consistent and from same OEM as the IP PbX to ensure smoother operations. Different OEM products may not work seamlessly causing degradation of service.	As per RFP
404	Buyer added Bid Specific Additional Scope of Work Page 24: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.30. Inbox fax messaging facility to receive incoming fax messages as an attachment in email should be available. Bidder may consider minimum 8 fax ports as a part of solution.	Change Requested: Kindly remove this clause. Justification: Email has getting started as a accepted mode of communication in various governments. Fax is dying technology. This feature is required to integrate 3rd party servers with IP PBX & customers mail servers and creates a lots of installation & oprational complexities. its better not to invest in such features; hence kind request you to remove this feature	Consider Omitted: Inbox fax messaging facility to receive incoming fax messages as an attachment in email should be available. Bidder may consider minimum 8 fax ports as a part of solution.
405	Buyer added Bid Specific Additional Scope of Work Page 24: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.31. Proposed Voice Gateway should be distributed at least 2 locations: 4.1.31.1. The voice gateway at Location-1 should have minimum 20 PRI physical ports 4.1.31.2. The voice gateway at Location-2 should have minimum 10 PRI physical ports	Change Requested: 4.1.31. Proposed Voice Gateway should be distributed at least 2 locations: 4.1.31.1. The voice gateway at Location-1 should have minimum 20 PRI physical ports & 200 SIP sessions 4.1.31.2. The voice gateway at Location-2 should have minimum 10 PRI physical ports & 100 SIP sessions Justification: The latest technology used by Service Providers to provide their Voice service is over SIP. ISP's are transitioning from PRI to SIP and it is important that the gateways to support PRI & SIP are included from Day 1 to ensure future-proof solution is proposed.	As per RFP
406	Buyer added Bid Specific Additional Scope of Work Page 25: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.41.2.. The Server and Gateway should not be in the same Unit sharing the same Active Backplane/Motherboard (so as to prevent total failure of entire system during Motherboard failure)	Change Requested: 4.1.41.2.The Server, Gateway & Session border Controller should not be in the same Unit sharing the same Active Backplane/Motherboard (so as to prevent total failure of entire system during Motherboard failure) Justification: Session Border Controller also needs to be on a different dedicated hardware to ensure that it is not dependent on same CPU as IP PbX and can work independently.	As per RFP

407	Buyer added Bid Specific Additional Scope of Work Page 25: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.41.6. In case of emergency, system must have the capability to place key stakeholders in the organization onto a conference bridge to ensure rapid collaboration and decision-making process.	Change Requested: Kindly remove this clause. Justification: This feature is related to bringing stakeholders into a conference bridge which is a feature of Conference solution and cannot be part of IP PBX. Hence, request to remove this clause. Also this is supported by single or very few OEM	As per RFP
408	Buyer added Bid Specific Additional Scope of Work Page 25: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.41.6. In case of emergency, system must have the capability to place key stakeholders in the organization onto a conference bridge to ensure rapid collaboration and decision-making process.	Clarification Requested: Please explain what kind of emergency? How will the system come to know about the emergency? Kindly elaborate on this requirement. Also this is supported by single or very few OEM. Request to remove this clause to allow more OEM solutions to comply and participate in this RFP.	As per RFP
409	Buyer added Bid Specific Additional Scope of Work Page 26: SECTION: 4 Functional & Technical Requirement 4.2. IP Phone-Video (Type-A):	Audio Codec: G.729, OPUS /iLBC (Internet Low Bitrate codec) or equivalent	Change Requested: Audio Codec: G.711, G.729, OPUS /iLBC (Internet Low Bitrate codec) or equivalent Justification: G.711u-law is a standard used in India by all Service Providers to provide the calls from their end on 64kbps PCMU. It is important for IP PbX & IP Phones to recognize G7.11 so that they can directly communicate with PSTN network without complexity involved.	No Change. Equivalent would be accepted.
410	Buyer added Bid Specific Additional Scope of Work Page 26: SECTION: 4 Functional & Technical Requirement 4.2. IP Phone-Video (Type-A):	Camera: Should have a built-in camera with 720p resolution	Change Requested: Camera: Should have a built-in camera with 720p resolution with a physical privacy shutter Justification: Physical privacy shutters provides assurance to the Video IP Phone user that there is no video captured or recorded by the camera at any point of time. This is similar to mute indicator in a VC and is very critical for top executives and bureaucrats	As per RFP
411	Buyer added Bid Specific Additional Scope of Work Page 27: SECTION: 4 Functional & Technical Requirement 4.3. IP Phone- (Type-B):	Integral Switch: Should have integrated 2-port 1G PoE (802.3af) Ethernet switch	Change Requested: Integral Switch: Should have integrated 2-port 10/100 PoE (802.3af) Ethernet switch Justification: This switch is at the user level and there is no technical or logical requirement to provide 1G port for Type-B user. Revising the clause to support 10/100 will provide all require features for Type-B user and also optimize the cost significantly by simply revising 1 parameter if the phone which mostly may remain unused.	As per RFP

412	Buyer added Bid Specific Additional Scope of Work Page 29: SECTION: 4 Functional & Technical Requirement 4.4. Soft Agent/Client:	4.4.2. The Solution should provide features of chat, presence, directory, file share on PC for all users with Type-A & Type-B IP phones.	Change Requested: 4.4.2. The Solution should provide features of chat, presence, directory, file share on PC for all users decided by Government of Gujarat. Justification: Soft client can be provided across Governemtn of Gujarat for chat/presence through laptop/PC & mobile without need to restrict to IP Phone users or Video Endpoint users. This will ensure GIL staff have a single chat platform across the department.	As per RFP
413	Buyer added Bid Specific Additional Scope of Work Page 29: SECTION: 4 Functional & Technical Requirement 4.4. Soft Agent/Client:	4.4.5. Bidder has to customize (interface, branding, logo) soft client/agent as per GOG requirement	Change Requested: Request to kindly remove this clause. Justification: This feature is specific to a single OEM restricting from most other OEM's to participate. OEMs standard soft client have a predefined UI and most OEM's do not support the option to change the branding or layout of the soft client since it is proprietary.	Consider Ommited: 4.4.5. Bidder has to customize (interface, branding, logo) soft client/agent as per GOG requirement.
414	Buyer added Bid Specific Additional Scope of Work Page 32: SECTION: 4 Functional & Technical Requirement 4.7. Video Conference Device	4.7.2. System should be able to allow new video conference devices to be able to place video calls to the existing VC devices and IP phones & soft clients. The VC System must also be able to dial and participate in the video conference.	Clarification Requested: Kindly confirm the existing models of IP Phones and soft clients used. Unless the existing solution support H.323 or SIP, it is difficult to integrate. Kindly confirm if the existing solution runs on H.323 or SIP.	Existing Soft Client & IP Phones not available. Only VC Solution available which is H.323 based.
415	Buyer added Bid Specific Additional Scope of Work Page 32: SECTION: 4 Functional & Technical Requirement 4.7. Video Conference Device	4.7.4. The SIP Video Conference devices required must have a dedicated hardware-based codec and support for latest standards. The Video Conference Device must be able to participate in conferences on the provisioned conferencing platform and must provide USB capability to enable the camera & microphone unit to join any software PC based web conferencing platform that may not support SIP, H.323 standards.	Change Requested: 4.7.4. The SIP Video Conference devices required must have a dedicated hardware-based codec and support for latest standards. The Video Conference Device must be able to participate in conferences on the provisioned conferencing platform and must provide USB capability to enable the camera & microphone unit to join any software PC based web conferencing platform that may not support SIP, H.323 standards. SIP Video Conference Device must run on proprietary custom-built OS and not on open OS like Android or be dependent on PC. Justification: Devices running on open platforms frequently hit vulnerabilities and need Android updates along with OEM's updates to fix such issues. Hence request to consider devices running on proprietary OS developed by the OEM to ensure stable and secure endpoints are only proposed.	As per RFP
416	Buyer added Bid Specific Additional Scope of Work Page 33: SECTION: 4 Functional & Technical Requirement Conference Room based VC Device (Type-A):	Codec & Camera must be from the same OEM.	Change Requested: Codec, Microphones, Camera & Remote control must be supplied from the same OEM. Justification: To ensure smooth operations, it is mandatory to have complete endpoint from a single OEM.	As per RFP

417	Buyer added Bid Specific Additional Scope of Work Page 33: SECTION: 4 Functional & Technical Requirement Conference Room based VC Device (Type-A):	ADDITIONAL POINT	Add Clause Requested: Video Output: The Codec must have 2 or more HDMI/HDCI Video Outputs to connect 4K displays Justification: This is to ensure Video Conference devices support Dual Display Configurations in rooms so that one can use the endpoint directly in meeting rooms with multiple displays/projectors.	As per RFP
418	Buyer added Bid Specific Additional Scope of Work Page 33: SECTION: 4 Functional & Technical Requirement Conference Room based VC Device (Type-A):	ADDITIONAL POINT	Add Clause Requested: Video Input: The Codec must have atleast 3 or more HDMI/HDCI Video Inputs to connect Camera/s and PC for content. Justification: This is to ensure Video Conference devices support 1 or more camera as well as 1 or more wired connection from PC for Content directly on the device. this is much required parameter to provide flexibility of multiple video input in conference room.	As per RFP
419	Buyer added Bid Specific Additional Scope of Work Page 33: SECTION: 4 Functional & Technical Requirement Conference Room based VC Device (Type-B):	Type of Camera: In built camera, codec and microphone	Change Requested: Type of Camera: In built camera, codec, microphone & speakers as an all-in-one unit Justification: This catrgory VC unit are also compatible with Monitor displays that may not have speakers, and hence VC unit will work without any external speaker requirement.	Revised as: Type of Camera: In built camera, codec, microphone & speakers as an all-in-one unit
420	Buyer added Bid Specific Additional Scope of Work Page 33: SECTION: 4 Functional & Technical Requirement Conference Room based VC Device (Type-B):	Supported Video Protocols: H.264, H.265	Change Requested: Supported Video Protocols: H.264 or better Justification: Smaller form factor Video devices of most OEM's are not designed to support H.265. This segment of devices typically work at H.264 AVC/SVC or similar.	Revised as: Supported Video Protocols: H.264 or better
421	Buyer added Bid Specific Additional Scope of Work Page 34: SECTION: 4 Functional & Technical Requirement Conference Room based VC Device (Type-B):		Add Clause Requested: Other terms 3. Codec, Camera & Remote Control must be from the same OEM. 4. Codec must be custom built hardware and not software loaded on PC. 5. Soluion must run on secure proprietary OS and not on a Open software like Android Justification: These parameters are needed to ensure the VC unit works seamlessly with te Type-A vieo device and the Video Conference Solution.	As per RFP

422	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 34: SECTION: 4 Functional & Technical Requirement</p> <p>Conference Room based VC Device (Type-B):</p>		<p>Change Requested: Codec, Microphones, Camera & Remote control must be supplied from the same OEM.</p> <p>Justification: To ensure smooth operations, it is mandatory to have complete endpoint from a single OEM.</p>	As per RFP
423	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 34: SECTION: 4 Functional & Technical Requirement</p> <p>Conference Room based VC Device (Type-B):</p>		<p>Add Clause Requested: Video Input: The Codec must have atleast 1 or more HDMI/HDCI Video Inputs to connect PC for content.</p> <p>Justification: This is to ensure Video Conference devices support Wired connection from PC for Content directly on the device.</p>	As per RFP
424	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 29: SECTION: 4 Functional & Technical Requirement</p> <p>4.5. Video collaboration solution (Video Conference Solution):</p>	<p>4.5.1. The Video collaboration solution must be a single centralized architecture with video endpoints capable of registering from anywhere across GSWAN network. The solution must include central management, phonebook, gatekeeper, firewall traversal solution, Video conferencing MCU as well as Video conferencing endpoints. The various applications may or may not be co-hosted in a single hardware, and it at discretion of the Bidder.</p>	<p>Change Requested: 4.5.1. The Video collaboration solution must be a single centralized architecture with video endpoints capable of registering from anywhere across GSWAN network. The solution must include central management, phonebook, gatekeeper, firewall traversal solution, Video conferencing MCU as well as Video conferencing endpoints. The various applications may or may not be co-hosted in a single hardware, however the MCU must be on dedicated hardware. All hardware in the solution must have redundant Power supply.</p> <p>Justification: MCU will be a heavy duty software processing multiple video streams and shared resources of hardware may lead to degradation in quality or poor performance. Hence request to consider dedicated hardware for MCU. Also Request to consider redundant power supply for all hardwares proposed in solution to ensure lesser failures/issues due to power supply.</p>	As per RFP
425	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 30: SECTION: 4 Functional & Technical Requirement</p> <p>4.5. Video collaboration solution (Video Conference Solution):</p>		<p>Add Point Requested: MCU Must support Atleast 250 HD ports on a single hardware.</p> <p>Justification: With lower HD port capacity limit, Bidders will propose solution where about 50+ servers would be handed over to GIL for MCU solution, which will be difficult to manage and deploy as it will consume very high power and real-estate space. hence request to add a capacity of atleast 200 HD ports per server to ensure solution is sustainable and manageable.</p>	As per RFP

426	Buyer added Bid Specific Additional Scope of Work Page 30: SECTION: 4 Functional & Technical Requirement 4.5. Video collaboration solution (Video Conference Solution):	4.5.12 The proposed solution should support up to 2000 participants on premises under GSWAN infrastructure. It will include no of simultaneous conferences with a combination of 1 conference of 500 participants or 200 conferences of 10 participants or any other combination of 2000. All license and hardware to be included for the same. It should have video conferencing recording with the ability to switch it on and off at Host level. Host should have the option to record the VC. Recording mode (on / off) should be clearly visible on the screen.	Change Requested: 4.5.12 The proposed solution should support up to 2000 participants on premises under GSWAN infrastructure. It will include no of simultaneous conferences with a combination of 1 conference of 500 participants or upto 100 simultaneous conferences. All license and hardware to be included for the same. It should have video conferencing recording with the ability to switch it on and off at Host level. Host should have the option to record the VC. Recording mode (on / off) should be clearly visible on the screen. Justification: Defining any combination is as per licenses schema of a specific OEM solution and biased towards a particular OEM. Hence request to revise the clause to be consistent with the RFP to state that max 100 simultaneous conferences to be supported by the solution. This will allow equal opportunity for all qualifying OEM's to comply	Revised as; 4.5.12 The proposed solution should support up to 2000 participants on premises under GSWAN infrastructure. It will include maximum 200 conferences and maximum 2000 participants simultaneous. All license and hardware to be included for the same. It should have video conferencing recording with the ability to switch it on and off at Host level. Host should have the option to record the VC. Recording mode (on / off) should be clearly visible on the screen.
427	Buyer added Bid Specific Additional Scope of Work Page 31: SECTION: 4 Functional & Technical Requirement 4.5. Video collaboration solution (Video Conference Solution):	4.5.13.3. The solution must support encryption between VC endpoint/MCU & cloud	Change Requested: 4.5.13.3. The solution must support encryption between VC endpoint, MCU & event platform Justification: Request to revise to mandatorily support encryption between Video device and event platform and MCU with event platform. This is important of the VC endpoint directly joins the Event platform.	As per RFP
428	Buyer added Bid Specific Additional Scope of Work Page 45: SECTION: 7 Price Bid	1. Core IP Telephony System IP PBX system with all the required hardware and software like Voice Gateways, Audio & Video Conferencing solution, Call billing & Accounting tool, Survival branch facility, Fax facility, Cabling, Accessories etc. with 7 years warranty and Support (include License charges for 14,000 IP Telephony users)	Clarification Requested: Kindly elaborate the role of Call Billing/ Call Accounting if this is mandatory. Else request to remove if not required. Justification: Call Billing/Accounting is required only if the department is receiving internal bills from other internal departments.	DST provides Telphony services on chargeable basis to government department. In order to calculate the usage, call billing / call accounting software is required to generate invoice in name of the department and auto calculation according to usage.
429	Buyer added Bid Specific Additional Scope of Work Page 56: SECTION: 8 ANNEXURES Annexure-A: Fax Facility	Note: Bidder is required to provide balance 116 ports (400 -284) in combination of 58 x 2 ports analog gateway which will be used for future requirements.	Change Requested: Note: Bidder is required to provide balance 116 ports (400 -284) in any combination of ports on analog gateway which will be used for future requirements. Justification: 58x2 port per gateway is specific to certain make OEM. Request to allow Bidders to select best solution and provide the required amount of Analog gateways for the same.	At present, 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.
430	GENERIC	ADDITIONAL POINT	Request: it is recommended to include a mandatory Proof of Concept/Demo of the proposed solution at GIL/DST office or at Bidder/OEM's location Justification: Since this RFP can contain solution with multiple OEM platforms, it is recommended that GIL/DST mandate a proof of Concept Demonstration of the solution and vet the performance & featureset. If possible, this should also be considered as part of technical evaluation of the Bidder.	As per RFP

431	Buyer added Bid Specific Additional Scope of Work Page 23: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.3 System should have capability to manage centralize database of all the users. CLI facility for all users should be provisioned from day one. System should support centralized web based administration	Change Requested: 4.1.3 System should have capability to manage centralize database of all the users. CLI facility for all users should be provisioned from day one. System should support centralized web based administration. Entire system must be a single IP telephony solution and must not be by integrating multiple telephony systems. The single telephony system must be able to manage a capacity of 15,000 users from day 1 expandable to 40,000 users for future. Justification: It is necessary to define the maximum capacity of the solution to ensure Bidder can provide correct solution.	As per RFP
432	Buyer added Bid Specific Additional Scope of Work	General Query	Clarification Request: As per our understanding both IP telephony provider as well as Video conference provider need to provid soft client for meetings. This is duplication of soft client as well as costs. This also will degarde experience since there would be two soft clients in a single PC for every user. Suggestion: Request to kindly consider soft client as part of Video conference due to the fact that it is solely used for video calling & video conferencing purposes, and consider Type A & Type B user License for IP telephony without soft client for IP telephony.	Soft Clients to be provided by IP telephony provider. However the VC soft client will be required for training & events which is separate purpose.
433	Buyer added Bid Specific Additional Scope of Work Page 30: SECTION: 4 Functional & Technical Requirement 4.5. Video collaboration solution (Video Conference Solution):	4.5.6. The MCU must have a 2000 HD port capacity on normal day with N+1 redundancy deployment for web browser-based client and hardware endpoints. MCU must support at least 100 concurrent conferences on HD resolution. This can be achieved via a single server or cascading multiple server. MCU must support local redundancy as well as geo-redundancy over WAN. All the supplied hardware must support IPv4/ IPv6 from day 1 and latest security standards of AES 128 or above & TLS 1.2 or above.	Clarification Required: Will GIL provide to provide Load balancers, Network Siwtches, Firewalls & Routers to support Automatic failover & strong connectiviyt between DC & DR. or does it need to be factored in by Bidder? If Bidder, kindly request to provide current core infrastructure network details and requirements for components additionally needed within DC, DR and between DC & DR. It is recommended to consider high performing switch & router for DC-DR connectivity.	Bidder to consider complete infrastructure to meet the solution / functionality as mentioned in RFP.
434	Buyer added Bid Specific Additional Scope of Work Page 31: SECTION: 4 Functional & Technical Requirement 4.6. Conferencing:	4.6.8. The proposed conference license should not be tagged to any specific user and must operate as a shared resource.	Change Requested: 4.6.8. The proposed conference license may or may not be tagged to any specific user and must operate as a shared resource. Justification: The clause is skewed towards licensing of a specific OEM. Request to revise clause to allow other OEM;s equal opportunity to comply and participate.	Revised as: 4.6.8 The proposed conference license may or may not be tagged to any specific user and must operate as a shared resource.

435	Buyer added Bid Specific Additional Scope of Work Page 38: SECTION: 4 Service level Agreement Penalties & Payment terms 5.2. Payment terms	5.2.Delivery of all components(Hardware, Software,licenses etc.) at Cetral Location (Vendors warehouse at Gandhinagar/Ahmedabad) 50% of the sum total of schedul I of financial bid Successful installation,Testing,Integration,Commissioning 20% of sum total of Schedule I of financial bid Successful completion and final acceptance test of entire solution and Go-live 20% of sum total of Schedule I of financial bid Balance 10% payment 10% to be divided and paid in 8 equated quarterly installments along with O&M payment of initial two years	Change Requested: 5.2 Delivery of all components(Hardware, Software,licenses etc.) at Cetral Location (Vendors warehouse at Gandhinagar/Ahmedabad) 80% of the sum total of schedul I of financial bid Successful installation,Testing,Integration,Commissioning 10% of sum total of Schedule I of financial bid Balance 10% payment to be made on successful installation, Testing, Integration, Commissioning Justification: This will help more vendors to participate and reduce overall interest cost for the tenure of the payment schedule, since 5% performance guarantee is already given for the tenure of the contract.	As per RFP
436	Section: 2 Eligibility Criteria Page: 9	Bidder must have average annual turnover of at least Rs. 50 crores for each of the last three financial Years as on 31st March 2021. AND Average Annual Sales Turnover of the bidder solely generated on account of Telephony/Telecom/VoIP/Unified Communication during the last three years should be at least Rs. 25 crores as on 31st March 2021.	We request on relaxation on mentioned clauses as below: "Bidder must have annual turnover of Rs. 25 Crores for last three financial years" AND "Average Annual Turnover generated on account of Telephony/Telecom/VoIP/Unified Communication/Networking (LAN/WAN) during last three years should be at least Rs. 8 Crores"	As per RFP
437	Section: 2 Eligibility Criteria Page: 9	The bidder should have executed at least 1 (one) Project of IPPBX having minimum value of Rs. 2 crores in India during the last 05 years as on bid submission date.	"Bidder should have executed/undertaken at least 1 project of EPBAX/IPPBX/Networking (LAN/WAN) having minimum value of Rs. 2 Crores in India during last 05 years"	As per RFP
438	RFP Document - Page 9 - Eligibility Criteria point no.2	Bidder must have average annual turnover of at least Rs. 50 crores for each of the last three financial Years as on 31st March 2021. AND Average Annual Sales Turnover of the bidder solely generated on account of Telephony / Telecom / VoIP / Unified Communication during the last three years should be at least Rs. 25 crores as on 31st March 2021.	Change Requested: Bidder must have average annual turnover of at least Rs. 50 crores for each of the last three financial Years as on 31st March 2021. OR Average Annual Sales Turnover of the bidder solely generated on account of Telephony / Telecom / VoIP / Unified Communication during the last three years should be at least Rs. 25 crores as on 31st March 2021. Justification: This will help companies which are only solely involved in business of Telephony / Telecom / VoIP / Unified Communication but do not exceed turnover of 50 crores shall also be able to participate in the captioned bid. This will help small companies having turnover less than 50 crores(as per MSME criteria) to have an equal opportunity. The above would be a win-win for small to medium scale enterprises to participate.	As per RFP

439	RFP Document - Page 9 - Eligibility Criteria point no.3	The bidder should have executed at least 1 (one) Project of IPPBX having minimum value of Rs. 2 crores in India during the last 05 years as on bid submission date.	<p>Change Requested: The bidder should have executed at least 1 (one) Project of 'Unified Communication' having minimum value of Rs. 2 crores in India during the last 05 years as on bid submission date.</p> <p>Justification: Since RFP includes Supply, Installation, Configuration, Testing, Commissioning and Support (24x7x365) of IP Telephony Infrastructure with Video Conferencing Solution. (Not specifically IP Telephony)</p>	As per RFP
440	RFP Document - Page 20 - Scope of Work / B - Operation & Maintenance / Point 19 - Delivery Timelines	Delivery of the ordered item/software as per the work order at central location (vendors warehouse at Gandhinagar/Ahmedabad) --> T + 60 Days	<p>Due to ongoing acute worldwide shortage of semiconductor chips delivery of the IT / Telecom components are getting delayed</p> <p>Change Requested: "Request you to change the delivery time lines to T + 150 Days from T + 60 Days</p>	See the Corrigendum.
441	Buyer added Bid Specific Additional Scope of Work Page 45: SECTION 6: INSTRUCTION TO THE BIDDERS 17. EVALUATION METHODOLOGY 17.3. Criteria for Technical bid evaluation:	<p>6 OEM Support</p> <p>- IF OEM of the Video Conferencing Solution have spare depo in India to provide warranty support: 2.5 Marks, No spare Depo: 00 Marks</p> <p>- IF OEM of the proposed Core IP telephony Solution have spare depo in India to provide warranty support: 2.5 Marks, No spare Depo: 00 Marks</p>	<p>Change Requested: 6 OEM Support</p> <p>- IF OEM of the Video Conferencing Solution have spare depo in Gujarat to provide warranty support: 2.5 Marks, No spare Depo: 00 Marks</p> <p>- IF OEM of the proposed Core IP telephony Solution have spare depo in Gujarat to provide warranty support: 2.5 Marks, No spare Depo: 00 Marks</p> <p>Justification: this is must have change as this directly affecting the SLA. With depot at gujarat; bidder get immidiate and faster replacement support.</p>	As per RFP
442	Buyer added Bid Specific Additional Scope of Work Page 30: SECTION: 4 Functional & Technical Requirement 4.5. Video collaboration solution (Video Conference Solution):	<p>4.5.6. The MCU must have a 2000 HD port capacity on normal day with N+1 redundancy deployment for web browser-based client and hardware endpoints. MCU must support at least 100 concurrent conferences on HD resolution. This can be achieved via a single server or cascading multiple server. MCU must support local redundancy as well as geo-redundancy over WAN. All the supplied hardware must support IPv4/ IPv6 from day 1 and latest security standards of AES 128 or above & TLS 1.2 or above.</p>	<p>Clarification Required: Will GIL provide to provide Load balancers, Network Switches, Firewalls & Routers to support Automatic failover & strong connectiviyt between DC & DR. or does it need to be factored in by Bidder? If Bidder, kindly request to provide current core infrastructure network details and requirements for components additionally needed within DC, DR and between DC & DR. It is recomended to consider high performing switch & router for DC-DR connectivity.</p>	Bidder to consider complete infrastructure to meet the solution / functionality as mentioned in RFP.

443	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page: 4: DEFINITIONS 24. Users.</p>	<p>Type B Users: Users will get normal IP phone with CLI, audio/voice calling, audio and video calling through soft client/agent on desktop/laptop/mobile phone, conferencing etc. Type-B user connection will include a Physical Audio IP phone and a soft agent for chat, file share, presence, directory & audio-video calling. Type B user should have minimum 3 simultaneous registrations from Audio IP Phone, Desktop/Laptop softphone and mobile softphone.</p>	<p>Change Request: Type B Users: Users will get normal IP phone with CLI, audio/voice calling, audio and video calling through soft client/agent on desktop/laptop/mobile phone, conferencing etc. Type-B user connection will include a Physical Audio IP phone and a soft agent for chat, file share, presence & directory Type B user should have minimum 1 device registrations from Audio IP Phone or Desktop/Laptop softphone or mobile softphone. Type B user license must be upgradeable to Type A category if needed.</p> <p>Justification: As per current definition Type-A & Type-B have exact same license feature. As per our understanding, Type B users would primarily be general staff and may or may not have dedicated computer or multiple IP Phones(shared phone between multiple i.e two to three users) tagged to single user. also desktop used in user workspace in office space generally dont have spekaer, mic and camera.</p>	See the Corrigendum.
444	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 9: SECTION: 2: ELIGIBILITY CRITERIA</p>	<p>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.</p>	<p>Change Requested: 9. All the proposed equipment's should not be declared End of Sale & must not go End-of-Support for next 7years from the date of bid submission by the OEMs In case any product . OEM/Bidder to support with replacement products of similar category in case of such scenarios.</p> <p>Justification: This change is requested for more OEM's to comply and participate in this RFP, as most OEM's will not be able to provide a guarantee on End of production timelines of 2 years, but can provide replacement products in case any proposed product is end of sale</p>	<p>Revised as: All the proposed equipment's should not be declared End of Sale & must not go End-of-Support for next 7 years from the date of bid submission by the OEM.However, if OEM declares any equipment as end of support for any reasons, then in that case OEM has to replace that equipment with better or equivalent products without any cost to DST/GIL. OEM has to submit on their letter head, complete details on the life cycle available for the equipment, their end of support dates and replacement model if any.</p>
445	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 12: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>4. Proposed telephony & conferencing should be based on IP backbone. DST, envisage to use its existing GSWAN fiber backbone which connects various offices of GoG spread across Gujarat to carry the required voice & video traffic.</p>	<p>Clarification: Please confirm that OEM & Bidder shall not be held liable if there is degrade quality of service or issue in the performance caused due to the GSWAN & SDC elements that are out of scope of the current RFP.</p> <p>Justification: Department of Science & Technology, Government of Gujarat will be using an existing SWAN & SDC and the current soluton will be running on top of this platform. GSWAN & SDC would be managed by other vendors and current Bidder/OEM may or may not have visibility into the operations outside SICN. Hence request to confirm that Bidder & OEM shall not be held liable in case of poor performance due to network connectivity, network switch, router, datacenter, etc. that may not be goverened or included in scope of this RFP.</p>	<p>Revised as: Any Failure, which is agreed due to uncontrollable parameters, like Raw Power, infrastructure not under control of bidder etc.(Pg. 37)</p>

446	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 12: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>2. The licenses procured by the selected bidder should be in the name of Department of Science and Technology, Government of Gujarat valid perpetual for life.</p>	<p>Change requested: 2. The licenses procured by the selected bidder should be in the name of Department of Science and Technology, Government of Gujarat valid perpetual for life / Subscription for the entire period of 7 years.</p> <p>Justification: Due to the recent transitions in the market and the trend of subscriptions, many top OEM's for Unified Communication & Video Conferencing solutions have discontinued perpetual license or are in the verge of discontinuation of perpetual license. Hence such OEM's are unable to provide Subscription license for period of 7 years. Request to consider the revise clause to allow OEM's to provide licenses which would not be perpetual. This is important to allow many OEM's to comply and participate in this RFP. Also Subscription based licenses offer many flexibility over perpetual licenses. Worldwide over organization & governments are already migrated or buying subscription based licenses</p>	<p>Revised as: The licenses procured by the selected bidder should be in the name of Department of Science and Technology, Government of Gujarat valid perpetual for life or must be Subscription for the entire period of 7 years.</p>
447	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 12: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>3. We have also asked additional license charges over and above 14,000 users in block of 1,000 users. Bidder is required to provide additional license at finalized rates during the contract period. If additional server is required, DST will provide the same at that time.</p>	<p>Clarification requested: Request to kindly provide with the period of the price validity for purchasing these additional license blocks.</p> <p>Justification: Due to the inflations and unpredictable market conditions, it is very difficult for providing same price over a period of 7 years by the OEM. Hence request to allow OEM's of L1 to provide revised rate for the additional block of 1000 licenses at every 12 months to ensure the deal is sustainable to OEM & bidder.</p>	<p>Price validity is for 2 years.</p>
448	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 12: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>3. We have also asked additional license charges over and above 14,000 users in block of 1,000 users. Bidder is required to provide additional license at finalized rates during the contract period. If additional server is required, DST will provide the same at that time.</p>	<p>Clarification requested: The price discovery of additional block of 1000 licenses would be considered for selecting L1 ?</p> <p>Justification: The additional license of 1000 would not be procured immediately on day 1 and may not have any implications unless purchased at a later stage. Hence request to not consider the cost of additional block of 1000 license as part of L1 selection process.</p>	<p>The price discovery of additional block of 1000 license would be considered for selecting L1 bidder.</p>
449	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 13: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>5. Bidder should provision required hardware and software components like Main Call control server, Video & Web conferencing software & server, Firewall Traversal Solution, Network Switches, PRI Gateway, UPS, Main Call manager, Call Accounting/Billing software, End Point-IP phones, patch cords, power Adapter etc. with appropriate licenses perpetual for life to successfully operate the system as envisage.</p>	<p>Change Requested: 5.. Bidder should provision required hardware and software components like Main Call control server, Video & Web conferencing software & server, Firewall Traversal Solution, PRI Gateway, UPS, Main Call manager, End Point-IP phones, patch cords, power Adapter etc. with appropriate licenses to successfully operate the system as envisage.</p> <p>Justification:</p> <p>1. Due to the recent transitions in the market and the trend of subscriptions, many top OEM's for Unified Communication & Video Conferencing solutions have discontinued perpetual license or are in the verge of discontinuation of perpetual license. Hence such OEM's are unable to provide Subscription license for period of 7 years. Request to consider the revise clause to allow OEM's to provide licenses which would not be perpetual. This is important to allow many OEM's to comply and participate in this RFP</p> <p>2. Request to also considering removeing Network Switches, since these are not in scope of Bidder. If required to be proposed, need details for the Network Switches</p>	<p>Bidder to consider complete infrastructure to meet the solution / functionality as mentioned in RFP.</p>

450	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 13: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>7. In case of any failure at main call control server/system there should be seamless failover to the disaster recovery server/system.</p>	<p>Change requested: 7. In case of any failure at main call control server/system there should be seamless failover to the disaster recovery server/system without any manual intervention. Similarly, there must be seamless automatic recovery back to main call control server/system once the system is back online without any manual interventions.</p> <p>Justification: Automatic failover to secondary & automatic recovery back to primary ensure there is least amount of downtime since it requires No manual intervention. This also helps system to load balance and provide services between primary & secondary servers of call control. Without this feature, SICN would depend on engineer to resume services between failure and recovery causing a significant duration of impact.</p>	<p>Revised as: In case of any failure at main call control server/system there should be seamless failover between disaster recovery server/system & main call control server / system. After recovery of primary site, the failover to be reverted to main call control server without manual intervention</p>
451	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 13: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>11. Bidder needs to ensure minimum downtime during the migration to the new system as the existing system is in production and it is a critical voice communication for entire state government.</p>	<p>Clarification: Please confirm that OEM & Bidder shall not be held liable if there is degrade quality of service or issue in the performance caused due to the GSWAN & SDC elements that are out of scope of the current RFP.</p> <p>Justification: Department of Science & Technology, Government of Gujarat will be using an existing SWAN & SDC and the current solution will be running on top of this platform. GSWAN & SDC would be managed by other vendors and current Bidder/OEM may or may not have visibility into the operations outside SICN. Hence request to confirm that Bidder & OEM shall not be held liable in case of poor performance due to network connectivity, network switch, router, datacenter, etc. that may not be governed or included in scope of this RFP.</p>	<p>Revised as: Any Failure, which is agreed due to uncontrollable parameters, like Raw Power, infrastructure not under control of bidder etc.(Pg. 37)</p>
452	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 14: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>17. At present all VVIP users are using Analog Phones/Digital Phones. Total no. of connections are approx. 744. Bidder is also required to continue this 744 connections initially for 1 year. If DST instructs, bidder is required to convert them into IP Phone within 1 month during contract period.</p>	<p>Change Requested: 17. At present all VVIP users are using Analog Phones/Digital Phones. Total no. of connections are approx. 744. Bidder is also required to enable the services for these 744 connections on priority.</p> <p>Justification: To simply support the infrastructure for 1 month, the Bidder needs to factor new Analog Gateways that wont be used post the migration of VVIP users to IP Phone.Request to consider supporting existing VVIP connections with existing vendors and not add in scope of the new OEM/Bidder solution.</p>	<p>As per RFP. Bidder to do operation & maintenance of existing solution till conversion to IP telephony.</p>
453	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 14: SECTION: 3 SCOPE OF WORK</p> <p>A) System Integration Component:</p>	<p>18. The Bidder shall ensure that the products quoted should not be declared "End of Production" for next 2 years and "End of support" for the next 7 years by the OEM from the date of bid submission. However, if OEM declares any equipment as end of support for any reasons, then in that case OEM has to replace that equipment with better or equivalent products without any cost to DST/GIL. OEM has to submit on their letter head, complete details on the life cycle available for the equipment, their end of support dates and replacement model if any.</p>	<p>Change Requested: the OEM should provide the back to back support for 7 years for the quoted product, in case product is getting end of support OEM should replace the product with higher end part code with all necessary functionality required by DST / GIL; in such case before replacing product bidder has to take consent from DST / GIL</p> <p>Justification: technolgy refresh cycle particularly in compute & software are very fast now and it is important to keep the solutions updated as per latest technology</p>	<p>Revised as: All the proposed equipment's should not be declared End of Sale & must not go End-of-Support for next 7 years from the date of bid submission by the OEM.However, if OEM declares any equipment as end of support for any reasons, then in that case OEM has to replace that equipment with better or equivalent products without any cost to DST/GIL. OEM has to submit on their letter head, complete details on the life cycle available for the equipment, their end of support dates and replacement model if any.</p>

454	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 23: SECTION: 4 Functional & Technical Requirement</p> <p>4.1. Core Telephony System:</p>	<p>4.1.9. It should support active – active / active – standby configuration. The interruption-free switchover from the active to the standby control must take place without the existing twoway voice connections being interrupted including Failure of Fiber Optic Cable, call control server, etc.</p>	<p>Change Requested: 4.1.9. It should support active – active / active – standby configuration. The automatic & interruption-free switchover from the active to the standby and vice-versa must take place without the existing two way voice connections being interrupted including Failure of connectivity between IP Phone and the call control infrastructure.</p> <p>Justification: It is important to have automatic failover and recovery between the systems to ensure there is no manual intervention is needed and ensure lower downtimes and lower duration of loss of service for the department. Failure of critical cable can cause the voip call to disconnect if it is flowing through the particular link. One has to redial to connect over redundant network link. Hence request to revise clause to remove the criteria of call preservation at link failure and only when the connectivity to central server is down.</p>	<p>Revised As: It should support active – active / active – standby configuration. The interruption-free switchover from the active to the standby control must take place without the existing twoway voice connections being interrupted including Failure of connectivity between call control server & related infrastructure. etc.</p>
455	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 24: SECTION: 4 Functional & Technical Requirement</p> <p>4.1. Core Telephony System:</p>	<p>4.1.21. Proposed solution should support capability to allow Broadcasting of voice/text messages using XML based application to one to many (minimum 40 or more) on desk phone/ IP phone from day 1.</p>	<p>Change Requested: 4.1.21. Proposed solution should optionally support capability to allow Broadcasting of voice/text messages using XML based application to one to many (minimum 40 or more) on desk phone/ IP phone if required in future.</p> <p>Justification: This requirement is usually taken care by Public Announcement Systems and this is not a common feature of IP PBX. Hence it is skewed towards a few specific OEMs that provide such feature. Request to consider this as optional so that more OEM's can comply and are not restricted due to this feature.</p>	<p>Consider Omitted: Proposed solution should support capability to allow Broadcasting of voice/text messages using XML based application to one to many (minimum 40 or more) on desk phone/ IP phone from day 1.</p>
456	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 24: SECTION: 4 Functional & Technical Requirement</p> <p>4.1. Core Telephony System:</p>	<p>4.1.22. Firewall traversal solution should be able to interop between SIP, H.323 without adding additional components.</p>	<p>Change Requested: 4.1.22. Firewall traversal solution should be from same OEM as IP PbX and be able to interop between SIP, H.323 without adding additional components.</p> <p>Justification: Firewall Traversal is a critical piece of Infrastructure which needs to be consistent and from same OEM as the IP PbX to ensure smoother operations. Different OEM products may not work seamlessly causing degradation of service.</p>	<p>As per RFP</p>
457	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 24: SECTION: 4 Functional & Technical Requirement</p> <p>4.1. Core Telephony System:</p>	<p>4.1.30. Inbox fax messaging facility to receive incoming fax messages as an attachment in email should be available. Bidder may consider minimum 8 fax ports as a part of solution.</p>	<p>Change Requested: Kindly remove this clause.</p> <p>Justification: Email has getting started as a accepted mode of communication in various governments. Fax is dying technology. This feature is required to integrate 3rd party servers with IP PBX & customers mail servers and creates a lots of installation & oprational complexities. its better not to invest in such features; hence kind request you to remove this feature</p>	<p>Consider Omitted: Inbox fax messaging facility to receive incoming fax messages as an attachment in email should be available. Bidder may consider minimum 8 fax ports as a part of solution.</p>

458	Buyer added Bid Specific Additional Scope of Work Page 24: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.31. Proposed Voice Gateway should be distributed at least 2 locations: 4.1.31.1. The voice gateway at Location-1 should have minimum 20 PRI physical ports 4.1.31.2. The voice gateway at Location-2 should have minimum 10 PRI physical ports	Change Requested: 4.1.31. Proposed Voice Gateway should be distributed at least 2 locations: 4.1.31.1. The voice gateway at Location-1 should have minimum 20 PRI physical ports & 200 SIP sessions 4.1.31.2. The voice gateway at Location-2 should have minimum 10 PRI physical ports & 100 SIP sessions Justification: The latest technology used by Service Providers to provide their Voice service is over SIP. ISP's are transitioning from PRI to SIP and it is important that the gateways to support PRI & SIP are included from Day 1 to ensure future-proof solution is proposed.	As per RFP
459	Buyer added Bid Specific Additional Scope of Work Page 25: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.41.2.. The Server and Gateway should not be in the same Unit sharing the same Active Backplane/Motherboard (so as to prevent total failure of entire system during Motherboard failure)	Change Requested: 4.1.41.2.The Server, Gateway & Session border Controller should not be in the same Unit sharing the same Active Backplane/Motherboard (so as to prevent total failure of entire system during Motherboard failure) Justification: Session Border Controller also needs to be on a different dedicated hardware to ensure that it is not dependent on same CPU as IP PbX and can work independently.	As per RFP
460	Buyer added Bid Specific Additional Scope of Work Page 25: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.41.6. In case of emergency, system must have the capability to place key stakeholders in the organization onto a conference bridge to ensure rapid collaboration and decision-making process.	Change Requested: Kindly remove this clause. Justification: This feature is related to bringing stakeholders into a conference bridge which is a feature of Conference solution and cannot be part of IP PBX. Hence, request to remove this clause. Also this is supported by single or very few OEM	As per RFP
461	Buyer added Bid Specific Additional Scope of Work Page 25: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.41.6. In case of emergency, system must have the capability to place key stakeholders in the organization onto a conference bridge to ensure rapid collaboration and decision-making process.	Clarification Requested: Please explain what kind of emergency? How will the system come to know about the emergency? Kindly elaborate on this requirement. Also this is supported by single or very few OEM. Request to remove this clause to allow more OEM solutions to comply and participate in this RFP.	As per RFP
462	Buyer added Bid Specific Additional Scope of Work Page 26: SECTION: 4 Functional & Technical Requirement 4.2. IP Phone-Video (Type-A):	Audio Codec: G.729, OPUS /iLBC (Internet Low Bitrate codec) or equivalent	Change Requested: Audio Codec: G.711, G.729, OPUS /iLBC (Internet Low Bitrate codec) or equivalent Justification: G.711u-law is a standard used in India by all Service Providers to provide the calls from their end on 64kbps PCMU. It is important for IP PbX & IP Phones to recognize G7.11 so that they can directly communicate with PSTN network without complexity involved.	No Change. Equivalent would be accepted.

463	Buyer added Bid Specific Additional Scope of Work Page 26: SECTION: 4 Functional & Technical Requirement 4.2. IP Phone-Video (Type-A):	Camera: Should have a built-in camera with 720p resolution	Change Requested: Camera: Should have a built-in camera with 720p resolution with a physical privacy shutter Justification: Physical privacy shutters provides assurance to the Video IP Phone user that there is no video captured or recorded by the camera at any point of time. This is similar to mute indicator in a VC and is very critical for top executives and bureaucrats	As per RFP
464	Buyer added Bid Specific Additional Scope of Work Page 27: SECTION: 4 Functional & Technical Requirement 4.3. IP Phone- (Type-B):	Integral Switch: Should have integrated 2-port 1G PoE (802.3af) Ethernet switch	Change Requested: Integral Switch: Should have integrated 2-port 10/100 PoE (802.3af) Ethernet switch Justification: This switch is at the user level and there is no technical or logical requirement to provide 1G port for Type-B user. Revising the clause to support 10/100 will provide all required features for Type-B user and also optimize the cost significantly by simply revising 1 parameter if the phone which mostly may remain unused.	As per RFP
465	Buyer added Bid Specific Additional Scope of Work Page 29: SECTION: 4 Functional & Technical Requirement 4.4. Soft Agent/Client:	4.4.2. The Solution should provide features of chat, presence, directory, file share on PC for all users with Type-A & Type-B IP phones.	Change Requested: 4.4.2. The Solution should provide features of chat, presence, directory, file share on PC for all users decided by Government of Gujarat. Justification: Soft client can be provided across Government of Gujarat for chat/presence through laptop/PC & mobile without need to restrict to IP Phone users or Video Endpoint users. This will ensure GIL staff have a single chat platform across the department.	As per RFP
466	Buyer added Bid Specific Additional Scope of Work Page 29: SECTION: 4 Functional & Technical Requirement 4.4. Soft Agent/Client:	4.4.5. Bidder has to customize (interface, branding, logo) soft client/agent as per GOG requirement	Change Requested: Request to kindly remove this clause. Justification: This feature is specific to a single OEM restricting from most other OEM's to participate. OEMs standard soft client have a predefined UI and most OEM's do not support the option to change the branding or layout of the soft client since it is proprietary.	Consider Omitted: 4.4.5. Bidder has to customize (interface, branding, logo) soft client/agent as per GOG requirement.
467	Buyer added Bid Specific Additional Scope of Work Page 32: SECTION: 4 Functional & Technical Requirement 4.7. Video Conference Device	4.7.2. System should be able to allow new video conference devices to be able to place video calls to the existing VC devices and IP phones & soft clients. The VC System must also be able to dial and participate in the video conference.	Clarification Requested: Kindly confirm the existing models of IP Phones and soft clients used. Unless the existing solution support H.323 or SIP, it is difficult to integrate. Kindly confirm if the existing solution runs on H.323 or SIP.	Existing Soft Client & IP Phones not available. Only VC Solution available which is H.323 based.

468	Buyer added Bid Specific Additional Scope of Work Page 32: SECTION: 4 Functional & Technical Requirement 4.7. Video Conference Device	4.7.4. The SIP Video Conference devices required must have a dedicated hardware-based codec and support for latest standards. The Video Conference Device must be able to participate in conferences on the provisioned conferencing platform and must provide USB capability to enable the camera & microphone unit to join any software PC based web conferencing platform that may not support SIP, H.323 standards.	Change Requested: 4.7.4. The SIP Video Conference devices required must have a dedicated hardware-based codec and support for latest standards. The Video Conference Device must be able to participate in conferences on the provisioned conferencing platform and must provide USB capability to enable the camera & microphone unit to join any software PC based web conferencing platform that may not support SIP, H.323 standards. SIP Video Conference Device must run on proprietary custom-built OS and not on open OS like Android or be dependent on PC. Justification: Devices running on open platforms frequently hit vulnerabilities and need Android updates along with OEM's updates to fix such issues. Hence request to consider devices running on proprietary OS developed by the OEM to ensure stable and secure endpoints are only proposed.	As per RFP
469	Buyer added Bid Specific Additional Scope of Work Page 33: SECTION: 4 Functional & Technical Requirement Conference Room based VC Device (Type-A):	Codec & Camera must be from the same OEM.	Change Requested: Codec, Microphones, Camera & Remote control must be supplied from the same OEM. Justification: To ensure smooth operations, it is mandatory to have complete endpoint from a single OEM.	As per RFP
470	Buyer added Bid Specific Additional Scope of Work Page 33: SECTION: 4 Functional & Technical Requirement Conference Room based VC Device (Type-A):	ADDITIONAL POINT	Add Clause Requested: Video Output: The Codec must have 2 or more HDMI/HDCI Video Outputs to connect 4K displays Justification: This is to ensure Video Conference devices support Dual Display Configurations in rooms so that one can use the endpoint directly in meeting rooms with multiple displays/projectors.	As per RFP
471	Buyer added Bid Specific Additional Scope of Work Page 33: SECTION: 4 Functional & Technical Requirement Conference Room based VC Device (Type-A):	ADDITIONAL POINT	Add Clause Requested: Video Input: The Codec must have atleast 3 or more HDMI/HDCI Video Inputs to connect Camera/s and PC for content. Justification: This is to ensure Video Conference devices support 1 or more camera as well as 1 or more wired connection from PC for Content directly on the device. this is much required parameter to provide flexibility of multiple video input in conference room.	As per RFP
472	Buyer added Bid Specific Additional Scope of Work Page 33: SECTION: 4 Functional & Technical Requirement Conference Room based VC Device (Type-B):	Type of Camera: In built camera, codec and microphone	Change Requested: Type of Camera: In built camera, codec, microphone & speakers as an all-in-one unit Justification: This catrgory VC unit are also compatible with Monitor displays that may not have speakers, and hence VC unit will work without any external speaker requirement.	Revised as: Type of Camera: In built camera, codec, microphone & speakers as an all-in-one unit

473	Buyer added Bid Specific Additional Scope of Work Page 33: SECTION: 4 Functional & Technical Requirement Conference Room based VC Device (Type-B):	Supported Video Protocols: H.264, H.265	Change Requested: Supported Video Protocols: H.264 or better Justification: Smaller form factor Video devices of most OEM's are not designed to support H.265. This segment of devices typically work at H.264 AVC/SVC or similar.	Revised as: Supported Video Protocols: H.264 or better
474	Buyer added Bid Specific Additional Scope of Work Page 34: SECTION: 4 Functional & Technical Requirement Conference Room based VC Device (Type-B):		Add Clause Requested: Other terms 3. Codec, Camera & Remote Control must be from the same OEM. 4. Codec must be custom built hardware and not software loaded on PC. 5. Soluion must run on secure proprietary OS and not on a Open software like Android Justification: These parameters are needed to ensure the VC unit works seamlessly with te Type-A vieo device and the Video Conference Solution.	As per RFP
475	Buyer added Bid Specific Additional Scope of Work Page 34: SECTION: 4 Functional & Technical Requirement Conference Room based VC Device (Type-B):		Change Requested: Codec, Microphones, Camera & Remote control must be supplied from the same OEM. Justification: To ensure smooth operations, it is mandatory to have complete endpoint from a single OEM.	As per RFP
476	Buyer added Bid Specific Additional Scope of Work Page 34: SECTION: 4 Functional & Technical Requirement Conference Room based VC Device (Type-B):		Add Clause Requested: Video Input: The Codec must have atleast 1 or more HDMI/HDCI Video Inputs to connect PC for content. Justification: This is to ensure Video Conference devices support Wired connection from PC for Content directly on the device.	As per RFP

477	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 29: SECTION: 4 Functional & Technical Requirement</p> <p>4.5. Video collaboration solution (Video Conference Solution):</p>	<p>4.5.1. The Video collaboration solution must be a single centralized architecture with video endpoints capable of registering from anywhere across GSWAN network. The solution must include central management, phonebook, gatekeeper, firewall traversal solution, Video conferencing MCU as well as Video conferencing endpoints. The various applications may or may not be co-hosted in a single hardware, and it at discretion of the Bidder.</p>	<p>Change Requested: 4.5.1. The Video collaboration solution must be a single centralized architecture with video endpoints capable of registering from anywhere across GSWAN network. The solution must include central management, phonebook, gatekeeper, firewall traversal solution, Video conferencing MCU as well as Video conferencing endpoints. The various applications may or may not be co-hosted in a single hardware, however the MCU must be on dedicated hardware. All hardware in the solution must have redundant Power supply.</p> <p>Justification: MCU will be a heavy duty software processing multiple video streams and shared resources of hardware may lead to degradation in quality or poor performance. Hence request to consider dedicated hardware for MCU. Also Request to consider redundant power supply for all hardwares proposed in solution to ensure lesser failures/issues due to power supply.</p>	As per RFP
478	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 30: SECTION: 4 Functional & Technical Requirement</p> <p>4.5. Video collaboration solution (Video Conference Solution):</p>		<p>Add Point Requested: MCU Must support Atleast 250 HD ports on a single hardware.</p> <p>Justification: With lower HD port capacity limit, Bidders will propose solution where about 50+ servers would be handed over to GIL for MCU solution, which will be difficult to manage and deploy as it will consume very high power and real-estate space. hence request to add a capacity of atleast 200 HD ports per server to ensure solution is sustainable and manageable.</p>	As per RFP
479	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 30: SECTION: 4 Functional & Technical Requirement</p> <p>4.5. Video collaboration solution (Video Conference Solution):</p>	<p>4.5.12 The proposed solution should support up to 2000 participants on premises under GSWAN infrastructure. It will include no of simultaneous conferences with a combination of 1 conference of 500 participants or 200 conferences of 10 participants or any other combination of 2000. All license and hardware to be included for the same. It should have video conferencing recording with the ability to switch it on and off at Host level. Host should have the option to record the VC. Recording mode (on / off) should be clearly visible on the screen.</p>	<p>Change Requested: 4.5.12 The proposed solution should support up to 2000 participants on premises under GSWAN infrastructure. It will include no of simultaneous conferences with a combination of 1 conference of 500 participants or upto 100 simultaneous conferences. All license and hardware to be included for the same. It should have video conferencing recording with the ability to switch it on and off at Host level. Host should have the option to record the VC. Recording mode (on / off) should be clearly visible on the screen.</p> <p>Justification: Defining any combination is as per licenses schema of a specific OEM solution and biased towards a particular OEM. Hence request to revise the clause to be consistent with the RFP to state that max 100 simultaneous conferences to be supported by the solution. This will allow equal opportunity for all qualifying OEM's to comply</p>	Revised as; 4.5.12 The proposed solution should support up to 2000 participants on premises under GSWAN infrastructure. It will include maximum 200 conferences and maximum 2000 participants simultaneous. All license and hardware to be included for the same. It should have video conferencing recording with the ability to switch it on and off at Host level. Host should have the option to record the VC. Recording mode (on / off) should be clearly visible on the screen.
480	<p>Buyer added Bid Specific Additional Scope of Work</p> <p>Page 31: SECTION: 4 Functional & Technical Requirement</p> <p>4.5. Video collaboration solution (Video Conference Solution):</p>	<p>4.5.13.3. The solution must support encryption between VC endpoint/MCU & cloud</p>	<p>Change Requested: 4.5.13.3. The solution must support encryption between VC endpoint, MCU & event platform</p> <p>Justification: Request to revise to mandatorily support encryption between Video device and event platform and MCU with event platform. This is important of the VC endpoint directly joins the Event platform.</p>	As per RFP

481	Buyer added Bid Specific Additional Scope of Work Page 45: SECTION: 7 Price Bid	1. Core IP Telephony System IP PBX system with all the required hardware and software like Voice Gateways, Audio & Video Conferencing solution, Call billing & Accounting tool, Survival branch facility, Fax facility, Cabling, Accessories etc. with 7 years warranty and Support (include License charges for 14,000 IP Telephony users)	Clarification Requested: Kindly elaborate the role of Call Billing/ Call Accounting if this is mandatory. Else request to remove if not required. Justification: Call Billing/Accounting is required only if the department is receiving internal bills from other internal departments.	DST provides Telphony services on chargeable basis to government department. In order to calculate the usage, call billing / call accounting software is required to generate invoice in name of the department and auto calculation according to usage.
482	Buyer added Bid Specific Additional Scope of Work Page 56: SECTION: 8 ANNEXURES Annexure-A: Fax Facility	Note: Bidder is required to provide balance 116 ports (400 -284) in combination of 58 x 2 ports analog gateway which will be used for future requirements.	Change Requested: Note: Bidder is required to provide balance 116 ports (400 -284) in any combination of ports on analog gateway which will be used for future requirements. Justification: 58x2 port per gateway is specific to certain make OEM. Request to allow Bidders to select best solution and provide the required amount of Analog gateways for the same.	At present, 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.
483	GENERIC	ADDITIONAL POINT	Request: it is recommended to include a mandatory Proof of Concept/Demo of the proposed solution at GIL/DST office or at Bidder/OEM's location Justification: Since this RFP can contain solution with multiple OEM platforms, it is recommended that GIL/DST mandate a proof of Concept Demonstration of the solution and vet the performance & featureset. If possible, this should also be considered as part of technical evaluation of the Bidder.	As per RFP
484	Buyer added Bid Specific Additional Scope of Work Page 23: SECTION: 4 Functional & Technical Requirement 4.1. Core Telephony System:	4.1.3 System should have capability to manage centralize database of all the users. CLI facility for all users should be provisioned from day one. System should support centralized web based administration	Change Requested: 4.1.3 System should have capability to manage centralize database of all the users. CLI facility for all users should be provisioned from day one. System should support centralized web based administration. Entire system must be a single IP telephony solution and must not be by integrating multiple telephony systems. The single telephony system must be able to manage a capacity of 15,000 users from day 1 expandable to 40,000 users for future. Justification: It is necessary to define the maximum capacity of the solution to ensure Bidder can provide correct solution.	As per RFP
485	Buyer added Bid Specific Additional Scope of Work	General Query	Clarification Request: As per our understanding both IP telephony provider as well as Video conference provider need to provide soft client for meetings. This is duplication of soft client as well as costs. This also will degrade experience since there would be two soft clients in a single PC for every user. Suggestion: Request to kindly consider soft client as part of Video conference due to the fact that it is solely used for video calling & video conferencing purposes, and consider Type A & Type B user License for IP telephony without soft client for IP telephony.	Soft Clients to be provided by IP telephony provider.

486	Buyer added Bid Specific Additional Scope of Work Page 30: SECTION: 4 Functional & Technical Requirement 4.5. Video collaboration solution (Video Conference Solution):	4.5.6. The MCU must have a 2000 HD port capacity on normal day with N+1 redundancy deployment for web browser-based client and hardware endpoints. MCU must support at least 100 concurrent conferences on HD resolution. This can be achieved via a single server or cascading multiple server. MCU must support local redundancy as well as geo-redundancy over WAN. All the supplied hardware must support IPv4/ IPv6 from day 1 and latest security standards of AES 128 or above & TLS 1.2 or above.	Clarification Required: Will GIL provide to provide Load balancers, Network Siwtches, Firewalls & Routers to support Automatic failover & strong connectiviyt between DC & DR. or does it need to be factored in by Bidder? If Bidder, kindly request to provide current core infrastructure network details and requirements for components additionally needed within DC, DR and between DC & DR. It is recommended to consider high performing switch & router for DC-DR connectivity.	Bidder to consider complete infrastructure to meet the solution / functionality as mentioned in RFP.
487	Buyer added Bid Specific Additional Scope of Work Page 31: SECTION: 4 Functional & Technical Requirement 4.6. Conferencing:	4.6.8. The proposed conference license should not be tagged to any specific user and must operate as a shared resource.	Change Requested: 4.6.8. The proposed conference license may or may not be tagged to any specific user and must operate as a shared resource. Justification: The clause is skewed towards licensing of a specific OEM. Request to revise clause to allow other OEM;s equal opportunity to comply and participate.	Revised as: 4.6.8 The proposed conference license may or may not be tagged to any specific user and must operate as a shared resource.
488	Definitions/ Pg 4 Clause no.23	Soft Client/Agent/UC client is an app/software/program which will enable users to do audio and video calling through PC/Desktop, laptop and mobile phones. Soft Client must be provided to all users with IP Phones to control their phone from PC and allow user to make/receive calls, search from directory on PC and click to call. While the agent executes the commands, the IP Phone is used for media of the call.	Request to revise the clause : Soft Client/Agent/UC client is an app/software/program which will enable users to do audio and video calling through PC/Desktop, laptop and mobile phones. Soft Client must be provided to all users with IP Phones to allow user to make/receive calls, search from directory on PC and click to call.	Consider Ommited: While the agent executes the commands, the IP Phone is used for media of the call.
489	Eligibility Criteria/ pg 9/ Clause no. 2	Bidder must have average annual turnover of at least Rs. 50 crores for each of the last three financial Years as on 31st March 2021. AND Average Annual Sales Turnover of the bidder solely generated on account of Telephony/Telecom/VoIP/Unified C ommunication during the last three years should be at least Rs. 25 crores as on 31st March 2021.	Request to revise the clause : Bidder must have average annual turnover of at least Rs. 100 crores for each of the last three financial Years as on 31st March 2021. AND Average Annual Sales Turnover of the bidder solely generated on account of Telephony/Telecom/VoIP/Unified C ommunication during the last three years should be at least Rs. 50 crores as on 31st March 2021.	As per RFP

490	Eligibility 10/Clause no. 8	Criteria/Pg The OEM of the offered IP Telephony system must be listed in the Gartner Unified Communications Reviews and Ratings. AND The OEM of the offered Video Conferencing Solution must be listed in the IDC MarketScape: Worldwide Enterprise Videoconferencing 2020 Vendor Assessment. In case any OEM is producing IP telephony system and Video Conferencing system under Make in India, Govt. of India Scheme then this clause is not applicable. White labelling will not be allowed.	Request to revise the clause : The OEM of the offered IP Telephony system must be listed in the Gartner Unified Communications Reviews and Ratings. AND The OEM of offered Video Conferencing solution should be same as IP Telephony system. The OEM of the offered Video Conferencing Solution must be listed in the IDC MarketScape: Worldwide Enterprise Videoconferencing 2020 Vendor Assessment.	As per RFP
491	Scope of Work (A)/Pg 12/ Clause no. 8	It is envisaged that the new IP telephony infrastructure will be initially sized for 15,000 users. Similarly, the Video conferencing solution must be designed to support 300 Video Conferencing Devices from day 1, but can be scaled up to up to add more Video conference devices. From the day one spread across State (as mentioned above) over 10,000 users will be connected immediately. Further, as per the RFP, TENDERER need not to pay any additional licensing charges till 14,000 users. The solution should work as a seamlessly as a unified communication solution across the state such that the IP phone, Video IP Phones, soft client and new and existing Video conferencing endpoints can collaborate internally and externally amongst themselves for audio calling, video calling, PSTN calling, conferencing, & screens sharing with internal and external participants in a secure way. It is preferred that the existing video endpoints working on SIP , H.323 should be migrated to the new proposed call control platform so that a unified calling approach can be adopted by the department.	Pl share the details of existing video endpoints -make, model and software version details.	The video endpoints are H.323 supported, the make and model list would vary from department to department.
492	Scope of Work (A)/ pg 13/ Clause no. 9	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.	We understand LAN infra is available at all the location for deploying IP phone. We also understand that the existing infrastructure is capable enough to handle IP telephony traffic. If any changes are recommended during the installation or post installation phase then the end customer will incorporate the same.	GSWAN is deployed at enduser level. Change if required may be raised by the bidder.
493	Scope of Work (A)/ Pg 13 Clause no. 14	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	Any changes in the existing LAN/WAN infrastructure will be in your scope	The bidder has to propose changes in LAN / WAN Infrastructure so as to ensure the availability / uptime as per scope of RFP. Deployment will be done by GSWAN O&M team which will not be in your scope.

494	Scope of Work (A)/ Pg 14 / Clause no. 16	Voice Gateway has to be deployed as per Toll Bypass norms of TRAI and bidder has to integrate with PRI and IP telephony solution. The Voice gateway proposed at all districts must support dual power supply and backward interoperability over ISDN QSiG/SIP protocol which can be used to integrate existing exchanges currently operational at all districts of Gujarat and should have the capability to terminate PRI trunks	We understand that the Voice Gateways requested for are for the 33 districts office and these gateways will replace the existing exchanges. LAN infrastructure is available at district offices for deploying IP phones. If not, do you wish to integrate the district office IP PBX with the new setup over SIP protocol. Further we will need the details of all such existing exchanges (make/model and software release). We also understand that the IP PBX at 33 district locations are SIP enabled.	Details for existing exchange would be provided to succesful bidder.
495	Scope of Work (A)/ pg 14/ Clause no 17	At present all VVIP users are using Analog Phones/Digital Phones. Total no. of connections are approx. 744. Bidder is also required to continue this 744 connections initially for 1 year. If DST instructs, bidder is required to convert them into IP Phone within 1 month during contract period.	Please share the breakup of these 744 connections location-wise along with type of phones required - Analog or Digital	Sector 10 (Swarnim Sankul 1, 2), Sector-20 (All 744 connections is in Gandhinagar)
496	Scope of Work (A)/ pg 14 / Clause no. 26	Bidders is required to maintain minimum Two hours' back-up of the proposed solution (Main call control servers, gateways etc.) on entire DR Site.	We would once again like to clarify that UPS with 2 hours of backup is required for Main call control server and gateways at DR site only. For rest of the locations you will provide an uninterrupted power source with enough backup	To be considered at DR Site & Survival branch.
497	Scope of Work (B)/ pg 18 / Clause no 12(g)	Users can log their problems through helpdesk, centralized Whatsapp number and users can get the actual status of their complaint on their Whatsapp number	As mentioned at pg 15 point 29 - you already have an existing centralized helpdesk system. We understand a Whatapp number is already integrated with the existing system. We will continue to maintain the same.	Please refer: 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. Whatsapp will also be provided by DST / GIL.
498	Delivery timelines / pg 20/ Clause no 19	S/N Deliverables 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 2 Delivery of the ordered item/software 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, video Conferencing software, Video Endpoint power adapter, patch cord etc. as per the scope of work) T+ 120 days	Request to revise the Clause : S/N Deliverables 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 2 Delivery of the ordered item/software as per the work order at central location (vendors warehouse at Gandhinagar/Ahmedabad) T+ 150 days 3 Installation and Commissioning of Central Infrastructure (both hardware and software) T+ 210 days 4 Installation, Testing, Commissioning, FAT and Go-Live (Installation, commissioning and FAT of Edge/site location Infrastructure like IP Phones, video Conferencing software, Video Endpoint power adapter, patch cord etc. as per the scope of work) T+ 270 days	See the Corrigendum.

499	Core Telephony System / pg 24/ Clause no. 4.1.21	Proposed solution should support capability to allow Broadcasting of voice/text messages using XML based application to one to many (minimum 40 or more) on desk phone/ IP phone from day 1.	Request to revise the Clause : Proposed solution should support capability to allow broadcasting of voice/text messages using XML/WML/PUSH based application to one to many (minimum 40 or more) on desk phone/ IP phone from day 1. Such broadcasting solution should be from the same OEM and have IPR rights for the same	Consider Ommited: Proposed solution should support capability to allow Broadcasting of voice/text messages using XML based application to one to many (minimum 40 or more) on desk phone/ IP phone from day 1.
500	Core Telephony System / pg 24/ Clause no. 4.1.22	Firewall traversal solution should be able to interop between SIP, H.323 without adding additional components.	Pl clarify the requirement in detail	As per RFP
501	Core Telephony System / pg 24/ Clause no. 4.1.23	Open API should be provided when required which will help to develop customized IP applications which will integrate with call processing. In case any additional component is needed then same should be provided on Day1	What type of applications are you looking at?	Current application plans is not available. This is future requirement.
502	Core Telephony System / pg 24/ Clause no. 4.1.30	Inbox fax messaging facility to receive incoming fax messages as an attachment in email should be available. Bidder may consider minimum 8 fax ports as a part of solution	Pl clarify the ask for 8 fax ports ? You have already specied the requirement of 400 Analog ports for FAX machine at Annexure-A: Fax Facility.	To be Considered Omitted. Inbox Fax messaging facility.
503	Core Telephony System / pg 24/ Clause no. 4.1.33	Proposed voice gateway solution/Session Border Controller should support SIP Trunk from day one. Voice gateway must support at least 3 SIP trunks apart from PRIs from day 1.	Request to revise the Clause : Proposed voice gateway solution/Session Border Controller at DC and DR should support SIP Trunk from day one. Voice gateway/Session Border Controller must support at least 100 SIP trunks each at DC and DR apart from PRIs from day 1.	As per RFP
504	Core Telephony System / pg 24/ Clause no. 4.1.38	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.	Request to revise the Clause : User should be allowed to configure his multiple communication devices (minimum 3) 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.	As per RFP
505	Core Telephony System / pg 26/ Clause no. 4.2	Internet Protocol (IP) - Should support Static, DHCP IP Address	We assume that you already have a DVCP server in your LAN infrastructure and same will be available to us. DHCP is the preferred method for configuring IP phones in such a large quantity. Please confirm DHCP will be provisioned for IP phones installation.	DHCP is Configured in GSWAN. Phones would be using same DHCP.
506	Core Telephony System / pg 26/ Clause no. 4.2	Voice Platform API - Allows businesses to integrate business applications with the voice platform for common features, such as: click to call, caller ID lookup, screen-pop, and more.	Request to delete this Clause	Consider Ommited.
507	Core Telephony System / pg 26/ Clause no. 4.2	Distinctive Ring tone selection on criteria : Ring your phone with a distinctive ring when pre-defined criteria	Request to delete this Clause	Distinctive ring for each pre-defined user from available ringtones.
508	Core Telephony System / pg 27/ Clause no. 4.3	Should have high resolution 3" or higher display	Request to revise the Clause : Display size should be 3" or higher along and should support color display	See the Corrigendum.
509	Core Telephony System / pg 28/ Clause no. 4.3	Distinctive Ring tone selection on criteria : Ring your phone with a distinctive ring when pre-defined criteria such as phone number are met.	Request to revise the Clause : Allow users to select the ringtone of their choice from the set of available ring tones	Distinctive ring for each pre-defined user from available ringtones.
510	Core Telephony System / pg 29/ Clause no. 4.4.5	Bidder has to customize (interface, branding, logo) soft client/agent as per GOG requirement	Request to delete this Clause	Consider Ommited: 4.4.5. Bidder has to customize (interface, branding, logo) soft client/agent as per GOG requirement.

511	Soft Agent/Client/ pg 29/clause no 4.4.16	Persistent chat: Persistent chat rooms should be supported to share ideas and information in a chat room and should be active even after participants leave the room. Screen sharing feature must be available among the participants. User can conduct separate IM conversations with multiple other Federated IM system users.	Please share the details around other federated IM systems with which the IM conversations are desired	Consider Omitted: User can conduct separate IM conversations with multiple other Federated IM system users.
512	Video Collaboration/Conferencing Solution/ pg 29/ Clause no. 4.5.2	The Video collaboration solution must be deployed in redundancy across DC site as stated above. The solution must function as per ITU standards of H.248. The solution must also support and allow Video device to perform content sharing on standards like BFCP & H.239	We understand that the redundancy requested for the proposed video conferencing solution is at the DC location only	1000 - DC & 1000 DR (HD Ports)
513	Video Collaboration/Conferencing Solution/ pg 30 / Clause no 4.5.6	The MCU must have a 2000 HD port capacity on normal day with N+1 redundancy deployment for web browser-based client and hardware endpoints. MCU must support at least 100 concurrent conferences on HD resolution. This can be achieved via a single server or cascading multiple server. MCU must support local redundancy as well as geo-redundancy over WAN. All the supplied hardware must support IPv4/ IPv6 from day 1 and latest security standards of AES 128 or above & TLS 1.2 or above.	We understand that you are looking for an on-premise MCU with a capacity of 2000 HD ports and 100 concurrent conferences with one extra server for redundancy purpose at DC location only. The proposed solution must have the capability to support geo-redundancy if needed in future. Please confirm if our understand is correct.	DC - DR solution should be quoted with capacity of 2000 HD ports. Please refer complete RFP for more details. Please consider 200 concurrent conference. 1000 - DC & 1000 DR (HD Ports)
514	Video Collaboration/Conferencing Solution/ pg 30 / Clause no 4.5.8	MCU must support and allow participants to join using PC/Mobile browsers using WebRTC, Soft client, SIP & H.323 Video conference device from within GSWAN network or from outside GSWAN network coming from over Internet.	We will need a bifurcation of below: Concurrent H.323 VC devices joining the conferences from outside the GSWAN network? Concurrent SIP VC devices joining the conferences from outside the GSWAN network? Concurrent 3rd-party VC devices expected to join the conferences? Concurrent users coming via the web-browsers	No specific count is available, however based on the requirement users may join outside the GSWAN network or in case of GSWAN down, users may join through private network.
515	Video Collaboration/Conferencing Solution/ pg 30 / Clause no 4.5.9	MCU/Soft Client/Video Conferencing Meeting Background must support branded with GoG emblem & Logo/Office images and must support customised branding to provide personalized experience to participants.	Request to revise the Clause : MCU/Video Conferencing Meeting Background must support branded with GoG emblem & Logo/Office images and must support customised branding to provide personalized experience to participants.	Revised as: MCU/Video Conferencing Meeting Background must support branded with GoG emblem & Logo/Office images and must support customised branding to provide personalized experience to participants.

516	Video Collaboration/Conferencing Solution/ pg 30 / Clause no 4.5.13	Event/Webinar Solution with Streaming Server (For more than 2000 participants to 15,000 participants) Bidder will provide the video Conferencing services through bidder with in house or cloud platform. Solution must be able to support Events/Conference with a capacity of up to 15,000 participants. The solution must allow all 15,000 participants to be able to interact with each other real-time audio and if required even allow moderator to enable their video. For such large conferences solution should allow up to 500 participants to be on audio, video while the rest should be able to view the content and participate via streaming solution on GSWAN network. The solution must support parallel streaming with minimum 5 links at same time over standard platforms like YouTube, Facebook, Twitter or other social media platforms if more than 15,000 participants need to view. The streaming server should also be capable to mix multiple cloud based meeting solution to view on single screen. The bidder has to provide expert manpower for this purpose. The solution must have audio video mixing facility. Following are features needed for conducting such large events. To achieve this functionality, all required licenses must be included	Request to revise the Clause : For more than 2000 to 15000 participants, bidder to provide an on-premise streaming solution from the same OEM as Video Conferencing (for better interoperability). Solution must be able to support conference with a capacity of up to 15,000 participants. For such large conferences solution should allow up to 500 participants to be on audio, video while the rest should be able to hear the audio, and see the video and content via streaming solution on GSWAN network. The solution must support parallel streaming with minimum 5 links at same time over standard platforms like YouTube, Facebook, Twitter or other social media platforms if more than 15,000 participants need to view. The bidder has to provide expert manpower for this purpose. To achieve this functionality, all required licenses must be included	As per RFP
517	Video Collaboration/Conferencing Solution/ pg 31/ Clause no 4.5.13.1	All participants in cloud must have option to respond through chat, Q&A tab as well as option to raise hand for asking any questions or volunteer to speak during the event.	Request to delete this Clause	As per RFP
518	Video Collaboration/Conferencing Solution/ pg 31/ Clause no 4.5.13.2	VC endpoint must be able to directly dial into event platform which can be through MCU and on cloud. At least 100 SIP or H.323 endpoints must be able to join the event from SICN/GSWAN network or directly from external location.	Request to delete this Clause	As per RFP
519	Video Collaboration/Conferencing Solution/ pg 31/ Clause no 4.5.13.3	The solution must support encryption between VC endpoint/MCU & cloud	Request to revise the Clause : The solution must support encryption between VC endpoint and MCU	As per RFP
520	Video Collaboration/Conferencing Solution/ pg 31/ Clause no 4.5.13.4	VC participants must be able to hear live audio and interact with any participant of the 15,000 participants	Request to delete this Clause	Revised as: VC participants must be able to hear live audio and interact with any participant of the 15,000 participants
521	Video Collaboration/Conferencing Solution/ pg 31/ Clause no 4.5.13.5	The same event can be interactive or can be customized to act as a One-Way webcast solution for VVIP session	Request to delete this Clause	As per RFP
522	Video Collaboration/Conferencing Solution/ pg 31/ Clause no 4.5.13.6	There must be native capability to stream the event on standard streaming protocol to stream over RTMP,HLS ,RTSP streamers	Request to delete this Clause	As per RFP

523	Video Collaboration/Conferencing Solution/ pg 31/ Clause no 4.5.13.7	Participants must be able to join the event from any latest android & ios mobile/tablets and Windows & mac laptops	Request to delete this Clause	As per RFP
524	Video Collaboration/Conferencing Solution/ pg 31/ Clause no 4.5.13.8	There must be an additional option to request participants to first register and only upon approval join the event	Request to delete this Clause	As per RFP
525	Video Collaboration/Conferencing Solution/ pg 31/ Clause no 4.5.13.9	Only moderators must have option to mute/unmute participants and allow them to share audio/video and share screen if required. Participants must not be able to unmute themselves without moderator permission. Moderators must also be able to remove a participant if needed	Request to delete this Clause	As per RFP
526	Video Collaboration/Conferencing Solution/ pg 31/ Clause no 4.5.13.10	Moderator must have option to customize screen layout of the event that is viewed by participants on PC. Moderators can also respond to answers in Q&A, respond to chat.	Request to delete this Clause	As per RFP
527	Video Collaboration/Conferencing Solution/ pg 31/ Clause no 4.5.13.11	Event must also allow option to enable participants to join from local toll number in India for few participants if not all.	Request to delete this Clause	As per RFP
528	Video Collaboration/Conferencing Solution/ pg 31/ Clause no 4.5.13.12	Event must support fetching reports of attendees and view real-time quality and network statistics of each participant	Request to delete this Clause	As per RFP
529	Video Collaboration/Conferencing Solution/ pg 31/ Clause no 4.6.7	Proposed Video Conferencing solution should also require to be integrated with our existing H.323/SIP (300 Qty.) based Video Conference endpoint (CISCO SX20, Polycom group 300, Polycom group 500, Gmeet etc.) seamlessly	Pl provide more details of these endpoints (OEM wise quantity along with type H.323 or SIP, software version, latest patch currently installed). Also, what is the concurrent count of these devices joining the conferences?	OEM wise quantity is not available as the purchase is distributed. The concurrent session count should be considered as per functional requirement in RFP.
530	Conferencing/ pg 32/ Clause no. 4.6.13	The solution must have dual power supply for redundancy and must support IPv4 & IPv6 from day1.	Request to revise the Clause : The solution must have dual power supply for redundancy and must support IPv4/IPv6 from day1.	Please refer: 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.
531	Conference Room based VC Device (Type A) pg 32	Supported Video Protocols: H.264, H.265	Request to revise the Clause : Supported Video Protocols: H.264/H.265	Revised as: Supported Video Protocols: H.264 or better
532	Conference Room based VC Device (Type A) pg 32	Microphones Supplied - 3	Request to revise the Clause : Microphones Supplied - 1 or more	As per RFP
533	Conference Room based VC Device (Type A) / pg 33	Microphone input on codec - 2	Request to revise the Clause : Microphones input on the codec - 1	As per RFP
534	Conference Room based VC Device (Type A) pg 33	Must have ability to share content on wireless from desktop or laptop	Request to revise the Clause : Must have ability to share content on wireless/Wired from desktop or laptop.	As per RFP
535	Conference Room based VC Device (Type B)/ pg 33	Type of Camera - Inbuilt camera. Codec and Microphone	Request to revise the Clause : Inbuilt or Separate Camera, Codec and Microphone	Revised as: Type of Camera: In built camera, codec, microphone & speakers as an all-in-one unit
536	Conference Room based VC Device (Type B)/ pg 33	Supported Video Protocols: H.264, H.265	Request to revise the Clause : H.264 or equivalent	Revised as: Supported Video Protocols: H.264 or better

537	Display / pg 34/ LEC Display Full HD 43"	Technology Backlit	Request to revise the Clause : Technology Blacklit or IPS technology	Revised as: Technology Blacklit or IPS technology
538	Display / pg 34/ LEC Display Full HD 43"	2X HDMI, 2X USB	Request to revise the Clause : 2X HDMI, 1 X USB	As per RFP
539	Display / pg 34/ LEC Display Full HD 55"	Technology Backlit	Request to revise the Clause : Technology Blacklit or IPS technology	Revised as: Technology Blacklit or IPS technology
540	Display / pg 34/ LEC Display Full HD 55"	2X HDMI, 2X USB	Request to revise the Clause : 2X HDMI, 1 X USB	As per RFP
541	Section -5 Payment terms/ pg 38/ Clause no. 5.2	Payments terms	Request to revise the Clause : Schedule-I 1 Delivery of all components (Hardware, Software, Licenses, etc.) at Central Locations (vendors warehouse at Gandhinagar/ Ahmedabad) - 70% of the basic total value of schedule I of financial bid and 100% of the total tax value. 2 Successful installation, Testing, Integration, Commissioning 20% of the basic sum total of schedule I of financial bid 3 Successful completion Final Acceptance test of entire solution and Go-Live 10% of the basic sum total of schedule I of financial	As per RFP
542	Price bid / pg 52/ Clause no 2	Additional IP Telephony License charges over and above 14,000 users for IP telephony in block of 1000 users	Quantity asked is 1000. We understand you are asking for a block of 1000 user licenses with qty as 1	License would be considered in block of 1000 as single quantity.
543	Price bid / pg 52/ Clause no 3	IP Phone (Type-A) with power adapter, patch cord (3Mtr), headset with Mic and other accessories and required licenses, soft-client valid perpetual for life as per the Scope of work, Functional & Technical requirement of the RFP	We understand you are looking for the price of only phone here. Rest of things are covered in other sub items.	Bidder is requested to submit price of phone with accessories, license and software required to use the phone as per the functionalities mentioned in RFP.
544	Price bid / pg 52/ Clause no 4	IP Phone (Type-B) with power adapter, patch cord (3Mtr), and other accessories and required licenses valid perpetual for life as per the Scope of work, softclient valid perpetual for life as per the Scope of work, Functional & Technical requirement of the RFP.	We understand you are looking for the price of only phone here. Rest of things are covered in other sub items.	Bidder is requested to submit price of phone with accessories, license and software required to use the phone as per the functionalities mentioned in RFP.
545	1657094072_Page-9	Eligibility Criteria – 6. OEM of offered products must have average annual turnover of at least Rs. 200 crores for each of the last three financial Years as on 31st March 2021.	We are Global company. We will provide balance sheet for average annual turnover on global parent company balance sheet basis. Hope it is acceptable as per tender terms.	The annual turnover of OEM can be considered globally of parent company with segregation of turnover from IP telephony. However bidder / SI criteria are mentioned separately in bid.
546	1657094072_Page-10	Eligibility Criteria – 7. OEM's of IP Telephony Solution (IP PBX) must have deployment of minimum three Projects globally having minimum 10,000 IP phones/Soft phones in each project.	Mentioned clause is again a restrictive and stringent to restrict the entry of OEM's who all having proven technology & products. One similar project deployment of IP PBX is sufficient enough to prove the performance of products. Asking 3 such references restricting such OEM's and giving inclination and preference to one specific OEM. This will be a specific case of giving open preference to one single OEM and specific favouritism to one OEM. In India / globally also requirement as one single deployment of 10000 IP users is rarely deployed. Most of the deployment are done in phases with different work order time to time. Also asking for specific IP/Soft phones is not possible. This kind of requirements are done by only one OEM i.e. CISCO. We request amendment of clause as below; OEM's of IP Telephony Solution (IP PBX) must have deployment of minimum one Projects globally having minimum 10,000 IP phones/Soft phones/mix of IP & analog/Analog in a project.	As per RFP

547	1657094072_Page-10	Eligibility Criteria – 8. The OEM of the offered IP Telephony system must be listed in the Gartner Unified Communications Reviews and Ratings	Mentioned clause is restrictive and Favours to one specific OEM only. Gartner magic quadrant is a foreign certificate which is not mandatory in India.	As per RFP
548			As per Letter of notification DO No. 330/31/C/64/2018/-ES-I dtd. 3rd January 2019 , it is clearly mentioned that – “Stipulation of foreign make/brands and / or Restrictive conditions (Like mandatory requirements of certification by foreign bodies) in the tenders is not only violative Public procurement (Preference to make in India) order 2017 (PPP-MII order 2017) issued by DIPP, but also in violation of GFR rules. Gartner for IP telephony is not a Indian Certification / Testing agency and it is not mandatory to mentioned in any tender requirement. This is again one of a trick to restrict bidders/OEM’s competition in the tender. For IP Telephony system, TEC/DoT is the authority officially appointed in India which tests the telecom products. The TEC-GR type test approval is issued for the latest IP PBX Systems. We request to mention TEC-GR type test approval tested certificate submission for quoted	Please refer: In case any OEM is producing IP telephony system or Video Conferencing system under Make in India, Govt. of India Scheme then this clause is not applicable
549	1657094072_Page-24	4.1.31. Proposed Voice Gateway should be distributed at least 2 locations: 4.1.31.1. The voice gateway at Location-1 should have minimum 20 PRI physical ports. 4.1.31.2. The voice gateway at Location-2 should have minimum 10 PRI physical ports	Vendor / OEM Specific. Every OEM not have same configuration of gateways. There is a contradiction on voice gateway requirements. Allow voice gateways in configuration of 1PRI/2PRI/4PRI physical ports to comply total requirements at each locations. This clause is contradicting with Price bid Table 1 on page-53, S.No. 9 - Voice Gateway (as per DOT / TRAI Toll Bypass) with 1. PRI Port. where single port PRI gateway qty 33 need to be supplied. Also share the locations names where these 33x PRI gateways to be installed. Also, location -1 and location -2 is not defined in the tender.	The number of PRI are minimum requirement and bidder may provide devices with any number of physical port available according to OEM. For survival branch, please refer revised Annexure - B.
550	RFP page 27	4.3. IP Phone- (Type-B):	Should have high resolution 3” or higher display. We request you to amend this clause to 3 line display as 3” display in single line phone is vendor specific.	See the Corrigendum.
551	RFP page 29	4.4. Soft Agent/Client:	4.4.2. The Solution should provide features of chat, presence, directory, file share on PC for all users with Type-A & Type-B IP phones. 4.4.18. Video standard H.264 and above should support H.239 or BFCP for content sharing. 4.4.16 Group Chat: UC Client must allow users to define custom groups with support min 75 or more groups. Group chat session must support min 250 users or more. We request to remove these features as these features are related to Video conferencing system and vendor specific.	As per RFP
552	RFP page 56	Annexure-B: Survival Branch	SB -1 - Vidhansabha, Swarnim Sankul-I & II	As per RFP
553			SB -2 New Sachivalaya Block 1 to 14	As per RFP
554			SB -3 Rajbhawan, Minister’s Bunglows	As per RFP
555			SB-4 & SB-5.	As per RFP
556			SB-1 has 3 locations under it, do we need to supply 1 X PRI gateway for SB-1 or 3 X PRI gateway to cater Vidhansabha, Swarnim Sankul-I & II, please clarify. Same thing to be clarified for SB-2 to SB-5.	As per Corrigendum
557	TEC/DoT test approval	Regarding TEC/DoT test certification for Server Gateway architecture PABX System mentioned in tender	Tender document doesn’t ask to supply IP PABX as per TEC/DoT latest test certification for Server Gateway architecture PABX System. Please note for Server gateway PABX system TEC/DoT authority have specified latest Type test TEC-GR test approval certification. Same is missing in the tender requirement. More than 10 reputed / global OEM’s have tested their IP PBX systems with TEC-GR type approvals certification. The details is available readily on TEC/DoT website. TEC Website Link - https://www.tec.gov.in/standards-specifications .	Product complied with TEC-GR test approval certificate would also be allowed along with other requirements of RFP.

558			Request to include below clause for the same as mandatory with a technical evaluation points marking of 5 Nos. Clause:- TEC GR type test approval Specs No. Vide TEC-GR spec. No.: TEC/GR/SW/PBX-005/01/SEP.2016. TEC type test GR certificate must include testing of SIP Trunks and SIP terminals with both IPv6 & Ipv4. Bidder to submit valid latest type test TEC-GR certificate notarised copy along with technical bid.	As per RFP.
559	1657094072_Page - 23	4.1.9. It should support active – active / active – standby configuration. The interruption-free switchover from the active to the standby control must take place without the existing two-way voice connections being interrupted including Failure of Fiber Optic Cable, call control server, etc.	ACTIVE-STANDBY can't be an equivalent mode of redundancy for servers. Active/Active clustering is one of the most reliable and scalable server configurations currently being utilized. Please note both the redundancy modes operates differently – <ul style="list-style-type: none"> Active- Stand-by mode In the Active-standby mode of redundancy only one server is active and other server is on standby mode all the time. In case of failover of primary server the secondary server always takes a time for the initialisation and during that initialisation time the on-going calls will be affected/disconnected. Also the database transfer and load sharing of end points will not happen in real time. Transfer of load of failover Active server to standby server will not also perform in real time. Also during the changeover manual intervention is required. On the other hand; <ul style="list-style-type: none"> Active- Active mode 1. Both servers will be active all the time with full feature transparency between locations with real time replicatin of databse between all 3 servers. Hence during the period of failover of primary active server the secondary active server will take the load of failover primary active server automatically without breaking or dropping on-going calls. 2. In active - active mode, we can define servers in load balancing mode. With this configuration the gateways and SIP phones will register to local server , not to the remote server thus saving the bandwidth. All the servers will work together in load balancing mode with defined user capacity. 3. Also active-Active redundancy provides additional features of geographical redundancy for servers in cluster mode. All servers must be provided in a cluster mode. If one cluster server fails, one of the other cluster servers in the network must be able to take the complete load of the calls automatically	Revised As: It should support active – active / active – standby configuration. The interruption-free switchover from the active to the standby control must take place without the existing twoway voice connections being interrupted including Failure of connectivity between call control server & related infrastructure. etc.
560	Page – 30, Clause - 4.5.4.The solution must be a standard SIP based platform with interoperability with H.323.The entire solution must support IPv4 / IPv6 from day 1	As per Govt. of India Guidelines the Complete entire solution for IP PBX System must be ready tested for Ipv4 & IPv6 with SIP trunks and SIP terminals. This is mandatory as per	We request to amend the clause to; The bidder quoted IP PBX system must be tested ready with both IPv4 & IPv6 as per Govt. of India guidelines dtd. January 2020. Test certificate issued from TEC/DoT authority to be submitted along with a technical bid. Self-declaration by bidder/OEM will not be accepted.	As per RFP
561	RFP-16570994072 Page No.9	6. OEM of offered products must have average annual turnover of at least Rs. 200 crores for each of the last three financial Years as on 31st March 2021.	Kindly amend with "OEM of offered products must have average annual turnover of at least Rs. 100 crores for each of the last three financial Years as on 31st March 2021".	As per RFP
562	RFP-16570994072 Page No.10	8. OEM's of IP Telephony Solution (IP PBX) must have deployment of minimum three Projects globally having minimum 10,000 IP phones/Soft phones in each project. AND OEM's of VC solution must have deployment of minimum 3 projects globally having 500 ports MCU in each project.	Kindly amend " OEM's of IP Telephony Solution (IP PBX) must have deployed in total 10,000 IP Phones/Soft phones in last five financial year or OEM's fall under MSME & Make In India policy of Govt of India shall have exemption in experience criteria ".	As per RFP

563	RFP-16570994072 Page No.45	17.4.1. Priced Bids will be opened only if the bids are technically qualified in the technical evaluation (Obtained minimum 70 marks out of 100) and fulfil the Eligibility Criteria.	Kindly amend that Price bid will be opened for technically qualified bidders in technical evaluation even they obtain minimum 50 marks out of 100 for MSME & Make In India OEM's.	As per RFP
564	RFP-16570994072 Page No.56	Total Extension : 9375 --> Existing total nos. of extension at each location of Survival Branch	Kindly specify how many extension users are available at each district location and total qty. of extension type [i.e. analog, IP Video Phone] users at each district locations Also, specify Extension Number Scheme plan [4 digit, 5 digit etc.] Share existing Deployment Set up detail with Network Architecture Diagram	Please find the indicative count for clarity Total Count of IP Telephony : 13750 Total Installation at Ahmedabad & Gandhinagar Estimated : 11000 Total Installation at rest District & Taluka : 2750
565	RFP 1657094072, Page No.13	It is envisaged that the central infrastructure of the proposed IP Telephony & Video Conference system will be installed at Gujarat State Data Center, Gandhinagar. Further, it is also envisaged that the Disaster recovery of the main call control server/s will be installed at Server Farm situated at the basement of Vidhanshabha building, Gandhinagar, Gujarat (or any other location decided by DST/GIL later on) in Gandhinagar, which is connected to GSWAN network.	Kindly specify network within same subnet or different subnet availability at Gujarat State Data Center, Gandhinagar & basement of Vidhanshabha building, Gandhinagar, Gujarat in Gandhinagar which is connected to GSWAN network.	Solution may be deployed in different subnets also.
566	Document Name: core-ip-telephony-system_2022-07-06 Tech Specs Page No. 1	4.1.8. 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.	Kindly specify call control system and solution are required in same subnet mask or different subnet mask	Solution may be deployed in different subnets also.
567	Document Name: core-ip-telephony-system_2022-07-06 Tech Specs Page No. 2	4.1.23. Open API should be provided when required which will help to develop customized IP applications which will integrate with call processing. In case any additional component is needed then same should be provided on Day1	Kindly elaborate this point and Do you mean that this is related to REST API ?	No specific application available currently for deployment
568	Document Name: core-ip-telephony-system_2022-07-06 Tech Specs Page No. 2	4.1.28. It is preferable for the solution to provide a self-care portal wherein end user should be able to login and make user facing features changes.	It is preferable for the solution to provide a self-care portal wherein end user should be able to login and make user facing features changes or from a IP Phone.	As per RFP
569	Document Name: video-conferencing-solution Page no.3	4.6.2. 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. Mobile users will be connected to the proposed solution through the GSWAN Wi-Fi services provided by the bidder or must be able to connect over internet using SIP, H.323 Video Endpoints or using Web browser from PC/mobile if they would like to participate on audio & video conference	4.6.2. 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. Mobile users will be connected to the proposed solution through the GSWAN Wi-Fi services provided by the bidder or must be able to connect over internet using SIP / H.323 Video Endpoints or using Web browser from PC/mobile if they would like to participate on audio & video conference.	As per RFP

570	Document Name: video-conferencing-solution Page no.3	4.5.8. MCU must support and allow participants to join using PC/Mobile browsers using WebRTC, Soft client, SIP & H.323 Video conference device from within GSWAN network or from outside GSWAN network coming from over Internet.	4.5.8. MCU must support and allow participants to join using PC/Mobile browsers using WebRTC, Soft client, SIP / H.323 Video conference device from within GSWAN network or from outside GSWAN network coming from over Internet.	As per RFP
571	Document Name: video-conferencing-solution Page no.3	4.5.11.The Video Conferencing Device proposed as part of this solution must be a recently launched Video conferencing device with new capabilities and support Full HD camera resolution. The Video conference unit must include a hardware-based codec and camera. The codec and camera must be from same OEM. The Video onference device must be centrally managed from video conferencing infrastructure and must support calling using SIP, H.323 as well connecting to soft PC based web conferences using WebRTC/USB pass through functionality. All required licenses, hardware accessories and components must be included by bidder as part of the solution.	4.5.11.The Video Conferencing Device proposed as part of this solution must be a recently launched Video conferencing device with new capabilities and support Full HD camera resolution. The Video conference unit must include a hardware-based codec and camera. The codec and camera must be from same OEM. The Video conference device must be centrally managed from video conferencing infrastructure and must support calling using SIP / H.323 as well connecting to soft PC based web conferences using WebRTC/USB pass through functionality. All required licenses, hardware accessories and components must be included by bidder as part of the solution.	The solution should work on SIP & H.323 simultaneously as the calls should seamless flow from SIP & H.323 both.
572	RFP-16570994072 Page No.53	Voice Gateway (as per DOT / TRAI Toll Bypass) with 1 PRI Port - 33 qty.	Kindly specify type of PRI: Copper PRI or SIP or Both at district level, Gujarat State Data Centre (GSDC), Survival Branch 1 to 5	As per RFP
573	ELIGIBILITY CRITERIA, Point 2, Page 9	Bidder must have average annual turnover of at least Rs. 50 crores for each of the last three financial Years as on 31st March 2021. AND Average Annual Sales Turnover of the bidder solely generated on account of Telephony/Telecom/VoIP/Unified Communication during the last three years should be at least Rs. 25 crores as on 31st March 2021.	Average turnover from telecom 25 Cr restrict many prospective bidder. For More Participation Request you to Modify the clause as Bidder must have average annual turnover of at least Rs. 50 crores for each of the last three financial Years as on 31st March 2021. AND Average Annual Sales Turnover of the bidder solely generated on account of Telephony/Telecom/VoIP/Unified Communication/ System Integrator during the last three years should be at least Rs. 25 crores as on 31st March 2021.	As per RFP
574	General		Request you to allow to bid as consortium as 1 Lead bidder and 1 consortium partner	As per RFP
575	Section 2 --> Eligibility Criteria --> Sr. No. 3 --> Page No. 9	The bidder should have executed at least 1 (one) Project of IPPBX having minimum value of Rs. 2 crores in India during the last 05 years as on bid submission date.	Request to consider cumulative orders for the above criteria	As per RFP

576	Section 3 -->Scope of Work --> (A) System Integration Component --> Clause 3 --> Page No. 12	It is envisaged that the new IP telephony infrastructure will be initially sized for 15,000 users. Similarly, the Video conferencing solution must be designed to support 300 Video Conferencing Devices from day 1, but can be scaled up to up to add more Video conference devices. From the day one spread across State (as mentioned above) over 10,000 users will be connected immediately. Further, as per the RFP, TENDERER need not to pay any additional licensing charges till 14,000 users. The solution should work as a seamlessly as a unified communication solution across the state such that the IP phone, Video IP Phones, soft client and new and existing Video conferencing endpoints can collaborate internally and externally amongst themselves for audio calling, video calling, PSTN calling, conferencing, & screens sharing with internal and external participants in a secure way. It is preferred that the existing video endpoints working on SIP , H.323 should be migrated to the new proposed call control platform so that a unified calling approach can be adopted by the department.	Mentioned in Price Bid but it was for participants.No upscaling has been defined in Video Conferencing for devices. Request to clarify like IP Telephony. Request to clarify	The solution has been designed based on the current and 7 years requirement.
577	Section 3 -->Scope of Work --> (A) System Integration Component --> Clause 7 --> Page No. 13	In case of any failure at main call control server/system there should be seamless failover to the disaster recovery server/system.	As the proposed DR is in the same geographical area, It is proposed that DR site should be far from the location.	As per RFP
578	Section 3 --> Scope of Work --> (A) System Integration Component --> Clause 8 /9 --> Page No. 13	Bidder is required to propose the entire solution for successful implementation of this facility including cabling, passive infrastructures, if any. Bidder is also responsible for LAN cabling work if any related with PRI/Survival Branching. (Please Refer Annexure-B for details of total nos. of extensions). 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.	Kindly clarify, The existing LAN and OFC laid in the respective area which required day to day operation and maintenance activity is in the Bidder's scope or it's in GIL/DST Scope	Existing LAN & OFC would be maintained by another agency finalized by DST / GIL. Bidder to coordinate with agency for closure of complaint. Raising complaint to agency will also be in scope of the bidder.
579	Section 3 --> Scope of Work --> (A) System Integration Component --> Clause 11 --> Page No. 13	Bidders is required to maintain minimum Two hours' back-up of the proposed solution (Main call control servers, gateways etc.) on entire DR Site.	Our understanding is that the main proposed solution and DR location both required minimum Two Hour Back up, Please confirm. It is also to be clarified that it was mentioned that DR site should be installed in Server farm where as per our understanding is that server farm as already have pre-requisite battery backup or power, Please confirm.	To be considered at DR Site & Survival branch.

580	Section 4 --> Functional & Technical Requirement --> 4.1. Core Telephony System --> Clause 4.1.41.7 --> Page No. 25	The districts should have an independent call processing mechanism with dual power supply when disconnected from WAN location with the capability of facilitating internal calls within the district connected users and external users via local PRIs. During this time, there should not be any downgrade of the quality/functionality used by the users during normal day. These should also support local administration and registration of the users.	Kindly clarify, Whether a separate Battery Back up is required at each location or GIL/DST will provide the Power Back up at those locations	Battery backup would be provided at DC & district / taluka offices. For all other locations (like DR & Survival branch) need to arrange UPS with battery backup.
581	Section 7 --> Price Bid --> Table 2 --> Total Buy Back price --> Page No. 54	There is a Total Buy Back price and in Note it is mentioned that Financially L1 Bidder = As per GeM	Kindly clarify, In Price Bid there is a Table-2 for buy back of existing end points but whether this price is linked in deciding the L1 bidder or not.	Buyback will be considered for L1.
582	Definitions (Clause 23 & Page No. 4)	Soft Client/Agent/UC client is an app/software/program which will enable users to do audio and video calling through PC/Desktop, laptop and mobile phones. Soft Client must be provided to all users with IP Phones to control their phone from PC and allow user to make/receive calls, search from directory on PC and click to call. While the agent executes the commands, the IP Phone is used for media of the call.	There seems to be some discrepancy/typo as soft-phone definition as you have asked for audio-video calling through PC/Desktop, Laptop while in the last line you have mentioned that agent executes the command and IP phone is used only for the media call. Both of this is not possible and hence request you to modify the point as follows: Soft Client/Agent/UC client is an app/software/program which will enable users to do audio and video calling through PC/Desktop, laptop and mobile phones. Soft Client must be provided to all users with IP Phones to allow user to make/receive calls, search from directory on PC and click to call.	Consider Omitted: While the agent executes the commands, the IP Phone is used for media of the call.
583	Eligibility Criteria (Clause 8 & Page No. 10)	The OEM of the offered IP Telephony system must be listed in the Gartner Unified Communications Reviews and Ratings. AND The OEM of the offered Video Conferencing Solution must be listed in the IDC MarketScape: Worldwide Enterprise Videoconferencing 2020 Vendor Assessment. In case any OEM is producing IP telephony system and Video Conferencing system under Make in India, Govt. of India Scheme then this clause is not applicable. White labelling will not be allowed.	To achieve better interoperability, seamless integration and experience all the UC features and have an end-to-end single ownership of the OEM, we request to modify this point as below: The OEM of the offered IP Telephony system must be listed in the Gartner Unified Communications Reviews and Ratings. AND OEM of offered IP Telephony system should be the same of offered Video Conferencing system. The OEM of the offered Video Conferencing Solution must be listed in the IDC MarketScape: Worldwide Enterprise Videoconferencing 2020 Vendor Assessment. Single OEM ownership for Video Conferencing and IPT will help with seamless integration and reduce trouble-shooting time. Single OEM for both the stack allows users to leverage all the UC features. With multiple OEMs, there will be a dependency on both the parties to ensure inter-operability with every software release made available	Bidder to propose single OEM for IP telephony and single OEM for Video conference platform. The devices / components / solution should not be comprised for multiple OEM in IP Telephony / Video conferencing solution.
584	Scope of Work (A) (Clause 16 & Page No. 13)	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.	Let us know if the user desks are equipped with RJ-45 connection to connect IP Phones. Is this infrastructure QoS enabled? Also, can the laptop be connected/cascaded with the 2nd IP port of the IP Phone?	GSWAN is deployed at enduser level, however QoS will be implemented if required.

585	Scope of Work (A) (Clause 16 & Page No. 14)	Voice Gateway has to be deployed as per Toll Bypass norms of TRAI and bidder has to integrate with PRI and IP telephony solution. The Voice gateway proposed at all districts must support dual power supply and backward interoperability over ISDN QSIG/SIP protocol which can be used to integrate existing exchanges currently operational at all districts of Gujarat and should have the capability to terminate PRI trunks	We understand that the Voice Gateways requested are for the 33 locations and the existing exchanges will be replaced with the new setup. If not, will need the details of all such existing exchanges (make/model and software release) and user counts and their phone type?	Voice Gateway has to be deployed as per Toll Bypass norms of TRAI and bidder has to integrate with PRI and IP telephony solution. The Voice gateway proposed at all districts must support dual power supply and backward interoperability over ISDN QSIG/SIP/PRI protocol which can be used to integrate existing exchanges currently operational at all districts of Gujarat and should have the capability to terminate PRI trunks.
586	Scope of Work (A) (Clause 17 & Page No. 14)	At present all VVIP users are using Analog Phones/Digital Phones. Total no. of connections are approx. 744. Bidder is also required to continue this 744 connections initially for 1 year. If DST instructs, bidder is required to convert them into IP Phone within 1 month during contract period.	We need the location wise breakup of these VVIP users	Sector 10 (Swarnim Sankul 1, 2), Sector-20 (All 744 connections is in Gandhinagar)
587	Scope of Work (A) (Clause 28 & Page No. 15)	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. At present these Hotlines are terminated at SEOC.	We understand that this location is to be deployed in DC, DR and 5 x Survival Branch (Annexure-B) Which is this SEOC location?. Please provide us all the locations where this solution needs to be deployed and we assume that the hotline services are analog	SEOC - State Emergency Operations Center, Gandhinagar. This location is in GSWAN network. Further all the 33 hotline are at Collector office, District head quarter. Hotline services are currently analog but needs to be converted to IP based.
588	Scope of Work (A) (Clause 29 & Page No. 15)	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.	Please provide the details of the centralized helpdesk solution deployed (make/model, software release and patch) and the use-case as well	RFP for centralized helpdesk solution is in process. Tenderer will intimate once the solution is finalized.
589	Scope of Work (B) (Clause 12(G) & Page No. 18)	Users can log their problems through helpdesk, centralized Whatsapp number and users can get the actual status of their complaint on their Whatsapp number	We understand that this is already a part of the centralized helpdesk and no whatsapp number or integration to be done by the current bidder	Please refer: 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. Whatsapp will also be provided by DST / GIL.
590	Scope of Work (B) (Clause 12(G) & Page No. 18)	Above mentioned is the minimum indicative list of resources required. Further, based on the actual requirements of the project bidder may deploy more number of resources to meet the SLA. Bidder has to provide technical support at District and Taluka level. DST/GIL shall not pay any cost for additional resources required to operate, maintain, monitor & manage the SLA. In case support staff is not available or is on leave, the bidder is required to provide the alternative personnel with same or higher technical capabilities of the nonavailable personnel.	Since onsite O&M manpower has been asked for Gandhinagar only and support has to be provided up to District & Talukas, please provide an indicative count and locations of IP Phones & VC Endpoints which are going to be installed at District & Talukas.	Please find the indicative count for clarity Total Count of IP Telephony : 13750 Total Installation at Ahmedabad & Gandhinagar Estimated : 11000 Total Installation at rest District & Taluka : 2750

591	4.1.17	Proposed solution should allow monitoring of the system in real-time on a set of Preconfigured parameters	What do you mean by pre-configured parameters?. Please elaborate	Parameters may be identified during implementation as per RFP requirement.
592	Core Telephony System Clause 4.1.21 & Page No. 24)	Proposed solution should support capability to allow Broadcasting of voice/text messages using XML based application to one to many (minimum 40 or more) on desk phone/ IP phone from day 1.	Please modify the point as: Proposed solution should support capability to allow broadcasting of voice/text messages using XML/WML/PUSH based application to one to many (minimum 40 or more) on desk phone/ IP phone from day 1. Such broadcasting solution should be from the same OEM and have IPR rights for the same	Consider Omitted: Proposed solution should support capability to allow Broadcasting of voice/text messages using XML based application to one to many (minimum 40 or more) on desk phone/ IP phone from day 1.
593	Core Telephony System Clause 4.1.22 & Page No. 24)	Firewall traversal solution should be able to interop between SIP, H.323 without adding additional components.	We understand that this requirement is for remote workers (via IP phones, laptops or mobile). For this, it is possible for SIP endpoints only. For H.323, we require VPN connectivity and thus change it as follows: Firewall traversal solution should be able to allow SIP endpoints without adding additional components. If this is for a Video Conferencing endpoint to join from outside the GSWAN network, please move this point under Video Conferencing requirement	As per RFP
594	Core Telephony System Clause 4.1.23 & Page No. 24)	Open API should be provided when required which will help to develop customized IP applications which will integrate with call processing. In case any additional component is needed then same should be provided on Day1	Please elaborate the requirements regarding the customized app development. What type of applications are you looking at?	No applications are available for scenario.
595	Core Telephony System Clause 4.1.30 & Page No. 24)	Inbox fax messaging facility to receive incoming fax messages as an attachment in email should be available. Bidder may consider minimum 8 fax ports as a part of solution	What do you mean by 8 fax ports as you have have an existing requirement of 400 x fax machines distributed across different locations as shared in Annexure-A?	To be Considered Omitted.
596	Core Telephony System Clause 4.1.33 & Page No. 24)	Proposed voice gateway solution/Session Border Controller should support SIP Trunk from day one. Voice gateway must support at least 3 SIP trunks apart from PRIs from day 1.	Why only 3 x SIP trunks needed?. SIP trunks are now the future and we understand that you must migrate the existing PRIs to SIP and thus we request to modify the point as below: Proposed voice gateway solution/Session Border Controller at DC and DR should support SIP Trunk from day one. Voice gateway/Session Border Controller must support at least 100 SIP trunks each at DC and DR apart from PRIs from day 1.	As per RFP
597	Core Telephony System Clause 4.1.38 & Page No. 24)	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.	As defined in the definition of the users, the capability to have 3 simultaneous registrations is missing in this point. We understand that this is a typo and thus request to modify this point as: User should be allowed to configure his multiple communication devices (minimum 3) 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.	As per RFP
598	Core Telephony System Clause 4.1.41.2 & Page No. 25)	The Server and Gateway should not be in the same unit sharing the same Active Backplane/ Motherboard (so as to prevent total failure of entire system during Motherboard failure)	We understand this requirement is for the servers and gateways proposed at DC and DR locations only and so this point should be modified as: The Server and Gateway should not be in the same unit sharing the same Active Backplane/ Motherboard (so as to prevent total failure of entire system during Motherboard failure) for setups in DC, DR and five branch details shared (Annexure-B: Survival Branch)	As per RFP

599	IP Phone Video - Type A Clause 4.2 & Page No. 26)	Display : Should have high resolution 5" or higher backlit TFT/LCD color display with Minimum HD 720p Camera (embedded or body mount)	All the OEMs including Cisco have 7" touch screen based phones. Video calling provides better experience with larger screen size and a complete touch enabled screen enhances the operability and hence request you to modify the point as follows: Display : Should have high resolution 7" or higher backlit TFT/LCD color display with Minimum HD 720p Camera (embedded or body mount)	As per RFP
600	IP Phone Video - Type A Clause 4.2 & Page No. 26)	Internet Protocol (IP) - Should support Static, DHCP IP Address	DHCP is the preferred method for configuring the IP phones. We assume that the customer already has DHCP environment in place. If not, request you to provision one as managing such a large setup of IP phones on static IP is not a practically viable. Please confirm DHCP will be provisioned for IP phones	DHCP is Configured in GSWAN. Phones would be using same DHCP.
601	IP Phone Video - Type A Clause 4.2 & Page No. 26)	Keys : Should have 3 or more line keys and 4 or more soft keys and other default keys like mute, volume control, Speakerphone, standard key pad etc.	For Avaya, our Video phones are touch screen which has dynamic soft-keys and no hard keys. Thus, request you to modify the point as follows: Keys : Should have 3 or more line keys and 4 or more soft keys and other default keys like mute, volume control, speakerphone, standard key pad etc. or a complete touch enabled screen for operating the phone	As per RFP
602	IP Phone Video - Type A Clause 4.2 & Page No. 26)	Voice Platform API - Allows businesses to integrate business applications with the voice platform for common features, such as: click to call, caller ID lookup, screen-pop, and more.	This is not a phone specific requirement and not possible to be done on individual phones. The features asked like click-to-call, caller ID etc. are soft-phone related features and thus request you to remove this point from Video IP phone requirement	Consider Omitted.
603	IP Phone Video - Type A Clause 4.2 & Page No. 27)	Navigation Keys : Should have minimum 4 or 5-way navigation keys in the IP Phone	For Avaya, our Video phones are touch screen which has dynamic soft-keys and no hard keys. Thus, request you to modify the point as follows: Should have minimum 4 or 5-way navigation keys or a complete touch enabled screen for operating the phone	Revised as: Navigation Keys : Should have minimum 4 or 5-way navigation keys in the IP Phone. Soft keys may be accepted.
604	IP Phone Video - Type A Clause 4.2 & Page No. 27)	Distinctive Ring tone selection on criteria : Ring your phone with a distinctive ring when pre-defined criteria	Please modify the point as: Allow users to select the ringtone of their choice from the set of available ring tones	Distinctive ring for each pre-defined user from available ringtones.
605	IP Phone Video - Type B Clause 4.3 & Page No. 27)	Should have high resolution 3" or higher display	For better participation from all the OEMs, please modify the point as: Should have high resolution 2.5" or higher along with color display	See the Corrigendum.
606	IP Phone Video - Type B Clause 4.3 & Page No. 28)	Distinctive Ring tone selection on criteria : Ring your phone with a distinctive ring when pre-defined criteria such as phone number are met.	Please modify the point as: Allow users to select the ringtone of their choice from the set of available ring tones	Distinctive ring for each pre-defined user from available ringtones.
607	Soft Agent/Client (Clause 4.4.2 & Page No. 29)	The Solution should provide features of chat, presence, directory, file share on PC for all users with Type-A & Type-B IP phones	This is a repetitive point as per 4.4.3. Please change this point to: The soft-phone should be provided to all users with Type-A and Type-B IP phones	As per RFP
608	Soft Agent/Client (Clause 4.4.5 & Page No. 29)	Bidder has to customize (interface, branding, logo) soft client/agent as per GOG requirement	Managing and providing updates to a customized client is difficult as against OEM provided standard soft-clients so that the update for these clients (Mobile, PC/Desktop/ Laptop) can be managed centrally (like Playstore for Mobile Phones) and thus request you to remove this point	Consider Omitted: 4.4.5. Bidder has to customize (interface, branding, logo) soft client/agent as per GOG requirement.

609	Soft Agent/Client (Clause 4.4.16 & Page No. 29)	Persistent chat: Persistent chat rooms should be supported to share ideas and information in a chat room and should be active even after participants leave the room. Screen sharing feature must be available among the participants. User can conduct separate IM conversations with multiple other Federated IM system users.	Please share the details around other federated IM systems with which the IM conversations are desired	Consider Ommited: User can conduct separate IM conversations with multiple other Federated IM system users.
610	Soft Agent/Client (Clause 4.4.20 & Page No. 29)	All users must have basic instant messaging and presence visibility from day 1.	This is a repetitive point as per 4.4.3. Hence, please remove this point	As per RFP
611	Video Collaboration /Conferencing Solution (Clause 4.5.2 & Page No. 29)	The Video collaboration solution must be deployed in redundancy across DC site as stated above. The solution must function as per ITU standards of H.248. The solution must also support and allow Video device to perform content sharing on standards like BFCP & H.239	We understand that the redundancy requested for the proposed video conferencing solution is at the DC location only	1000 - DC & 1000 DR (HD Ports)
612	Video Collaboration /Conferencing Solution (Clause 4.5.6 & Page No. 30)	The MCU must have a 2000 HD port capacity on normal day with N+1 redundancy deployment for web browser-based client and hardware endpoints. MCU must support at least 100 concurrent conferences on HD resolution. This can be achieved via a single server or cascading multiple server. MCU must support local redundancy as well as geo-redundancy over WAN. All the supplied hardware must support IPv4/ IPv6 from day 1 and latest security standards of AES 128 or above & TLS 1.2 or above.	We understand that an on-premise MCU is to be quoted with a capacity of 2000 HD ports and 100 concurrent conferences only at the DC location. The solution must have the capability to support geo-redundancy if needed. Please confirm if our understand is correct.	DC - DR solution should be quoted with capacity of 2000 HD ports. Please refer complete RFP for more details. Please consider 200 concurrent conference.
613	Video Collaboration /Conferencing Solution (Clause 4.5.8 & Page No. 30)	MCU must support and allow participants to join using PC/Mobile browsers using WebRTC, Soft client, SIP & H.323 Video conference device from within GSWAN network or from outside GSWAN network coming from over Internet.	We will need a bifurcation of below: Concurrent H.323 VC devices joining the conferences from outside the GSWAN network? Concurrent SIP VC devices joining the conferences from outside the GSWAN network? Concurrent 3rd-party VC devices expected to join the conferences? Concurrent users coming via the web-browsers	No specific count is available, however based on the requirement users may join outside the GSWAN network or in case of GSWAN down, users may join through private network.
614	Video Collaboration /Conferencing Solution (Clause 4.5.9 & Page No. 30)	MCU/Soft Client/Video Conferencing Meeting Background must support branded with GoG emblem & Logo/Office images and must support customised branding to provide personalized experience to participants.	Please modify the point as: MCU/Video Conferencing Meeting Background must support branded with GoG emblem & Logo/Office images and must support customised branding to provide personalized experience to participants.	Revised as: MCU/Video Conferencing Meeting Background must support branded with GoG emblem & Logo/Office images and must support customised branding to provide personalized experience to participants.

615	Video Collaboration / Conferencing Solution (Clause 4.5.13 & Page No. 30)	Event/Webinar Solution with Streaming Server (For more than 2000 participants to 15,000 participants) Bidder will provide the video Conferencing services through bidder with in house or cloud platform. Solution must be able to support Events/Conference with a capacity of up to 15,000 participants. The solution must allow all 15,000 participants to be able to interact with each other real-time audio and if required even allow moderator to enable their video. For such large conferences solution should allow up to 500 participants to be on audio, video while the rest should be able to view the content and participate via streaming solution on GSWAN network. The solution must support parallel streaming with minimum 5 links at same time over standard platforms like YouTube, Facebook, Twitter or other social media platforms if more than 15,000 participants need to view. The streaming server should also be capable to mix multiple cloud based meeting solution to view on single screen. The bidder has to provide expert manpower for this purpose. The solution must have audio video mixing facility. Following are features needed for conducting such large events. To achieve this functionality, all required licenses must be included	We request you to modify this point as: For more than 2000 to 15000 participants, bidder to provide an on-premise streaming solution from the same OEM as Video Conferencing (for better interoperability). Solution must be able to support conference with a capacity of up to 15,000 participants. For such large conferences solution should allow up to 500 participants to be on audio, video while the rest should be able to hear the audio, and see the video and content via streaming solution on GSWAN network. The solution must support parallel streaming with minimum 5 links at same time over standard platforms like YouTube, Facebook, Twitter or other social media platforms if more than 15,000 participants need to view. The bidder has to provide expert manpower for this purpose. To achieve this functionality, all required licenses must be included	As per RFP
616	Video Collaboration / Conferencing Solution (Clause 4.5.13.1 & Page No. 31)	All participants in cloud must have option to respond through chat, Q&A tab as well as option to raise hand for asking any questions or volunteer to speak during the event.	This features are proprietary to certain OEMs with cloud based solution while the request is to have a streaming solution. Entire video conferencing solution requested to be on-premise then why only this point is needed on cloud as most of the users will be leveraging the conferencing services from the GSWAN network itself	As per RFP
617	Video Collaboration / Conferencing Solution (Clause 4.5.13.2 & Page No. 31)	VC endpoint must be able to directly dial into event platform which can be through MCU and on cloud. At least 100 SIP or H.323 endpoints must be able to join the event from SICN/GSWAN network or directly from external location.	This features are proprietary to certain OEMs with cloud based solution while the request is to have a streaming solution. Entire video conferencing solution requested to be on-premise than why only this point is needed on cloud as most of the users will be leveraging the conferencing services from the GSWAN network itself	As per RFP
618	Video Collaboration / Conferencing Solution (Clause 4.5.13.3 & Page No. 31)	The solution must support encryption between VC endpoint/MCU & cloud	This features are proprietary to certain OEMs with cloud based solution while the request is to have a streaming solution. Entire video conferencing solution requested to be on-premise then why only this point is needed on cloud as most of the users will be leveraging the conferencing services from the GSWAN network itself	As per RFP
619	Video Collaboration / Conferencing Solution (Clause 4.5.13.4 & Page No. 31)	VC participants must be able to hear live audio and interact with any participant of the 15,000 participants	This features are proprietary to certain OEMs with cloud based solution while the request is to have a streaming solution. Entire video conferencing solution requested to be on-premise then why only this point is needed on cloud as most of the users will be leveraging the conferencing services from the GSWAN network itself	Revised as: VC participants must be able to hear live audio and interact with any participant of the 15,000 participants
620	Video Collaboration / Conferencing Solution (Clause 4.5.13.5 & Page No. 31)	The same event can be interactive or can be customized to act as a One-Way webcast solution for VVIP session	This features are proprietary to certain OEMs with cloud based solution while the request is to have a streaming solution. Entire video conferencing solution requested to be on-premise then why only this point is needed on cloud as most of the users will be leveraging the conferencing services from the GSWAN network itself	As per RFP

621	Video Collaboration / Conferencing Solution (Clause 4.5.13.6 & Page No. 31)	There must be native capability to stream the event on standard streaming protocol to stream over RTMP,HLS ,RTSP streamers	This features are proprietary to certain OEMs with cloud based solution while the request is to have a streaming solution. Entire video conferencing solution requested to be on-premise then why only this point is needed on cloud as most of the users will be leveraging the conferencing services from the GSWAN network itself	As per RFP
622	Video Collaboration / Conferencing Solution (Clause 4.5.13.7 & Page No. 31)	Participants must be able to join the event from any latest android & ios mobile/tablets and Windows & mac laptops	This features are proprietary to certain OEMs with cloud based solution while the request is to have a streaming solution. Entire video conferencing solution requested to be on-premise then why only this point is needed on cloud as most of the users will be leveraging the conferencing services from the GSWAN network itself	As per RFP
623	Video Collaboration / Conferencing Solution (Clause 4.5.13.8 & Page No. 31)	There must be an additional option to request participants to first register and only upon approval join the event	This features are proprietary to certain OEMs with cloud based solution while the request is to have a streaming solution. Entire video conferencing solution requested to be on-premise then why only this point is needed on cloud as most of the users will be leveraging the conferencing services from the GSWAN network itself	As per RFP
624	Video Collaboration / Conferencing Solution (Clause 4.5.13.9 & Page No. 31)	Only moderators must have option to mute/unmute participants and allow them to share audio/video and share screen if required. Participants must not be able to unmute themselves without moderator permission. Moderators must also be able to remove a participant if needed	This features are proprietary to certain OEMs with cloud based solution while the request is to have a streaming solution. Entire video conferencing solution requested to be on-premise then why only this point is needed on cloud as most of the users will be leveraging the conferencing services from the GSWAN network itself	As per RFP
625	Video Collaboration / Conferencing Solution (Clause 4.5.13.10 & Page No. 31)	Moderator must have option to customize screen layout of the event that is viewed by participants on PC. Moderators can also respond to answers in Q&A, respond to chat.	This features are proprietary to certain OEMs with cloud based solution while the request is to have a streaming solution. Entire video conferencing solution requested to be on-premise then why only this point is needed on cloud as most of the users will be leveraging the conferencing services from the GSWAN network itself	As per RFP
626	Video Collaboration / Conferencing Solution (Clause 4.5.13.11 & Page No. 31)	Event must also allow option to enable participants to join from local toll number in India for few participants if not all.	This features are proprietary to certain OEMs with cloud based solution while the request is to have a streaming solution. Entire video conferencing solution requested to be on-premise then why only this point is needed on cloud as most of the users will be leveraging the conferencing services from the GSWAN network itself	As per RFP
627	Video Collaboration / Conferencing Solution (Clause 4.5.13.12 & Page No. 31)	Event must support fetching reports of attendees and view real-time quality and network statistics of each participant	This features are proprietary to certain OEMs with cloud based solution while the request is to have a streaming solution. Entire video conferencing solution requested to be on-premise then why only this point is needed on cloud as most of the users will be leveraging the conferencing services from the GSWAN network itself	As per RFP
628	Conferencing (Clause 4.6.7 & Page No. 31)	Proposed Video Conferencing solution should also require to be integrated with our existing H.323/SIP (300 Qty.) based Video Conference endpoint (CISCO SX20, Polycom group 300, Polycom group 500, Gmeet etc.) seamlessly	Will need the details of these endpoints (OEM wise quantity along with type H.323 or SIP, software version, latest patch currently installed). Also, what is the concurrent count of these devices joining the conferences?	OEM wise quantity is not available as the purchase is distributed. The concurrent session count should be considered as per functional requirement in RFP.
629	Conferencing (Clause 4.6.13 & Page No. 32)	The solution must have dual power supply for redundancy and must support IPv4 & IPv6 from day1.	All the other points have been requested with IPv4/IPv6 and hence this seems to be a typo. Thus, request you to please modify the point as : The solution must have dual power supply for redundancy and must support IPv4/IPv6 from day1.	All the active components must support both IPv4 & IPv6 from day 1 including components like servers, gateways, MCU, IP Phones, Soft Phones, Video Endpoints, etc. 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.

630	Conference Room Based VC Device (Type A) Page No. 32	Microphones Supplied - 3	Please modify this point as follows: Microphones Supplied - 1 or more	As per RFP
631	Conference Room Based VC Device (Type A) Page No. 33	Microphone input on codec - 2	Please modify this point as follows: Microphones input on the codec - 1	As per RFP
632	Conference Room Based VC Device (Type B) Page No. 33	Type of Camera - Inbuilt camera. Codec and Microphone	Please modify the point as follows so that OEMs can provide better resolution cameras and higher zoom for better results. It will also enable modular approach for any better operations of the conferencing services and overall features: Inbuilt or Separate Camera, Codec and Microphone	Higher specs are always acceptable above mentioned compliance.
633	Conference Room Based VC Device (Type B) Page No. 33	Supported Video Protocols: H.264, H.265	Please modify the point as follows: H.264 or equivalent	Revised as: Supported Video Protocols: H.264 or better
634	Price Bid (Table 1) (Clause 9 & Page No. 52)	Price Bid format quantity for Core IP Telephony and Video Conferencing	We understand that in Price Bid format, Row 1 to Row 15 are a part of Schedule-I of Payment Terms (Clause 5.2, Pg.No.38) and Row 16 is part of Schedule-II of Payment Terms (Clause 5.2, Pg.No.38)	In Price bid, Item Sr. no: 1 to 15 are part of Schedule-1 and Sr. no: 16 (Operation and Maintenance Charges) is part of Schedule-II
635	Price Bid (Core IP Telephony System) (Clause 9 & Page No. 53)	Voice Gateway (as per DOT / TRAI Toll Bypass) with 1 PRI Port - 33	Please let us know which are these locations and their location wise bifurcation along with users counts and their type of device required. Survivability should be provided at these locations also similar to 5 locations mentioned in Annexure-B	Consider 33 district and 258 taluka. Further Survival branch, DC and DR would be separate.
636	Annexure - A (Page No. 56)	Fax Facility: Followings are details of existing analog fax machines / facility provided under the current analog set-up:	The data captures only 284 x lines while the other 116 lines are missing. Will need to understand location wise bifurcation of these lines	Please refer Annexure A: Fax Facility for reference. (Details of 284 deployed fax are mentioned and 116 additional considered for future requirement)
637	Annexure - B (Page No. 56)	Followings are the details of existing total nos. of extension at each location:	We understand the survivability is needed only for these 5 locations mentioned in Annexure-B	Please refer the RFP, details of sites where independent call processing required are mentioned. DR site & locations with toll bypass are also to be considered.
638	Section-3 Scope of Works (Clause 19-Delivery Timelines Sl. No. 2 Page no. 20)	Delivery of the ordered item/software as per the work order at central location (vendors warehouse at Gandhinagar/Ahmedabad) :- T + 60 Days	Delivery of the ordered item/software as per the work order at central location (vendors warehouse at Gandhinagar/Ahmedabad) :- T + 240 Days	See the Corrigendum.
639	Section-3 Scope of Works (Clause 19-Delivery Timelines Sl. No. 3 Page no. 20)	Installation and Commissioning of Central Infrastructure (both hardware and software) :- T + 90 Days	Installation and Commissioning of Central Infrastructure (both hardware and software) :- T + 285 Days	Revised: Delivery of the ordered item/software as per the work order at central location (vendors warehouse at Gandhinagar/Ahmedabad) : T+100 days Installation and Commissioning of Central Infrastructure (both hardware and software): T+ 130 days Installation, Testing, Commissioning, FAT and Go-Live (Installation, commissioning and FAT of Edge/site location Infrastructure like IP Phones, video Conferencing software, Video Endpoint power adapter, patch cord etc. as per the scope of work) : T + 160 days

640	Section-3 Scope of Works (Clause 19-Delivery Timelines Sl. No. 4 Page no. 20)	Installation, Testing, Commissioning, FAT and Go-Live (Installation, commissioning and FAT of Edge/site location Infrastructure like IP Phones, video Conferencing software, Video Endpoint power adapter, patch cord etc. as per the scope of work) :- T + 120 Days	Installation, Testing, Commissioning, FAT and Go-Live (Installation, commissioning and FAT of Edge/site location Infrastructure like IP Phones, video Conferencing software, Video Endpoint power adapter, patch cord etc. as per the scope of work) :- T + 330 Days	See the Corrigendum.
641	Additional Clause Request	Additional Clause request	Bidder can deliver the supply item material in phases . Supply payment for the part delivery Items shall be made as per running bill and payment terms mentioned in this bid.	As per RFP
642	Section-5 Service Level Agreement, Penalties & Payment Terms - Clause no 5.2 , Sl no 1 , Page no. 38)	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	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	As per RFP
643	Section-5 Service Level Agreement, Penalties & Payment Terms - Clause no 5.2 , Sl no 2 , Page no. 38)	Successful installation, Testing, Integration, Commissioning :- 20% of the sum total of schedule I of financial bid	Successful installation, Testing, Integration, Commissioning :- 20% of the sum total of schedule I of financial bid	As per RFP
644	Section-5 Service Level Agreement, Penalties & Payment Terms - Clause no 5.2 , Sl no 3 , Page no. 38)	Successful completion Final Acceptance test of entire solution and Go-Live :- 20% of the sum total of schedule I of financial bid	Successful completion Final Acceptance test of entire solution and Go-Live :- 10% of the sum total of schedule I of financial bid	As per RFP
645	Section-5 Service Level Agreement, Penalties & Payment Terms - Clause no 5.2 , Sl no 4 , Page no. 38)	Balance 10% Payment :- 10% to be divided and paid in 8 equated quarterly instalments along with O&M Payment of Initial 2 years	Clause may be deleted	As per RFP
646	ATC in GEM	Bidder must have average annual turnover of at least Rs. 50 crores for each of the last three financial Years as on 31st March 2021. AND Average Annual Sales Turnover of the bidder solely generated on Account of Telephony/Telecom/VoIP/Unified Communication during the last three years should be at least Rs. 25 crores as on 31st March 2021.	Bidder must have average annual turnover of at least Rs. 50 crores for each of the last three financial Years as on 31st March 2021. Or instead of AND Average Annual Sales Turnover of the bidder solely generated on account of Telephony/Telecom/VoIP/Unified Communication during the last three years should be at least Rs. 25 crores as on 31st March 2021	As per RFP
647	Document Name: SoW_ATC Section Heading: DEFINITIONS Page Number: 4 of 68	23. Soft Client/Agent/UC client is an app/software/program which will enable users to do audio and video calling through PC/Desktop, laptop and mobile phones. Soft Client must be provided to all users with IP Phones to control their phone from PC and allow user to make/receive calls, search from directory on PC and click to call. While the agent executes the commands, the IP Phone is used for media of the call.	It is understood by clause "While the agent executes the commands, the IP Phone is used for media of the call", it is meant that the dual LAN Port in the IP Phone will be responsible for transmission of Call's Media initiated from Soft Client/Agent/UC Client. Kindly validate our understanding	The soft client can call from PC/Desktop, laptop and mobile phones. The transmission of call may be done through any of the above device. Consider Ommited: While the agent executes the commands, the IP Phone is used for media of the call.

648	Document Name: SoW_ATC Section Heading: Eligibility Criteria Page Number: 9 of 68	3. The bidder should have executed at least 1 (one) Project of IPPBX having minimum value of Rs. 2 crores in India during the last 05 years as on bid submission date.	To be revised as "The bidder/OEM should have executed at least 1 (one) Project of IPPBX having minimum value of Rs. 2 crores in India during the last 05 years as on bid submission date." Justification: There are very few bidders who can comply to this criteria thereby restricting participation. This type of turnkey deployments are generally front-bidder by OEMs and hence it is requested to add the above clause so as to have wider participation of better-experienced OEMs	As per RFP
649	Document Name: SoW_ATC Section Heading: Eligibility Criteria Page Number: 10 of 68	10. The bidder should have an Office in Gujarat preferably at Ahmedabad or Gandhinagar OR Bidder should provide undertaking to open the same within 45 days	We suggest to revise this clause as "The bidder and OEM should have an Office in Gujarat preferably at Ahmedabad or Gandhinagar OR Bidder and OEM should provide undertaking to open the same within 45 days" Justification: We suggest authorities to add OEM in above clause and having OEM office in Ahmedabad or Gandhinagar so as to receive better and prompt OEM Back to Back Support and better control on overall project as and when required.	As per RFP
650	Document Name: SoW_ATC Section Heading: Scope of Work Page Number: 13 of 68	5. Bidder should provision required hardware and software components like Main Call control server, Video & Web conferencing software & server, Firewall Traversal Solution, Network Switches, PRI Gateway, UPS, Main Call manager, Call Accounting/Billing software, End Point-IP phones, patch cords, power Adapter etc. with appropriate licenses perpetual for life to successfully operate the system as envisage	To be revised as "Bidder should provision required hardware and software components like Main Call control server, Video & Web conferencing software & server, Firewall Traversal Solution, Network Switches, PRI Gateway, UPS, Main Call manager, Call Accounting/Billing software, End Point-IP phones, patch cords, power Adapter etc. with appropriate licenses perpetual for life to successfully operate the system as envisage" Justification: It is understood from the RFP that there exists a GSWAN Fiber Backbone along with ample network switches at every location for deployment of IP Phones and hence the same should not be mentioned under the scope of bidder as the specifications and quantity is not mentioned in BoM or RFP. Also the deployed infra at State Data Center as well as DR in Vidhansabha Basement will use the pre-existing UPS for power Backup. Kindly validate our understanding	Complete Solution is to be provided by bidder as per the scope mentioned in RFP.
651	Document Name: SoW_ATC Section Heading: Scope of Work Page Number: 13 of 68	6. It is envisaged that the central infrastructure of the proposed IP Telephony & Video Conference system will be installed at Gujarat State Data Center, Gandhinagar. Further, it is also envisaged that the Disaster recovery of the main call control server/s	Please clarify if the Hardware is to be supplied by the bidder for Central Infrastructure at State Data Center, Gandhinagar as well as Disaster Recovery at Server Farm situated in the basement of Vidhansabha Building	Complete Solution is to be provided by bidder as per the scope mentioned in RFP.
652	Document Name: SoW_ATC Section Heading: Scope of Work Page Number: 13 of 68		We understand that the setup will be replicated in 1:1 between state data center and DR at server farm of Vidhansabha Basement. Please clarify if otherwise, if Local HA required in DC in addition to DR.	For Video Conference N+1 redundancy is mentioned. For Voice Gateway as per RFP bidder may propose.
653	Document Name: SoW_ATC Section Heading: Scope of Work Page Number: 13 of 68	8. Survival Branch: Bidder is also responsible for supply, installation, commissioning and O&M of survival branch facility at Swarnim Sankul-I & II, Vidhansabha, Minister's bungalows, Udyog Bhawan and Old secretariat, Gandhinagar and all other locations where voice gateway is installed across Gujarat in such a way that in case of network outage, these locations will function independently and communicate within the branch and be able to dial locations outside the branch through PSTN. The PRI lines will be made available at these locations by DST/GU. Bidder is required to propose the entire	As per Annexure-B, there are 5 Branches designated as Survival Branch. However, in this clause it is also mentioned that all other locations (33 District Locations) where Voice Gateway is installed to be considered as survival branch. In this case, survival branches number totals upto 38. Please validate our understanding.	Above mentioned quantities are indicative and for evaluation purpose only. Actual quantities may vary at the time of placing the order depending upon the requirements. Bidder may provide voice gateway as per the requirement of RFP for Toll-bypass.

654	Document Name: SoW_ATC Section Heading: Scope of Work Page Number: 13 of 68		Please clarify the scope of LAN cabling, passive infrastructure as per requirement on each location so that the efforts can be estimated accordingly. It is contradictory to the point 9 "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"	Cabling for the solution provided by bidder is to be considered. End user cabling will be done through GSWAN agency, however cable for phone to be provided by bidder.
655	Document Name: SoW_ATC Section Heading: Scope of Work Page Number: 14 of 68	16. Voice Gateway has to be deployed as per Toll Bypass norms of TRAI and bidder has to integrate with PRI and IP telephony solution. The Voice gateway proposed at all districts must support dual power supply and backward interoperability over ISDN QSiG/SIP protocol which can be used to integrate existing exchanges currently operational at all districts of Gujarat and should have the capability to terminate PRI trunks.	Voice Gateway for each district location must provide backward interoperability over ISDN QSiG/SIP Protocol for integrating existing District exchanges in addition to PRI Connectivity for PSTN Calls. Hence, the PRI Port Capacity to be considered and revised to "2" under this circumstances. Request you to validate our understanding and make necessary modifications if correct.	As per Corrigendum
656	Document Name: SoW_ATC Section Heading: Scope of Work Page Number: 15 of 68	26. Bidders is required to maintain minimum Two hours' back-up of the proposed solution (Main call control servers, gateways etc.) on entire DR Site.	Two Hour's power backup is entirely dependent upon the UPS Capacity and respective battery bank to support the same which is not a part of this RFP and hence it is further requested to amend the clause accordingly.	As per RFP
657	Document Name: SoW_ATC Section Heading: Scope of Work Page Number: 15 of 68	28. 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. At present these Hotlines are terminated at SEOC	Please clarify the details of the system on which the hotlines services are being used along with its capability to integrate via SIP/API with new infrastructure to be setup under this RFP	The hotline services can be catered through IP telephony.
658	Document Name: SoW_ATC Section Heading: Scope of Work Page Number: 15 of 68	29. 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	Please specify if the existing Helpdesk of DST/GIL is to be integrated with the Call mechanisms (Call, Whatsapp) as listed in below point.	If feasible, bidder to integrate with call mechanism
659	Document Name: SoW_ATC Section Heading: Scope of Work Page Number: 17 of 68	g. Users can log their problems through helpdesk, centralized Whatsapp number and users can get the actual status of their complaint on their Whatsapp number	Please specify if the current Centralized Helpdesk system is having these facilities or a new helpdesk is to be commissioned along with the Call and WhatsApp facility.	Please refer: 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.

660	Document Name: SoW_ATC Section Heading: Functional & Technical Requirement Page Number: 23 of 68	4.1.9: It should support active – active / active – standby configuration. The interruption-free switchover from the active to the standby control must take place without the existing twoway voice connections being interrupted including Failure of Fiber Optic Cable, call control server, etc.	Requesting to revise this as "It should support active – active / active – standby configuration. The interruption-free switchover from the active to the standby control must take place without the existing twoway voice connections being interrupted including call control server, etc." Justification: We request you to remove the "failure of Fiber optic cable" from the said clause because, If the physical media which carries the Voice Packets such as Ethernet/Fiber Optic Cable fails/breaks, then anyway the calls will get disconnected due to the failure of network path. However if DST has alternate/redundant fiber optic cable link for every location, single point of failure can be avoided. Kindly confirm over the same. In absence of redundant Fiber Optic Cable path, redundancy will still be applicable for failure of active server, link flapping, etc.	Revised As: It should support active – active / active – standby configuration. The interruption-free switchover from the active to the standby control must take place without the existing twoway voice connections being interrupted including Failure of connectivity between call control server & related infrastructure. etc.
661	Document Name: SoW_ATC Section Heading: Functional & Technical Requirement Page Number: 23 of 68	4.1.14: Proposed solution should provide management tool to monitor system performance, device status, device discovery, etc.	It is believed that by device, DST/GIL means Server and IP Phones including Provisioning server for setup and management of 14000 IP Phones. Kindly validate our understanding	Yes. As per RFP
662	Document Name: SoW_ATC Section Heading: Functional & Technical Requirement Page Number: 23 of 68	4.1.17 : Proposed solution should allow monitoring of the system in real-time on a set of Preconfigured parameters.	Please share the actual use case to understand the requirement in detail. We believe that the system should be monitored for processor occupancy, usage of CPU resources, etc.	The system should be able to monitor each of the designed parameters like usage, calls, users, CPU & memory utilization etc.
663	Document Name: SoW_ATC Section Heading: Functional & Technical Requirement Page Number: 24 of 68	4.1.21: Proposed solution should support capability to allow Broadcasting of voice/text messages using XML based application to one to many (minimum 40 or more) on desk phone/ IP phone from day 1.	To be revised as "Proposed solution should support capability to allow Broadcasting of voice/text messages using XML/SIP based application to one to many (minimum 40 or more) on desk phone/ IP phone from day 1." Justification: SIP Protocol is the industry-wide standard non-proprietary protocol used currently and in future for any interoperability. Hence it is further requested to allow SIP based application for Broadcasting of Voice Messages in conjunction with XML.	Consider Omitted: Proposed solution should support capability to allow Broadcasting of voice/text messages using XML based application to one to many (minimum 40 or more) on desk phone/ IP phone from day 1.
664	Document Name: SoW_ATC Section Heading: Functional & Technical Requirement Page Number: 24 of 68	4.1.30: Inbox fax messaging facility to receive incoming fax messages as an attachment in email should be available. Bidder may consider minimum 8 fax ports as a part of solution.	It is understood from this clause and Annexure - A, that the bidder needs to provide Analog Gateway for 400 FAX Connections. This should be added as Analog Gateway in the BoQ over and above the current BoQ mentioned. Thus, requesting you to add quantity of Analog Gateway supporting 284 port FAX Connection along with 58 quantity of 2 port Analog Gateway as a separate line item in BoQ for better clarity and understanding.	Consider Omitted: Inbox fax messaging facility to receive incoming fax messages as an attachment in email should be available. Bidder may consider minimum 8 fax ports as a part of solution.
665	Document Name: SoW_ATC Section Heading: Functional & Technical Requirement Page Number: 24 of 68	4.1.31. Proposed Voice Gateway should be distributed at least 2 locations: 4.1.31.1. The voice gateway at Location-1 should have minimum 20 PRI physical ports 4.1.31.2. The voice gateway at Location-2 should have minimum 10 PRI physical ports	Please specify if redundancy is required for these voice gateways. Also it is believed that both the locations are in Gandhinagar and a total of 30 PRIs will be terminated of which 20 will be terminated in Gateway at Location 1 and 10 will be terminated in Gateway at Location-2. Please validate our understanding and also provide the exact location details.	Both locations would be at Gandhiangar. However the location may be chaged and will be informed to the bidder.

666	Document Name: SoW_ATC Section Heading: Functional & Technical Requirement Page Number: 24 of 68	4.1.38. 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	It is requested to delete this clause considering privacy and security concerns. If a seamless transfer is provided from one device to another like Mobile to deskphone, anyone who is near the desk phone can interrupt the call by a key press on the desk phone and can snoop the communication in unauthorized manner. Moreover, it will also not reflect in CDR as to which device was used for calling considering single extension number being configured in multiple communication devices.	Consider Ommited.
667	Document Name: SoW_ATC Section Heading: Functional & Technical Requirement Page Number: 25 of 68	4.1.40. Proposed solution must support screen sharing among the participants	Requesting to remove this point from here and similar to point 4.5.13.9. in Video Collaboration Solution as it is not a feature of Core Telephony System	Consider Ommited.
668	Document Name: SoW_ATC Section Heading: Functional & Technical Requirement Page Number: 25 of 68	4.1.42 Call Bridging extension Mobility or equivalent Movable Extension Number on hook dialing	Request you to share use cases of listed features for clear understanding as these features's use case differ in each OEM solution	Please refer the RFP and complete functionality requirement. Use case may be restricted to one or two features.
669	Document Name: SoW_ATC Section Heading: Functional & Technical Requirement Page Number: 26 of 68	IP-Phone Type -A Add into Conference (o) : Allows users to initiate a multi-way call from the handset; Minimum 5 users	It is understood that Type-A Phone must support 5 Party Audio Conferencing. Kindly validate our understanding Kindly elaborate the use case related to multi-way call	As per RFP. The solution can be initiated through phone or through solution.
670	Document Name: SoW_ATC Section Heading: Functional & Technical Requirement Page Number: 27 of 68	IP Phone Type-B Display : Should have high resolution 3" or higher display	It is requested to relax the display size to 2.8" or more so that the authorities can benefit from the economical options proposed.	See the Corrigendum.
671	Document Name: SoW_ATC Section Heading: Functional & Technical Requirement Page Number: 29 of 68	4.4.7 : It should support single sign on (SSO) functionality	We believe that the user must be able to login to the Soft Agent/Client using the same Extension Number and Password which they use for their deskphone under the feature of SSO. Kindly Validate our understanding	Single signon will be used to login in all the application, deskphone and other user interactive applications.
672	Document Name: SoW_ATC Section Heading: Functional & Technical Requirement Page Number: 29 of 68	4.4.14 : Present/Status, User-Choice Presence (Busy, be right back, Away, out to lunch/meeting etc.), calendar presence, coming from Microsoft Outlook Calendar (if integrated)	To integrate Microsoft Outlook Calendar, APIs will be required. Please specify if GIL/DST will provide the APIs for the integration.	GIL / DST may coordinate with the exchange team and help to get the integration done, however primary responsibility would be at bidders side.
673	Document Name: SoW_ATC Section Heading: Instruction to Bidders Page Number: 44 of 68	5 : OEM Experience - 3 projects of IPPBX solution globally having minimum 10,000 IP phones/Soft phones: 03 marks - 4 projects of IPPBX solution globally having minimum 10,000 IP phones/Soft phones: 04 marks - 5 projects of IPPBX Solution globally having minimum 10,000 IP phones/Soft phones: 05 marks	Please revise marking parameter by adding below category: OEM Experience - Five Projects of 10000 IP phones/Soft phones or Single Project of 50000 IP Phones/ Soft Phones within India - 05 Marks Moreover, apart from total registrations; Call Concurrency is also an important benchmarking factor. Hence, requesting authorities to consider 1000 Call Concurrency as an alternative of 10,000 IP Phone/Soft Phone registrations.	As per RFP

674	Document Name: SoW_ATC Section Heading: Eligibility Criteria Page Number: 10 of 68	OEM's of IP Telephony Solution (IP PBX) must have deployment of minimum three Projects globally having minimum 10,000 IP phones/Soft phones in each project.	Apart from total registrations; Call Concurrency is also an important benchmarking factor. Hence, requesting authorities to consider 1000 Call Concurrency as an alternative of 10,000 IP Phone/Soft Phone registrations.	As per RFP
675	Document Name: SoW_ATC Section Heading: Eligibility Criteria Page Number: 10 of 68	Bidder and OEM should not be blacklisted by any Ministry of Government of India or by any State Government of India or any of the Government PSUs at the time of bidding.	It is requested to amend this clause further as below: "Bidder and OEM should not be blacklisted in the past by any Ministry of Government of India or by any State Government of India or any of the Government PSUs." Justification: It is in the best interests of DST/GIL to not allow any blacklisted bidder and OEM for smooth completion and functioning of the project.	As per RFP
676	Document Name: SoW_ATC Section Heading: Eligibility Criteria Page Number: 10 of 68	In case any OEM is producing IP telephony system and Video Conferencing system under Make in India, Govt. of India Scheme then this clause is not applicable. White labelling will not be allowed.	As per MII Guidelines, Classes of Local Suppliers based on local content as per the revised PPP-MII Order dated 04.06.2020 issued by the Department for Promotion of Industry and Internal Trade (DPIIT) are as under: OEM can be a Class-1 or Class-2 Supplier of Products which have local content equal to or more than the specified percentage is eligible under the tag of Make in India Manufacturer. Hence, the written "White-labelling" clause is contradictory and restricting Make In India (MII) Participation. So, it is further requested to remove the same.	As per RFP
677	Document Name: SoW_ATC Section Heading: Eligibility Criteria Page Number: 9 of 68	OEM of offered products must have average annual turnover of at least Rs. 200 crores for each of the last three financial Years as on 31st March 2021	On one hand, it is written in the RFP that Products under Make in India (MII) Category are encouraged to bid while on the contrary there are such unfavourable clause of Rs 200 Crores Average Annual Turnover which none of the OEMs qualifying under the Make In India (MII) Category can comply. This is indirectly favoring Foreign OEMs and restricting Indian OEM's participation. Hence it is requested to remove this clause so that Indian OEMs can participate and can offer state-of-art indigenous solution at a very competitive rate which is interms beneficial to the Government.	As per RFP
678	Document Name: SoW_ATC Section Heading: Payment Procedures Page Number: 48 of 68	26.5 Payment shall be made in Indian Rupees. While making the payment necessary deduction for penalties (if any) and applicable tax/TDS will be made.	Can we submit the prices exclusive of applicable taxes?	GEM prices are inclusive of tax only.
679	Document Name: SoW_ATC Section Heading: Operation & Maintenance Page Number: 16 of 68	B (5) Preventive maintenance at central, DR site: At least once in a month which includes configuration backup, OS update/upgrade, software update/upgrade as new version/updates release. Preventive maintenance at Remote Site: only for high-end/Type A users-half yearly. After performing preventive maintenance activities, bidder is required to submit the detailed report to the DST/GIL/TPA. All such activities should be done preferably in non-working hours (6:30 PM - 9:00 AM)	We request GIL to consider upgrades will be at additional cost as per mutual commercial understanding between the parties.	As per RFP

680	Document Name: SoW_ATC Section Heading: Operation & Maintenance Page Number: 16 of 68	B (6) Warranty Support	We request GIL to kindly define the warranty period (including start date and end date) for entire solution	Warranty period will start from successful completion of FAT till defined warranty period against each component as per RFP.
681	Document Name: SoW_ATC Section Heading: Payment Terms Page Number: 38 of 68	5.2 Go-Live	We request GIL for clearly define Final Acceptance Test (FAC) and Go-Live	As per RFP
682	Clause/Sr. No. 3 on Page No. 9 of the Main Tender Document (Eligibility Criteria)	The bidder should have executed at least 1 (one) project of IPP BX having minimum value of ₹ 2 crores in India during the last 05 years as on bid submission date.	RailTel is a Mini-Ratna PSU under the Ministry of Railways (Government of India) and we have executed various projects for State/Central Government bodies. RailTel has not undertaken any IP PBX projects but has carried out the SITC of SIP gateway servers & SIP phones, which are constituents of an IPBX system, for Indian Railways Project Management Unit (IRPMU) under Railnet Upgradation Project and the value of the work exceeds ₹ 2 crores. It is requested to kindly consider this credential eligible under this clause.	As per RFP

Revised BID Dated 25.08.2022

Request for Proposal (RFP) for Selection of Implementing Agency for Supply, Installation, Commissioning and Operations & Maintenance for Seven years of State Wide IP Telephony Network with Video Conferencing Solution for Government of Gujarat



Issued by:



(A Government of Gujarat Company)

GUJARAT INFORMATICS LIMITED

Block No. 2, 2nd Floor, Karmayogi Bhavan,
Sector-10 A, Gandhinagar 382010.

Proposal in the form of BID is requested for the item(s) in complete accordance with the documents/attachments as per following guidelines.

- GIL - Gujarat Informatics limited (A Government of Gujarat Company), On behalf of Department of Science & Technology, Government of Gujarat invites Bids from the organizations for Selection of Implementing Agency for Supply, Installation, Commissioning and Operations & Maintenance for Seven years of State Wide IP Telephony Network with Video Conferencing Solution for Government of Gujarat.
- DST/GIL intends to select the firm by inviting the proposals through Open Tender Process. Bidder shall upload their bids <https://gem.gov.in/>
- Bids complete in all respects should be uploaded on or before the BID DUE DATE.
- Services offered should be strictly as per requirements mentioned in this Bid document.
- Once quoted, the bidder shall not make any subsequent price changes, whether resulting or arising out of any technical/commercial clarifications sought regarding the bid, even if any deviation or exclusion may be specifically stated in the bid. Such price changes shall render the bid liable for rejection. However, DST/GIL reserves the right to ask for a revised financial offer.
- Any subsequent corrigenda / clarifications will be made available on <https://gem.gov.in/> or <https://gil.gujarat.gov.in/>
- **In addition to this RFP, the following sections attached are part of Bid Documents.**

Section – 1	Project Profile
Section – 2	Eligibility Criteria
Section – 3	Scope of Work
Section – 4	Functional & Technical Requirements
Section – 5	Service Level Agreement, penalties and Payment terms
Section – 6	Instructions to the Bidders
Section – 7	Price Bid
Section – 8	Annexure

Instruction to the bidders for online bid submission:

- Tender documents are available only in electronic format which Bidders can download free of cost from the website <https://gil.gujarat.gov.in/> and <https://gem.gov.in/>
- The bids have been invited through e-tendering on the website <https://gem.gov.in/>
- Bidders who wish to participate in this bid will have to register on <https://gem.gov.in/>

NOTE: Please address all correspondence to:

DGM (Tech)

Gujarat Informatics Limited,

Block No. 2, 2nd Floor, Karmayogi Bhavan, Sector-10 A, Gandhinagar 382 010.

Phone No.: 079 - 232 52026

E-mail: ddict4-dit@gujarat.gov.in, amitp@gujarat.gov.in

DEFINITIONS

In this document, the following terms shall have following respective meanings:

1. **"Acceptance Test Document"** means a document, which defines procedures for testing the deliverables against requirements laid down in the Agreement.
2. **"Agreement"** means the Service Level Agreement to be signed between the successful bidder and DST/GIL including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.
3. **"Authorized Representative/ Agency"** shall mean any person/ agency authorized by either of the parties.
4. **"Bidder"** means any agency providing similar solutions as per the scope of work of RFP. The word Bidder when used in the pre-award period shall be synonymous with Bidder, and when used after award of the Contract shall mean the successful Bidder with whom DST/GIL signs the Service Level Agreement.
5. **"Contract"** is used synonymously with Agreement.
6. **"Corrupt Practice"** means the offering, giving, receiving or soliciting of anything of value or influence the action of a public official in the process of Contract execution.
7. **"Default Notice"** means the written notice of Default of the Agreement issued by one Party to the other in terms hereof.
8. **"Fraudulent Practice"** means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non- competitive levels and to deprive DST/GIL of the benefits of free and open competition.
9. **"Good Industry Practice"** means the exercise of that degree of skill, diligence and prudence which would reasonably and ordinarily be expected from a reasonably skilled and experienced Operator engaged in the same type of undertaking under the same or similar circumstances.
10. **"Law"** shall mean any act, notification, by-law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government and/ or the Government of Gujarat or any other Government or regulatory authority or political subdivision of government agency.
11. **"Request for Proposal"** means the detailed notification seeking a set of solutions(s), services(s), materials and/or any combination of them.
12. **"Requirements"** shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the Agreement.
13. **"Service"** means provision of Contracted services for DST, DST/GIL.
14. **"Subsystem"** shall mean the in major components of the IP Telephony Network. E.g. in Voice Gateway, End points/IP phones, Video Conferencing Solution etc.
15. **"Termination Notice"** means the written notice of termination of the Agreement issued by one Party to the other in terms hereof.
16. **"Uptime"** means the time period when specified services with specified technical and service standards as mentioned in Section-5 are available to DST/GIL and its user organizations. The uptime will be calculated as follows:
Total time in a quarter (in minutes) less total Service Down time (in minutes) in the quarter.
17. **"% Uptime"** means ratio of 'up time' (in minutes) in a quarter to Total time in the quarter (in minutes) multiplied by 100.

18. **Downtime**” means accumulated time during which the System is totally inoperable within the Scheduled Operation Time but outside the scheduled maintenance time.
19. **“Incident”** refers to any event / abnormalities in the functioning of the IP Telephony Network and Video Conferencing Solution services that may lead to disruption in normal operations of the IP Telephony based services & Video Conferencing Solution.
20. **“Support”** shall mean 24x7x365 days back to back OEM support includes upgrades, patch updates, bug fixes, Fault Reporting, Trouble Ticketing, and resolution of related enquiries during the contract period.
21. **“Scheduled Maintenance Time / Scheduled downtime”** shall mean the time that the System is not in-service due to a scheduled work. Scheduled maintenance time is planned downtime with the prior permission (Minimum 48 Hour prior Notice).
22. **“Scheduled operation time”** means the scheduled operating hours of the System for the month. All scheduled maintenance time on the system would be deducted from the total operation time for the month to give the scheduled operation time. The total operation time for the systems and applications hosted on cloud will be 24x7x365.
23. **Soft Client/Agent/UC client** is an app/software/program which will enable users to do audio and video calling through PC/Desktop, laptop and mobile phones. Soft Client must be provided to all users with IP Phones to control their phone from PC and allow user to make/receive calls, search from directory on PC and click to call.
24. **Users:** End Point/IP phone users are classified as mentioned below:
 - a. **Type A Users:** Users with the facilities like Video IP phone, audio and video calling through soft client/agent on desktop/laptop/mobile phone, conferencing etc. Type-A user connection will include a Physical Video IP phone and a soft agent for chat, file share, presence, directory & audio-video calling. Type-A user connection will be on 1+1 mode (Boss-Secretary) where 2nd endpoint will be of Type-B. Type A user should have minimum 3 simultaneous registrations from Video IP Phone, Desktop/Laptop softphone and mobile softphone.
 - b. **Type B Users:** Users will get normal IP phone with CLI, audio/voice calling, audio and video calling through soft client/agent on desktop/laptop/mobile phone, conferencing etc. Type-B user connection will include a Physical Audio IP phone and a soft agent for chat, file share, presence, directory & audio-video calling. Type B user should have **minimum 1 device registration** either from Audio IP Phone or Desktop/Laptop softphone or mobile softphone. Selected L1 bidder after GeM RA has to provide price breakup of Type B Phone & soft client license cost separately for Line Item 4 so that in case additional soft client is required, bidder has to provide the same through this rates.

Abbreviation

Abbreviation	Description
Gol	Government of India
GoG	Government of Gujarat
DST	Department of Science & Technology, Government of Gujarat
GIL	Gujarat Informatics Limited
GSWAN	Gujarat State Wide Area Network
GSDC	Gujarat State Data Center
SICN	Sachivalaya Integrated Communication Network (SICN)
FAT	Final Acceptance Test
BoQ	Bill of Quantity
EMD	Earnest Money Deposit
FAT	Final Acceptance Testing

IP	Internet Protocol
Lol	Letter of Intent
LoA	Letter of Award
O&M	Operations and Maintenance
PBG	Performance Bank Guarantee
PoE	Power Over Ethernet
SI	System Integrator

SECTION: 1

PROJECT PROFILE

SECTION: 1: PROJECT PROFILE

Gujarat Informatics Limited (GIL), on behalf of Department of Science & Technology (DST), Government of Gujarat intends to invite bids from the bidders having capability for the ***“Selection of Implementing Agency for Supply, Installation, Commissioning and Operations & Maintenance for Seven years of State Wide IP Telephony Network with Video Conferencing Solution for Government of Gujarat.”***

Background:

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 9,375 extensions (Analog (8,625) + Digital) (750)), 21 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.

Apart from above mentioned DST, GoG has also implemented state of art, technology driven projects like Gujarat State Data Centre (GSDC) Gujarat State Wide Area Network (GSWAN) to fulfil the need of centralized infrastructure for providing connectivity and hosting various application vital for the State government.

Way Forward:

“Department of Science & Technology, Government of Gujarat envisages to build IP Telephony network with Video Conferencing Solution by leveraging its existing fiber Network backbone of GSWAN & SDC throughout the state, Gujarat”

As mentioned above, DST/GIL intends to implement state of art next generation IP based voice communication system to upgrade its legacy communication network “SICN” at State Capital.

At present, Gujarat Informatics Limited (GIL), a PSU under the Department of Science & Technology (DST), is acting as the Nodal Agency of the Government for IT related procurement (Hardware & Software).

Directorate of IT & e-Governance (DIT) manages the eGovernance Applications and various Infrastructure Projects in the State.

GIL will implement the project throughout the State.

SECTION: 2

ELIGIBILITY CRITERIA

ELIGIBILITY CRITERIA

S/N	Specific Requirements	Documents Required
1	Bidder should be a company registered under Indian Companies Act, 1956, should be an established IT/Telecom System Integrator operating for the last five years as on bid submission date.	Certificates of incorporation AND Self-Declaration Certificates
2	Bidder must have average annual turnover of at least Rs. 50 crores for each of the last three financial Years as on 31 st March 2021. AND Average Annual Sales Turnover of the bidder solely generated on account of Telephony/Telecom/VoIP/Unified Communication during the last three years should be at least Rs. 25 crores as on 31 st March 2021.	Audited and Certified Balance Sheet and Profit/Loss Account of last 3 Financial Years should be enclosed. Statutory auditor/CA certificate mentioning turnover of the bidder should be enclosed.
3	The bidder should have executed at least 1 (one) Project of IPPBX having minimum value of Rs. 2 crores in India during the last 05 years as on bid submission date.	Please attach copy of purchase order and work completion certificate.
4	The bidder must have positive Net worth in each of the last three financial years as on 31 st March, 2021	Audited and Certified Balance Sheet and Profit/Loss Account of last 3 Financial Years should be enclosed. Statutory auditor/CA certificate mentioning net worth of the bidder should be enclosed.
5	OEM of offered products must have positive Net worth in each of the last three financial years as on 31 st March, 2021	Audited and Certified Balance Sheet and Profit/Loss Account of last 3 Financial Years should be enclosed. Statutory auditor/CA certificate mentioning net worth of the bidder should be enclosed.
6	OEM of offered products must have average annual turnover of at least Rs. 200 crores for each of the last three financial Years as on 31 st March 2021.	Audited and Certified Balance Sheet and Profit/Loss Account of last 3 Financial Years should be enclosed. Statutory auditor/CA certificate mentioning turnover of the OEM should be enclosed.

7	OEM's of IP Telephony Solution (IP PBX) must have deployment of minimum three Projects globally having minimum 10,000 IP phones/Soft phones in each project. AND OEM's of VC solution must have deployment of minimum 3 projects globally having 500 ports MCU in each project.	OEM Undertaking along with copies of work completion certificate or work order/purchase order.
8	<ul style="list-style-type: none"> The OEM of the offered IP Telephony system must be listed in the Gartner Unified Communications Reviews and Ratings. In case any OEM is producing IP telephony system under Make in India, Govt. of India Scheme then this clause is not applicable. White labelling will not be allowed. <p style="text-align: center;">AND</p> <ul style="list-style-type: none"> The OEM of the offered Video Conferencing Solution must be listed in the IDC MarketScape: Worldwide Enterprise Videoconferencing 2020 Vendor Assessment. In case any OEM is producing Video Conferencing system under Make in India, Govt. of India Scheme then this clause is not applicable. White labelling will not be allowed. 	Relevant Document and Undertaking
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). All the proposed equipment's should not be declared End of Sale & must not go End-of-Support for next 7 years from the date of bid submission by the OEM	Authorization certificate from OEM specific to this bid should be enclosed. Undertaking from Bidder if multiple OEM components being supplied as part of overall solution. The OEM undertaking letter should be enclosed.
10	The bidder should have an Office in Gujarat preferably at Ahmedabad or Gandhinagar <p style="text-align: center;">OR</p> Bidder should provide undertaking to open the same within 45 days	Copy of any two of the followings: Property Tax Bill/Electricity Bill/ Telephone Bill/ VAT/CST Registration/Lease agreement.
11	Bidder and OEM should not be blacklisted by any Ministry of Government of India or by any State Government of India or any of the Government PSUs at the time of bidding.	Self-Declaration / Certificate / affidavit mentioning that the Bidder is not blacklisted as per the clause.
12	Bidder is required to adhere the guidelines published by Ministry of Finance, Dept. of Expenditure, Public Procurement division dated 23.07.2020 & 08.02.2021 while selecting the product and OEM. (Bidder has to submit undertaking as per prescribed format given at Annexure M)	Undertaking as per Annexure M (both OEM and Bidder)

Note

1. The Bidder must attach valid documents in support to their Technical and Financial capabilities/strength, as mentioned above. Without proper supporting documents, the Bid proposals are liable to be rejected.

2. The bidder is required to submit the MAF for proposed solution including Hardware, software, etc.
3. Bidder to propose single OEM for IP telephony and single OEM for Video conference platform. The devices / components / solution should not be comprised for multiple OEM in IP Telephony / Video conferencing solution.

SECTION: 3

SCOPE OF WORK

SCOPE OF WORK

The Department of Science and technology is looking forward to build the in-house IP based Telephony Infrastructure capabilities to serve the need of voice communication of Government of Gujarat. Selected bidder needs to provide complete solution with a low-level design and implementation plan for migration to IP Telephony Platform from the legacy system without effecting day to day functioning of the Government.

DST envisages to implement the proposed IP telephony solution throughout the state capital Gandhinagar and the offices of Collector, DDO, TDO, SP's, Mamlatdar's spread across the state.

The solution proposed by the bidder should include all the necessary components like hardware, software, licenses, etc. to enable the DST/DIT/GIL for providing voice communication services from the day one. The scope of work under this RFP is broadly divided into two components:

- A. **System Integration Component:** Supply, Installation, Configuration, Testing, Commissioning and Support (24x7x365) of IP Telephony Infrastructure with Video Conferencing Solution deployed for Government of Gujarat at Gandhinagar.
- B. **Operations & Maintenance Component:** O&M for a period of Seven years from the date of Go-live of newly installed & Commissioned IP Telephony System with Video Conferencing Solution, IT and Non-IT Infrastructures.

A) System Integration Component:

1. Bidder is responsible for supply, installation, testing, commissioning of the required Hardware and software components (Inclusive of Active and Passive components and sub components) as per the technical and functional and specification mentioned in the RFP document to successfully run the services envisaged. Further, Bidder is also responsible for operation & maintenance of the new system for the period of 7 years from the date of Go-Live.
2. The licenses procured by the selected bidder should be in the name of Department of Science and Technology, Government of Gujarat valid perpetual for life or must be Subscription for the entire period of 7 years.
3. It is envisaged that the new IP telephony infrastructure will be initially sized for 15,000 users. Similarly, the Video conferencing solution must be designed to support 300 Video Conferencing Devices from day 1, but can be scaled up to up to add more Video conference devices. From the day one spread across State (as mentioned above) over 10,000 users will be connected immediately. Further, as per the RFP, TENDERER need not to pay any additional licensing charges till 14,000 users. The solution should work as a seamlessly as a unified communication solution across the state such that the IP phone, Video IP Phones, soft client and new and existing Video conferencing endpoints can collaborate internally and externally amongst themselves for audio calling, video calling, PSTN calling, conferencing, & screens sharing with internal and external participants in a secure way. It is preferred that the existing video endpoints working on SIP , H.323 should be migrated to the new proposed call control platform so that a unified calling approach can be adopted by the department.

We have also asked additional license charges over and above 14,000 users in block of 1,000 users. Bidder is required to provide additional license at finalized rates during the contract period. If additional server is required, DST will provide the same at that time.

4. Proposed telephony & conferencing should be based on IP backbone. DST, envisage to use its existing GSWAN fiber backbone which connects various offices of GoG spread across Gujarat to carry the required voice & video traffic.
5. Bidder should provision required hardware and software components like Main Call control server, Video & Web conferencing software & server, Firewall Traversal Solution, Network Switches, PRI Gateway, UPS, Main Call manager, Call Accounting/Billing software, End Point-IP phones, patch cords, power Adapter etc. with appropriate **licenses perpetual for life or Subscription** to successfully operate the system as envisage.
6. It is envisaged that the central infrastructure of the proposed IP Telephony & Video Conference system will be installed at Gujarat State Data Center, Gandhinagar. Further, it is also envisaged that the Disaster recovery of the main call control server/s will be installed at Server Farm situated at the basement of Vidhanshabha building, Gandhinagar, Gujarat (or any other location decided by DST/GIL later on) in Gandhinagar, which is connected to GSWAN network.
7. **In case of any failure at main call control server/system there should be seamless failover between disaster recovery server/system & main call control server / system. After recovery of primary site, the failover to be reverted to main call control server without manual intervention.**
8. Survival Branch: Bidder is also responsible for supply, installation, commissioning and O&M of survival branch facility at Swarnim Sankul-I & II, Vidhansabha, Minister's bungalows, Udyog Bhawan and Old secretariat, Gandhinagar and all other locations where voice gateway is installed across Gujarat in such a way that in case of network outage, these locations will function independently and communicate within the branch and be able to dial locations outside the branch through PSTN. The PRI lines will be made available at these locations by DST/GIL. Bidder is required to propose the entire solution for successful implementation of this facility including cabling, passive infrastructures, if any. Bidder is also responsible for LAN cabling work if any related with PRI/Survival Branching. **(Please Refer Annexure-B for details of total nos. of extensions).**
9. 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.
10. Bidder is required to implement the security policy i.e. encryption of voice on IP phones etc. in consultation with DST/GIL as and when required. The bidder is also required to maintain the privacy, security and confidentiality of all the calls and the deployed system.
11. Bidder needs to ensure minimum downtime during the migration to the new system as the existing system is in production and it is a critical voice communication for entire state government.
12. Bidder needs to adopt the existing numbering schema only. However, if required or need arises DST/GIL may ask bidder to prepare a plan & implement New numbering schema after formal approval by the DST/GIL.
13. Bidder will have to submit detailed Project implementation plan covering approach & methodology of execution and migration, proposed numbering schema etc. It is also envisaged that migration activities should be carried out on weekend/holidays. However, if it is necessary to do any migration activity on working days then it should be done in off hours i.e. between

6:00pm to 9:00 am with prior approval from DST/GIL.

14. 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.
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.
16. Voice Gateway has to be deployed as per Toll Bypass norms of TRAI and bidder has to integrate with PRI and IP telephony solution. The Voice gateway proposed at all districts must support dual power supply and backward interoperability over ISDN QSiG/SIP/PRI protocol which can be used to integrate existing exchanges currently operational at all districts of Gujarat and should have the capability to terminate PRI trunks.

Indicative Scope for FAT:

- To Intimate the TENDERER upon completion of the all the required task for initiation of FAT- of the proposed solution
 - To submit a detailed test plan and test cases for the proposed solution, to carry out the FAT
 - To assist and provide necessary Technical Support, resources as required to carry out the FAT process
 - 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
 - To correct and Rectification any Non-Compliance and deviations identified during the FAT and reoffer for FAT upon rectification of the same.
17. At present all VVIP users are using Analog Phones/Digital Phones. Total no. of connections are approx. 744. Bidder is also required to continue this 744 connections initially for 1 year. If DST instructs, bidder is required to convert them into IP Phone within 1 month during contract period. Bidder to do operation & maintenance of existing solution till conversion to IP telephony.
 18. The Bidder shall ensure that the products quoted should not be declared End of Sale & must not go End of support for the next 7 years by the OEM from the date of bid submission. However, if OEM declares any equipment as end of support for any reasons, then in that case OEM has to replace that equipment with better or equivalent products without any cost to DST/GIL. OEM has to submit on their letter head, complete details on the life cycle available for the equipment, their end of support dates and replacement model if any.
 19. The bidder is required to provide 24x7x365 days back to back OEM warranty and support for the period of 7 years for the central and critical infrastructure and 2 years for the IP Phones from the date of Go-Live. The support shall include Upgrades, updates, patch updates, bug fixes, Fault Reporting, Trouble Ticketing, call resolution etc. for the quoted products. Bidder has to ensure and provide OEM undertaking as per Annexure-L on OEM letter head confirming compliance to the requirement. The entire deployed solution should also be covered under the back to back OEM warranty till Go-Live.
 20. **Video Conferencing setup:** At present, Video conferencing solution of Cisco/Polycom/Gmeet are deployed in GSWAN network catering to various departments of Government of Gujarat. The bidder needs to enable Video conferencing solution as part of this project along with the IP Telephony solution and also ensure all existing Video conferencing endpoints are registered to the new platform and utilize the new platform for all communications, which includes point to

point video call, Internet call, joining meeting on new MCU as well as joining cloud-based meetings over SIP, H.323. The bidder also needs to ensure the Video solution and the Firewall traversal solution follow the ITU recommendations and standards to provide secure video conferencing over internet without the need to bypass firewall system. The bidder needs to also deploy all newly procured Video conference endpoints at all locations and ensure they are connected correctly and are operational at all locations. Bidder needs to provide training to GoG staff to ensure the Video Endpoints & Solution is utilized effectively.

21. **Fax Facility:** At present, 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)
22. Complete IP Based solution with Server Gateway architecture supporting erstwhile modern protocols like SIP and also erstwhile protocols like H.323 or MGCP for backward compatibility and interoperability.
23. Reporting mechanism to reduce operational hassle to fetch reports on users, call quality etc.
24. Solution should allow precedency of Higher Priority Emergency Calls over Lower priority calls. This ensures that calls during Emergency or Calls from VVIPs are not restricted due to ongoing BAU calls.
25. The successful bidder is required to prepare a detailed architecture of the system to be implemented by him and submit it to the DST/GIL. Further, bidder is required to keep it up to date during the O&M period as well.
26. Bidders is required to maintain minimum Two hours' back-up of the proposed solution (Main call control servers, gateways etc.) on entire DR Site & Survival branch. Bidder to consider complete infrastructure to meet the solution / functionality as mentioned in RFP. PRI & Internet bandwidth will be provided by tenderer. Battery backup would be provided at DC & district / taluka offices. For all other locations (like DR & Survival branch) need to arrange UPS with battery backup.
27. 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.
28. 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. At present these Hotlines are terminated at SEOC.
29. 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.
30. Bidder will have to develop and submit user manual/guide, FAQs (In soft form which will be uploaded on the GSWAN portal) of the various features of the IP Phones of different categories provided to the users which helps in easy, effective and early adaption of the newly installed IP telephony system & VC Solution.
31. This is a Turnkey/EPC kind of project. Wherein, bidder is required to propose 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.

B) Operations and Maintenance

1. 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.
2. Bidder is responsible for end-to-end operation and Maintenance of the entire system supplied, installed and commissioned as per the scope of work of this RFP. Bidder is also responsible to ensure uptime of the services as per the SLA terms and conditions.
3. Bidder has to maintain and keep up to date telephone directory of users with required fields like Name, Designation, Locations, contact number, Mobile number, IP address etc. or in the format provided by DST/GIL and submit the same along with every quarterly invoice.
4. 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.
5. Preventive maintenance at central, DR site: At least once in a month which includes configuration backup, OS update/upgrade, software update/upgrade as new version/updates release. Preventive maintenance at Remote Site: only for high-end/Type A users-half yearly. After performing preventive maintenance activities, bidder is required to submit the detailed report to the DST/GIL/TPA. All such activities should be done preferably in non-working hours (**6:30 PM - 9:00 AM**).
6. **Warranty support: As part of the warranty services bidder shall provide:**
 - a. Bidder shall provide the comprehensive manufacturer's warranty/support in respect of proper design, quality and workmanship of all hardware, equipment, accessories etc. covered by the RFP. Bidder must warrant all hardware, equipment, accessories, spare parts, software etc. procured and implemented as per this RFP against any manufacturing defects during the warranty period.
 - b. Bidder is responsible for sizing and procuring the necessary hardware and software licenses as per the performance requirements provided in the RFP. During the warranty period bidder shall replace or augment or procure higher-level new equipment or additional licenses at no additional cost in case the procured hardware or software is not adequate to meet the service levels.
 - c. Mean Time between Failures (MTBF) of central Infrastructure: If during contract period, any equipment has a hardware failure on four or more occasions in a period of less than three months, it shall be replaced by equivalent or higher-level new equipment by the bidder at no cost. For any delay in making available the replacement and repaired equipment's for inspection, delivery of equipment's or for commissioning of the systems or for acceptance tests / checks on per site basis, DST/GIL reserves the right to charge a penalty.
 - d. During the warranty period bidder shall maintain the systems and repair / replace at the installed site, at no charge, all defective components that are brought to the bidder's

notice.

- e. The bidder shall as far as possible repair/ replace the equipment at site. If any end point/IP phone become malfunction then in that case bidder is required to do the troubleshooting at users place/site and after that if problem still not resolved then at first stage provide the temporary replacement to the user and then repair it at his place. If it successfully repaired then inventories the same for future use else replace it with no additional cost.
- f. Warranty should not become void, if DST/GIL buys, any other supplemental hardware from a third party and installs it within these machines under intimation to the bidder. However, the warranty will not apply to such supplemental hardware items installed.
- g. The bidder should maintain proper records of Preventive Maintenance activity carried out. 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.
- h. Bidder shall monitor warranties to check adherence to preventive and repair maintenance terms and conditions.
- i. Bidder shall ensure that the warranty complies with the agreed Technical Standards, Security Requirements, Operating Procedures, and Recovery Procedures.
- j. Bidder shall have to stock and provide adequate (Minimum 5% 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.
- k. Any component that is reported to be down on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within the time frame indicated in the Service Level Agreement (SLA).
- l. Bidder shall develop and maintain an inventory database to include the registered hardware warranties.
7. The maintenance services involve comprehensive maintenance of all component covered under the contract, including repairing, replacement of parts, modules, sub-modules, assemblies, sub-assemblies, spares part, updating, security alerts and patch uploading etc.
8. **In case of new connections/shifting of old connections:** Bidder is only responsible for providing, installing required end points like Video endpoints, IP Phone, Patch cord etc. (with prior instruction/permission from DST/GIL/TPA), Configuration of the end points with central system. Further, end point/ IP Phone/ Patch codes will be paid extra by the DST/GIL as per price discovered in the RFP after duly verification and recommendations by the Third-Party Auditor of DST/GIL.
9. Bidder is also responsible for performing various day to day activities like supporting end users, field support services, but not limited to Installing new extensions, enabling 'O', NLD and ILD facilities (On written instructions by DST only), Resetting of User Passwords, supporting users on operation related issues, supporting users on various features related queries, educating users on related topics (on request), shifting of Extensions within the Network, call handling mechanism within the Network.
10. Bidder shall carry out installation of patches on System Software, Operating System etc. for bug-fixing as and when required. Bidder will also have to perform quarterly system performance tuning – changing the system configuration parameters.
11. Bidder is required to document all the major changes, updates in configuration level with proper version tagging and will have to hand over the same at the end of the contract period or as and when asked by the DST/GIL.
12. **Manpower for Core IP Telephony Network & Video Conferencing Solution :**

- 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.

- b. Below table defines the minimum requirement of manpower, their qualification, experience and responsibilities:

S/N	Designation	Nos	Professional Qualification
1	Project Manager Cum System Expert at Gandhinagar	1	Minimum 7 years of experience with handling and managing Large scale EPBAX/IPPBX/MCU/WAN/LAN Project having multiple locations as a project Manager.
2	Operation Manager at Gandhinagar	2	Minimum 5 years of experience in handling operations, installation, troubleshooting and handling and managing day to day activities of large scale EPBAX/IPPBX/MCU/WAN/LAN Project.
3	Helpdesk Executive	1	Minimum 2 years of experience of helpdesk in client interaction and Liasioning and coordination's role.
4	Technical Support Executives at Gandhinagar	6	Minimum 2 years of experience with installation, troubleshooting and handling and managing day to day activity of large scale EPBAX/IPPBX/MCU/WAN/LAN

- c. Above mentioned is the minimum indicative list of resources required. Further, based on the actual requirements of the project bidder may deploy more number of resources to meet the SLA. Bidder has to provide technical support at District and Taluka level. DST/GIL shall not pay any cost for additional resources required to operate, maintain, monitor & manage the SLA. In case support staff is not available or is on leave, the bidder is required to provide the alternative personnel with same or higher technical capabilities of the non-available personnel.
- d. The selected agency shall be responsible for the deployment, transportation, accommodation and other requirements of all its employees required for the execution of the work and for all costs / charges in connection thereof.
- e. It shall be the responsibility of bidder to abide/adhere strictly all the applicable labour laws such as minimum wages act and other similar legislations, Rules & orders issued from time to time.
- f. The selected agency shall provide and deploy "dedicated on site manpower" for carrying out the work, only those manpower resources who are skilled and experienced in their respective trades and who are competent to execute or manage / supervise the work in a proper and timely manner as per the RFP.
- g. Users can log their problems through helpdesk, centralized Whatsapp number and users can get the actual status of their complaint on their Whatsapp number.
- h. The selected agency shall maintain backup personnel and shall promptly provide replacement of every person removed pursuant to this section with an equally competent substitute from the pool of backup personnel.
- i. In case of change in its team composition owing to attrition the selected agency shall ensure a

reasonable amount of time-overlap in activities to ensure proper knowledge transfer and handover/takeover of documents and other relevant materials between the outgoing and the new member.

- j. Bidder shall ensure availability of one field technician in off working hours, weekend and holidays to ensure 24x7x365 days support. The Bidder shall submit regular records of manpower availability and daily activity carried out.

13. Log management

- a. Bidder will have to maintain a daily log book in hard/soft form capturing all important activities such as major faults, action taken to rectify the faults, duration of faults etc.
- b. 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/DIT/GIL.
- c. The guidelines for maintaining the logs are as below:
 - I. New dial tone (Addition/Deletion record sheet)
 - II. MIS – Call Traffic Report
 - III. Status Report of Work Order issued by DST/DIT/GIL.

14. Back-up management & strategy

- a. It is the sole responsibility of Bidder to manage and maintain the BACKUP of all necessary DATA/Information of system / network viz. IP PBX system data, Voice Mail system data and call billing data etc. and submit the required report to DST/DIT/GIL as and when asked.
- b. Bidder shall be responsible for implementation of necessary Backup Plan/Policy.
- c. The backup schedule like daily, weekly, monthly should be designed and implemented by bidder.
- d. All necessary hardware & software for backup management and storage would be sole responsibility of the Bidder.

15. 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.

16. Security measures to be established and managed

- a. Security Measures has to be defined, established, implemented and managed as per the guidelines given by DST/DIT/GIL in writing from time to time for:
 - i. Access Control Management,
 - ii. Physical control and Logical Control,
 - iii. Log book and
 - iv. Establishing and monitoring access control policy.

17. Documentation & configuration management

- a. Bidder would prepare and provide the technical documents regarding configuration process of various components/services installed in new system as and when required by

DST/DIT/GIL.

- b. Bidder shall submit the report on improvement and enhancement of system to DST/DIT/GIL or its designated agency every half yearly.
- c. Bidder is required to maintain the inventory data up to date, installation/removal/recovered from user/shifting reports of all the end points/IP Phone along with the user acknowledgement should be kept with the bidder.
- d. Bidder shall educate the users on continuous basis and publish a detailed user manual in hard as well as soft form in English and Gujarati language. The necessary information / user guides etc. shall be shared by Bidder with DST/DIT/GIL or its designated agency.
- e. Call Bill Processing: Bidder shall submit office-wise and extension wise bill details on monthly basis and shall submit the summary of extension wise bill as and when required by DST/DIT/GIL.

18. Training

The Successful bidder shall provide hands on training related to functionalities, features and operations of Video Conference Solution, operating IP Telephone devices, Functionalities & configuring the devices as per BoM to Govt personnel all the offices across Gujarat. In this the target users are trained on the system. Classroom training, hands on training are provided along with the required documentation and help features for the system. Training will be done for two types of users separately (Users of the system and IT team for Administration/Management of the system). The Successful bidder has to train the users at the time of implementation and throughout O&M period. The language of training material/manual shall be in Gujarati or English.

19. Delivery Timelines:

S/N	Deliverables	Timeli
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 item/software as per the work order at central location (vendors warehouse at Gandhinagar/Ahmedabad)	T+ 100 days
3	Installation and Commissioning of Central Infrastructure (both hardware and software)	T+ 130 days
4	Installation, Testing, Commissioning, FAT and Go-Live (Installation, commissioning and FAT of Edge/site location Infrastructure like IP Phones, video Conferencing software, Video Endpoint power adapter, patch cord etc. as per the scope of work)	T+ 160 days

Note: T = Kick off meeting

Days = Calendar days

- It should be noted that delay in the project timelines shall attract appropriate Penalties as per the Penalty clause mentioned in this RFP document.
- Selected agency requires to submit Device-wise Configuration report stating IP Schema, Routing details etc. along with the installation reports.

20. MIS Reports

Reports	Frequency
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Utilization Report <ul style="list-style-type: none"> • Performance report • Outgoing traffic vis-à-vis threshold, overflow etc. 	Daily, Monthly
Fault management Report (Proactive & Reactive) Note: complaint logging & entering closure details in line with call handling mechanism	Daily, weekly and Monthly
Bill generation data given to DST/DIT/GIL	Monthly/Quarterly/Yearly
Capacity Planning Report	Monthly
Configuration and Administration report (Any major changes to be informed to DST/DIT/GIL)	As and when required
Bidder needs to publish the APIs for the display of MIS Report on the DST's central Dash Board	
Any other MIS report.	

SECTION: 4

Functional & Technical Requirement

4.1. Core Telephony System:

- 4.1.1. System should have capability to manage centralized database of all the users. CLI facility for all users should be provisioned from day one. System should support centralized web based administration. Entire system must be a single IP telephony solution and must not be by integrating multiple telephony systems.
- 4.1.2. Proposed telephony system should support SIP Protocol, SIP trunk and SIP based end points/IP Phones.
- 4.1.3. Proposed Solution shall provide all users who are assigned IP Phone must have a soft agent/client on PC for chat, presence, directory, file sharing which is integrated with the IP Phone for make/receive calls.
- 4.1.4. Proposed solution should allow users to log in from any IP Phone using his username/extension and password and it will transfer all his existing facilities to that IP phone.
- 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. Additionally platform should be supported virtualization such as VMware in order to reduce footprint of server.
- 4.1.6. The system must provide common call control for IP phones and collaboration devices such as video endpoints.
- 4.1.7. The voice network architecture and call control functionality should support all types of IP phone.
- 4.1.8. 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.
- 4.1.9. It should support active – active / active – standby configuration. The interruption-free switchover from the active to the standby control must take place without the existing two-way voice connections being interrupted including Failure of connectivity between call control server & related infrastructure. etc.
- 4.1.10. The system software version offered should be the latest release as on the date of supply of IPPBX as available globally.
- 4.1.11. 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.
- 4.1.12. The System should support Call Admission Control as per requirement.
- 4.1.13. Proposed solution should have inbuilt as well as web based administration for call processing/call control. Should also support HTTPS for management.
- 4.1.14. Proposed solution should provide management tool to monitor system performance, device status, device discovery, etc.
- 4.1.15. Proposed solution should provide alert notifications for troubleshooting performance.
- 4.1.16. Proposed solution should support secure GUI / CLI (HTTPS and TCP) to troubleshoot system problems.
- 4.1.17. Proposed solution should allow monitoring of the system in real-time on a set of Preconfigured parameters.
- 4.1.18. The management platforms should allow configuration of role based access of the system to the multiple users like administrator etc. it should also allow to set the authority and their rights in the system.
- 4.1.19. Proposed solution/system should be capable to have =>2,00,000 BHCC/BHCA .

- 4.1.20. Proposed solution should support signalling encryption by Transport Layer Security (TLS) and media encryption using Secure Real-Time Transport Protocol (SRTP)
- 4.1.21. Firewall traversal solution should be able to interop between SIP, H.323 without adding additional components.
- 4.1.22. Open API should be provided when required which will help to develop customized IP applications which will integrate with call processing. In case any additional component is needed then same should be provided on Day1
- 4.1.23. All the Server and remote gateway should be provided with Redundant Power Supply
- 4.1.24. The system should support complete encryption capabilities with the ability to encrypt all traffic (media and call control signalling) between IP phones, softphones, call controllers, gateways and all other associated endpoints using a strong encryption algorithm (AES, IPSec and SRTP, for example). IP phones should not support direct, external initiated, connections via HTTP, telnet, FTP, TFTP or any other protocol as means to prevent distributed Denial of service attack exploitation, except those required for routine firmware upgrades
- 4.1.25. Role Based Account Management to define different levels of administrator access depending on specific function responsibility.
- 4.1.26. Having inbuilt administration web based or thick client administration. Should also support HTTPS for management.
- 4.1.27. It is preferable for the solution to provide a self-care portal wherein end user should be able to login and make user facing features changes.
- 4.1.28. All hardware & software with license required for providing above Security measures must be incorporated.
- 4.1.29. Bidder may consider minimum 8 fax ports as a part of solution.
- 4.1.30. Proposed Voice Gateway should be distributed at least 2 locations:
 - 4.1.30.1. The voice gateway at Location-1 should have minimum 20 PRI physical ports
 - 4.1.30.2. The voice gateway at Location-2 should have minimum 10 PRI physical ports
- 4.1.31. Proposed voice gateway/Session Border Controller should have redundant power supply, Dual Ethernet Port for redundancy and should support for E1, QSIG, SIP, PRI, etc.
- 4.1.32. Proposed voice gateway solution/Session Border Controller should support SIP Trunk from day one. Voice gateway must support at least 3 SIP trunks apart from PRIs from day 1.
- 4.1.33. Proposed voice gateway should have adequate number of DSP channels to support non-blocking architecture.
- 4.1.34. Proposed telephony solution must support logical/ tenant partitioning. The bidder needs to ensure that Logical Partitioning implemented properly in the new solution, so that the toll bypass does not happen and the deployed solution meets the government regulations.
- 4.1.35. Selected bidder must follow the Guidelines, Rules, Amendments, Notifications, Government Orders issued by State/Central Govt. Carryout all necessary changes in solution/hardware which may be applicable. Bidder is also required to adhere the guidelines published by Ministry of Communications, Dept. of Telecommunications (DoT) dated 23.06.2021 regarding toll bypass and others.
- 4.1.36. Proposed solution should support voice and video facility for all. However, video facility will be enabled for selective users only.
- 4.1.37. Proposed solution should allow user wise enablement/configuration of STD, ISD facility. Of the enabled users, the solution must allow to enable authentication code to be entered before making an ISD call, and the enablement of authentication code must be possible at User level with unique code value given to user.
- 4.1.38. System Architecture of Proposed Solution should be: -
 - 4.1.38.1. Proposed Server should be with Latest processor based architecture.

- 4.1.38.2. The Server and Gateway should not be in the same Unit sharing the same Active Backplane/ Motherboard (so as to prevent total failure of entire system during Motherboard failure)
- 4.1.38.3. Proposed Server must have remote-access capability over standard PSTN / IP networks for maintenance.
- 4.1.38.4. Should support security features like Real-time Media Encryption, Malicious Call Trace, etc.
- 4.1.38.5. For Security purpose: Bidders is required to enable minimum 128-bit encryption of voice between servers and gateways at the time of installation & commissioning of new IP Telephony System for the Government of Gujarat.
- 4.1.38.6. In case of emergency, system must have the capability to place key stakeholders in the organization onto a conference bridge to ensure rapid collaboration and decision-making process.
- 4.1.38.7. The districts should have an independent call processing mechanism with dual power supply when disconnected from WAN location with the capability of facilitating internal calls within the district connected users and external users via local PRIs. During this time, there should not be any downgrade of the quality/functionality used by the users during normal day. These should also support local administration and registration of the users.

4.1.39. System Features: Proposed solution/system, End Points shall support features, but not limited to:

Call Diverting, Call Bridging, Call waiting, Call log on IP Phone (Missed, Received, Dial), Call Conference, Click to Dial, Auto Call Forwarding, Speaker facility, Speed dial feature, Authorization Code, Boss secretary feature support, Direct Inward Dialing, Direct Outward Dialing, Music on Hold (Programmable as per the Requirement), Authorization code based long distance dialing, Abbreviated Dial, Calling line identification, Calling party name identification, Station Volume controls (Audio, Ringer), call Transfer, Hunt Groups, Dial Plan Partitioning, Hotline, Different/distinctive Ringing tone, extension Mobility or equivalent, Automatic Route Selection, Least Cost Routing, Alternate Route Selection, Movable Extension Number, Uniform & Flexible Numbering Plan-up to 6 Digit, Message-waiting indicator (MWI), External outgoing, Parallel ringing, Add-on conference, call park and pickup, Speed Dial, call back (busy, no reply to station, etc.), Multiple line appearances per phone, call status per line (state, duration, number), Auto Call Disconnection, on hook dialing, Hands free calling, Class of Restriction, Integrated announcement.

4.2. IP Phone-Video (Type-A): Minimum required technical specification are as given below:

Display	Should have high resolution 5” or higher backlit TFT/LCD color display with Minimum HD 720p Camera (embedded or body mount)
Integral Switch	Should have integrated 2-port 1G PoE (802.3af) Ethernet switch
Protocol	Should support SIP for signalling
Security	Should support SRTP and support TLS 1.2 or above for encryption and security
Audio Codec	G.729, OPUS /iLBC (Internet Low Bitrate codec) or equivalent would be accepted.
Video Codec	H.264 or better
Internet Protocol (IP)	Should support Static, DHCP IP Address
Camera	Should have a built-in camera with 720p resolution
Keys	Should have 3 or more line keys and 4 or more soft keys and other default keys like mute, volume control, Speakerphone, standard key pad etc.
Power Source	Phone should support AC power adapter and PoE
Features: IP Phone/Telephone	
Caller ID	Enables the delivery of a caller’s identity to a user via the phone and also on soft client/agent
Group Directory	Enables users to search your corporate directory from the IP Phone
Add into Conference (o)	Allows users to initiate a multi-way call from the handset; Minimum 5 users. The solution can be initiated through phone or through solution.
Call Forward	Enables a user to redirect all incoming calls to another phone number
Call Forward-Busy	Enables a user to redirect calls to another destination when an incoming call encounters a busy condition
Call Forward-No Answer	Enables a user to redirect calls to another destination when an incoming call is not answered within a specified number of rings
Voicemail	Enables users to access voicemail on IP Phone
Call History	History of Missed, Dialed and Received calls
Speaker phone	For two-way hands-free communication
Headset Port	Suitable Headset port with required convertor, if any.
High Definition Voice	Should support HD Voice & Video
Multiple Ring tones	Should allow user to set multiple ring tones
Navigation Keys	Should have minimum 4 or 5-way navigation keys in the IP Phone. Soft keys will be accepted.

Extension Mobility/ Open Seating or Equivalent	Allows an available phone to be configured with a user's phone preferences and settings for speed dial buttons, line keys and soft keys by simply logging into the phone with your password.
Do Not Disturb	Allows users to set their station as unavailable so that incoming calls are given a busy/no ring treatment.
Speed Dial	Enables users one or two digit codes to call up to 100 speed dial numbers using hot keys and navigation keys. on instrument minimum 4 speed dial keys.
Distinctive Ring tone selection on criteria	Ring your phone with a distinctive ring when pre-defined criteria
Call Park/Call Retrieve	Enables a user to hold a call and to retrieve it from another station within the group.
Audio Conferencing	Should support Adhoc conferencing. Addition and dropping of any member during the conference.
Pairing	Should allow to pair with mobile, User initiated feature for pairing enabling the same.
Reset	Master reset facility for default configuration
Corporate Directory	Corporate directory and Lightweight Directory Access Protocol (LDAP) integration
QoS (Quality-of-service (QoS))	The Phone should support QoS mechanism through 802.1q/p
Network Support	IPv4 and IPv6

4.3. IP Phone- (Type-B): Minimum required technical specification are as given below:

Display	Should have high resolution 2.5" or higher display
Integral Switch	Should have integrated 2-port 1G PoE (802.3af) Ethernet switch
Protocol	Should support SIP for signalling
Security	Should support SRTP and TLS 1.2 or above for encryption and security
Audio Codec	G.729, OPUS /iLBC (Internet Low Bitrate codec) or equivalent would be accepted.
Internet Protocol (IP)	Should support Static, DHCP IP Address
Keys	Should have 1 or more line keys and 4 or more soft keys and other default keys like mute, volume control, Speakerphone, standard key pad etc.
Power Source	Phone should support AC power adapter and PoE
Features: IP Phone/Telephone	
Caller ID	Enables the delivery of a caller's identity to a user via the phone and also on soft client/agent
Group Directory	Enables users to search your corporate directory from the IP Phone

Add into Conference (o)	Allows users to initiate a multi-way call from the handset; Minimum 5 users. The solution can be initiated through phone or through solution.
Call Forward	Enables a user to redirect all incoming calls to another phone number
Call Forward-Busy	Enables a user to redirect calls to another destination when an incoming call encounters a busy condition
Call Forward-No Answer	Enables a user to redirect calls to another destination when an incoming call is not answered within a specified number of rings
Call History	History of Missed, Dialed and Received calls
Speaker phone	For two-way hands-free communication
High Definition Voice	Should support HD Voice
Multiple Ring tones	Should allow user to set multiple ring tones
Navigation keys	Should have minimum 2-way navigation keys in the IP Phone. Soft keys will be accepted.
Extension Mobility/ Open Seating or Equivalent	Allows an available phone to be configured with a user's phone preferences and settings for speed dial buttons, line keys and soft keys by simply logging into the phone with your password.
Do Not Disturb	Allows users to set their station as unavailable so that incoming calls are given a busy/no ring treatment.
Speed Dial	Enables users one or two digit codes to call up to 100 speed dial numbers
Distinctive Ring tone selection on criteria	Ring your phone with a distinctive ring when pre-defined criteria, such as phone number are met.
Call Park/Call Retrieve	Enables a user to hold a call and to retrieve it from another station within the group.
Audio Conferencing	Should support Adhoc conferencing. Addition and dropping of any member during the conference.
Reset	Master reset facility for default configuration
Corporate Directory	Corporate directory and Lightweight Directory Access Protocol (LDAP)
QoS (Quality-of-service (QoS)	The Phone should support QoS mechanism through 802.1q/p
Network Support	IPv4 and IPv6

4.4. Soft Agent/Client:

- 4.4.1. The solution should provide voice & video calling through PC/Desktop, laptop, mobile users from day 1 with soft clients/agent.
- 4.4.2. The Solution should provide features of chat, presence, directory, file share on PC for all users with Type-A & Type-B IP phones.
- 4.4.3. Soft Agent/client must be provided for all users for purpose of chat (1:1 & group chat), presence status, file share and audio video calling Proposed solution/license should allow calling from web, PC/Desktop/laptop, Mobile. For PC, mobile bidder is required to provide mobile app/client for logging.
- 4.4.4. The soft client should be available on various operating systems like Windows (for Desktop/Laptop

- is should support Windows 10 onwards), Mac, iOS and android.
- 4.4.5. The Desktop Client should have soft phone capability and should support video calls with HD 720p capability.
 - 4.4.6. It should support single sign on (SSO) functionality.
 - 4.4.7. It should have a dial pad and other basic feature keys for ease of operation.
 - 4.4.8. The common supported status for this application should be available, busy, idle, away etc.
 - 4.4.9. Should provide SSH and HTTPS access to management platform for enhanced security.
 - 4.4.10. The solution must be able to support one-to-one and multi-party messaging.
 - 4.4.11. It must support ability to send Multimedia (Text, voice, video and photo) messages between users.
 - 4.4.12. Conversion persistency should be maintained so that users can view and participate in active conversations from messaging applications until they leave the conversation.
 - 4.4.13. Present/Status, User-Choice Presence (Busy, be right back, Away, out to lunch/meeting etc.), calendar presence, coming from Microsoft Outlook Calendar (if integrated)
 - 4.4.14. Group Chat: UC Client must allow users to define custom groups with support min 75 or more groups. Group chat session must support min 250 users or more.
 - 4.4.15. Persistent chat: Persistent chat rooms should be supported to share ideas and information in a chat room and should be active even after participants leave the room. Screen sharing feature
 - 4.4.16. must be available among the participants.
 - 4.4.17. Should provide user an option to add external contracts with telephone number.
 - 4.4.18. Video standard H.264 and above should support H.239 or BFCP for content sharing.
 - 4.4.19. The Desktop client should support easy firewall traversal solution such that there is no need to use VPN client when the user is outside the enterprise network—Internet.
 - 4.4.20. All users must have basic instant messaging and presence visibility from day 1.

4.5. Video collaboration solution (Video Conference Solution):

- 4.5.1. The Video collaboration solution must be a single centralized architecture with video endpoints capable of registering from anywhere across GSWAN network. The solution must include central management, phonebook, gatekeeper, firewall traversal solution, Video conferencing MCU as well as Video conferencing endpoints. The various applications may or may not be co-hosted in a single hardware, and it at discretion of the Bidder.
- 4.5.2. The Video collaboration solution must be deployed in redundancy across DC site as stated above. The solution must function as per ITU standards of H.248 or equivalent. The solution must also support and allow Video device to perform content sharing on standards like BFCP & H.239
- 4.5.3. The solution must come with a monitoring tool for admins as part of solution, where administrator can view real-time usage & statistics of the Video conferencing server as well as network statistics of each participant. The solution must also include operator dashboard for an operator to remotely schedule, connect and set up the video conference session between multiple locations as per request.
- 4.5.4. The solution must be a standard SIP based platform with interoperability with H.323. The entire solution must support IPv4 / IPv6 from day 1.
- 4.5.5. The solution must include Firewall traversal solution that ensures no ports on firewall are bypassed for Video calls and conferences over internet.
- 4.5.6. The MCU must have a 2000 HD port capacity on normal day with N+1 redundancy deployment (DC- 1000 HD Ports & DR- 1000 HD Ports) for web browser-based client and hardware endpoints. MCU must support at least 200 concurrent conferences on HD resolution. This can be achieved via a single server or cascading multiple server. MCU must support local redundancy as well as geo-redundancy over WAN. All the supplied hardware must support IPv4/ IPv6 from day 1 and latest security standards of AES 128 or above & TLS 1.2 or above.
- 4.5.7. MCU must have scale up capability such that MCU can increase more participants through lower resolution or audio only calls and also have scale down capability through provide HD resolution.
- 4.5.8. MCU must support and allow participants to join using PC/Mobile browsers using WebRTC, Soft

client, SIP & H.323 Video conference device from within GSWAN network or from outside GSWAN network coming from over Internet.

- 4.5.9. MCU/Video Conferencing Meeting Background must support branded with GoG emblem & Logo/Office images and must support customised branding to provide personalized experience to participants.
- 4.5.10. MCU must include license to conduct conferences across departments with any no of participates limited by H/W capacity and DST can purchase and add licenses and hardware when expansion is required. The solution must also include a scheduling portal for operator to schedule meetings as per request received from different departments. Operator shall then be able to use different modes like email/sms to share meeting URL, meeting number, password along with date & time. Operator must also have option to remote dial out from MCU to all Video devices that are going to join the meeting from central tool. Additional specifications of MCU need to comply as per section 4.6
- 4.5.11. The Video Conferencing Device proposed as part of this solution must be a recently launched Video conferencing device with new capabilities and support Full HD camera resolution. The Video conference unit must include a hardware-based codec and camera. The codec and camera must be from same OEM. The Video conference device must be centrally managed from video conferencing infrastructure and must support calling using SIP, H.323 as well connecting to soft PC based web conferences using WebRTC/USB pass through functionality. All required licenses, hardware accessories and components must be included by bidder as part of the solution.
- 4.5.12. The proposed solution should support up to 2000 participants on premises under GSWAN infrastructure. It will include maximum 200 conferences and maximum 2000 participants simultaneous. All license and hardware to be included for the same. It should have video conferencing recording with the ability to switch it on and off at Host level. Host should have the option to record the VC. Recording mode (on / off) should be clearly visible on the screen.
- 4.5.13. Event/Webinar Solution with Streaming Server (For more than 2000 participants to 15,000 participants) Bidder will provide the video Conferencing services through bidder with in house or cloud platform. Solution must be able to support Events/Conference with a capacity of up to 15,000 participants. The solution must allow all 15,000 participants to be able to interact with each other real-time audio and if required even allow moderator to enable their video. For such large conferences solution should allow up to 500 participants to be on audio, video while the rest should be able to view the content and participate via streaming solution on GSWAN network. The solution must support parallel streaming with minimum 5 links at same time over standard platforms like YouTube, Facebook, Twitter or other social media platforms if more than 15,000 participants need to view. The streaming server should also be capable to mix multiple cloud based meeting solution to view on single screen. The bidder has to provide expert manpower for this purpose. The solution must have audio video mixing facility. Following are features needed for conducting such large events. To achieve this functionality, all required licenses must be included.
 - 4.5.13.1. All participants in cloud must have option to respond through chat, Q&A tab as well as option to raise hand for asking any questions or volunteer to speak during the event.
 - 4.5.13.2. VC endpoint must be able to directly dial into event platform which can be through MCU and on cloud. At least 100 SIP or H.323 endpoints must be able to join the event from SICN/GSWAN network or directly from external location.
 - 4.5.13.3. The solution must support encryption between VC endpoint/MCU & cloud
 - 4.5.13.4. VC participants must be able to hear live audio.
 - 4.5.13.5. The same event can be interactive or can be customized to act as a One-Way webcast solution for VVIP session.
 - 4.5.13.6. There must be native capability to stream the event on standard streaming protocol to stream over RTMP,HLS ,RTSP streamers
 - 4.5.13.7. Participants must be able to join the event from any latest android & ios mobile/tablets and Windows & mac laptops.

- 4.5.13.8. There must be an additional option to request participants to first register and only upon approval join the event.
- 4.5.13.9. Only moderators must have option to mute/unmute participants and allow them to share audio/video and share screen if required. Participants must not be able to unmute themselves without moderator permission. Moderators must also be able to remove a participant if needed.
- 4.5.13.10. Moderator must have option to customize screen layout of the event that is viewed by participants on PC. Moderators can also respond to answers in Q&A, respond to chat.
- 4.5.13.11. Event must also allow option to enable participants to join from local toll number in India for few participants if not all.
- 4.5.13.12. Event must support fetching reports of attendees and view real-time quality and network statistics of each participant.

4.6. Conferencing:

- 4.6.1. Proposed solution should support one to many audio and video conferencing facility. It should also allow addition, dropping of users during the conferencing.
- 4.6.2. 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. Mobile users will be connected to the proposed solution through the GSWAN Wi-Fi services provided by the bidder or must be able to connect over internet using SIP, H.323 Video Endpoints or using Web browser from PC/mobile if they would like to participate on audio & video conference.
- 4.6.3. Proposed system should support voice conferencing between internal users to external party.
- 4.6.4. It must support at least the audio codecs, G.729, and the video codecs H.264/H.265 or equivalent or higher.
- 4.6.5. Lock / Password protected meeting to prevent unauthorized participant joining the session.
- 4.6.6. It should allow share/Transfer of document (presentations, reports, desktop based applications etc.) using soft client/agent during the VC.
- 4.6.7. Proposed Video Conferencing solution should also require to be integrated with our existing H.323/SIP (300 Qty.) based Video Conference endpoint (CISCO SX20, Polycom group 300, Polycom group 500, Gmeet etc.) seamlessly.
- 4.6.8. The proposed conference license **may or may** not be tagged to any specific user and must operate as a shared resource.
- 4.6.9. The solution should support Multiple conference ad-hoc and scheduled a conference.
- 4.6.10. The solution should capable of connecting to VC in a point-to-point or multiparty video conference.
- 4.6.11. The conferencing should have H.239/BFCP protocol for sending and receiving dual video streams (Presenter + Presentation).
- 4.6.12. The solution should support 15 or higher continuous presence Layout.
- 4.6.13. The solution must have dual power supply for redundancy and must support IPv4 & IPv6 from day1.
- 4.6.14. The conferencing software should have integration with IP phones, soft clients and Video endpoints.
- 4.6.15. The conferencing platform must include feature for administrator to remotely manage and monitor ongoing conferences and have remote capability to control features of conference like add/drop participants, change layouts, mute/unmute individual/All participants, view license utilisation and system health status, license required for the same must be included as part of solution.

Following scenario/possibility of video conferencing is required but not limited to;

- Users can join or can dial themselves into meeting room/ video conference from any IP Audio/video phone, soft client, Video Conference Device or web browser.
- Any users can join conference with or without GSWAN network.

4.7. Video Conference Device

- 4.7.1. Bidder must provide enterprise grade SIP video conferencing system
- 4.7.2. System should be able to allow new video conference devices to be able to place video calls to the existing VC devices and IP phones & soft clients. The VC System must also be able to dial and participate in the video conference.
- 4.7.3. The SIP Video Conference Device must be able to communicate with IP Phones audio & Video and also participate on audio, video & web conferences with other endpoints using SIP standard.
- 4.7.4. The SIP Video Conference devices required must have a dedicated hardware-based codec and support for latest standards. The Video Conference Device must be able to participate in conferences on the provisioned conferencing platform and must provide USB capability to enable the camera & microphone unit to join any software PC based web conferencing platform that may not support SIP, H.323 standards.

Conference Room based VC Device (Type-A):

Minimum required technical specification are as given below

Features	Specifications
Type of Endpoint	Point to Point Upgradable
Optical Zoom	12X
Video Conference Resolution	1080p 60 FPS
Type of Camera	PTZ
Supports sharing of graphics and video content during video call	1080, 30 FPS
Microphone Supplied	3
Microphone Inputs on codec	2
Camera Positioning	Single Camera
Supported Video Protocols	H.264 or better
Calling Protocol Support	H.323 & SIP Protocols
Network Support	IPv4/IPv6

Other terms;

1. Codec & Camera must be from the same OEM.
2. Codec must be custom built hardware and not software loaded on PC.
3. The unit must be equipped with intuitive touch screen / panel / Remote for controlling VC Unit

4. Must have ability to share content on wireless from desktop or laptop.
5. Should be enabled for software based video conference like Webex, Team, Zoom, Google Meet & other similar platforms.

Room based VC Device (Type-B):

Minimum required technical specification are as given below

Features	Specifications
Type of Endpoint	Point to Point Upgradable
Digital Zoom	5X
Video Conference Resolution	1080p 30 FPS
Type of Camera	In built camera, codec microphone & speakers as an all-in-one unit
Supports sharing of graphics and video content during video call	1080, 30 FPS
Microphone Supplied	1 and capability to add external microphone
Camera Positioning	Single Camera
Supported Video Protocols	H.264 or better
Calling Protocol Support	H.323 & SIP Protocols
Network Support	IPv4/IPv6

Other terms;

1. Must have ability to share content on wire/wireless from desktop or laptop.
2. Should be enabled for software based video conference like Webex, Team, Zoom, Google Meet & other similar platforms.
 - o Must support at least 1 External microphone

LED Display Full HD 43” inch

Features	Specifications
Screen Size	43 inch or higher
Technology	LED Backlit or IPS technology
Native Resolution	1920 x 1080 (FHD)
Aspect Ratio	16:9
Brightness	350 cd/m2

Interface	2X HDMI, 2X USB
Onsite OEM Warranty	3 years

LED Display Full HD 55" inch

Features	Specifications
Screen Size	55 inch or higher
Technology	LED Backlit or IPS technology
Native Resolution	1920 x 1080 (FHD)
Aspect Ratio	16:9
Brightness	350 cd/m2
Interface	2 X HDMI, 2X USB
Onsite OEM Warranty	3 years

SECTION: 5

***Service Level Agreement, Penalties
& Payment
Terms***

5.1. SLA & Penalties

A. Penalty for delay:

S/n	Activity	Timeline	Penalty
1	Delay in Delivery/ Supply of Hardware	As per Section-3 of this RFP Document	0.5% of Contract value of delayed item per week or part thereof for delay in delivery
2	Delay in Installation / Implementation		0.75% of Contract value of delayed item per week or part thereof for delay in Implementation (Delay Beyond 8 weeks, DST/DIT/GIL may terminate the contract and Forfeit the PBG)

Note: Maximum Penalty cap for penalty for delay is 10% of contract value (as per Schedule-I of the price bid).

If DST/DIT/GIL fails to provide space and related clearances to carry out the job as per the agreement terms, as a result of which the installation of the equipment is delayed and the selected agency is not able to adhere to the schedule for completing the Acceptance Tests. Delay solely on account on above will not be accounted while ascertaining actual delay and penalties thereof.

B. Operational Penalties:

Successful Bidder shall be paid Quarterly Payment (QP) as per the services provided to DST/DIT/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/DIT/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.

1) Uptime of Central/Main/Core Telephony System// Video conference Solution:

S/n	Activity	Target	P
1	Uptime of Central / Main / Core IP Telephony System/ Video conference Solution	99.99%	a. 99.99% or Better= NIL b. 99.00% to 99.98%=0.25% of QP c. 98.50% to 98.99% = 0.50% of QP d. less than 98.50% = 0.75% of QP

2) COMPLAINT RESOLUTION:

The bidder shall be responsible for maintaining the desired performance and availability of the Network. The bidder should ensure the prompt service support during Contract period. If complain is made before 4 pm of the working day, the same should be attended on the same day.

Severity Type	Site/Location
S1	A problem that affects entire Telephony network or 50% of the IP Phones are down in a location. 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/DIT/GIL from time to time.
S2	A problem that affects more than 50 users at a location within New/Old Sachivalaya, Udyog Bhavan, or an entire office outside the new/old Sachivalaya & Udyog Bhavan.
S3	A problem that affects an individual user, Telephone not working, Facility activation, Cable problem at user end. Extension of cable, Shifting of phone.

Severity	Response	Closure	Amount of Penalty
S1 Calls	Within 30 Minutes	Within 1 hours	If not closed within 1 Hours, Rs. 1500 per Hour and part thereof.
S2 Calls	Within 2 hours	Within 6 hours	If not closed within 6 Hours, Rs. 1000 per Hour and part thereof.
S3 Calls	Within 4 hours	Within 12 hours	If not closed within 12 Hours, Rs. 500 per Day and part thereof.

Response Time: - Defined as time taken by the helpdesk to respond the concerned user over phone, Mail, remote management or in person.

Resolution Time: - Defined as time taken to resolve a problem. The resolution time will be considered with respect to clock hours.

If the successful bidder fails to attend the uptime and complaint resolution as specified above, the operational penalty will be imposed as specified above which will be recovered from quarterly O&M payment or from PBG.

Exceptions:

- a. Any Failure, which is agreed due to uncontrollable parameters, like Raw Power, **infrastructure not under control of bidder** etc.
- b. Any failure due to roll out of Approved change / alteration in the system
- c. Downtime planned for prescheduled changes / Maintenance activities
- d. Any failure that is due to end user operational errors, non-standard products, unavoidable natural / unnatural calamities, accidents etc.
- e. All third-party damage cases, problems attributed to power outage.
- f. Force Majeure conditions.
- g. Existing Concealed cabling from Switch to end user

Note:

- For the purpose of performance monitoring and penalty, multiple S1, S2, S3 calls resulting out of a particular major/critical problem shall be considered as one complaint.
- In case, there is delay attributable to granting access to the equipment to be restored on the part of GoG or on part of end user, such delays shall be reduced from the time taken for call completion after due consideration by the TPA/DST.

3) Penalty for non-availability of proposed Manpower:

If bidder does not deploy the required specified quantity and quality of manpower in the RFP or a person deployed is not reporting to the duty, there would be a penalty per person per day as defined below and will be deducted from the quarterly payment. If the above incidence occurs two times in a one year DST/DIT/GIL may reserve the right to terminate the contract and no payment would be done for the services rendered in that particular quarter.

Manpower penalties during the contract		
S/N	Penalty Clause	Penalty
1	<p>Successful bidder has to ensure the deployment of minimum number of personnel required as specified in the scope.</p> <p>The successful bidder shall ensure that alternate arrangements are made and leave for a staff is pre-sanctioned by DST/DIT/GIL If not, the penalties described in the following column shall apply:</p>	<p>1. Project Manager Cum System Expert, Operation Manager, Helpdesk Executive, Technical Support Executive: Rs. 1000/- per person per day of unsanctioned leave or non-reporting or non-deployment.</p> <p>2. Field Technician: Rs. 500/- per person per day of unsanctioned leave or non-reporting or non-deployment.</p>

- Penalty for Delay in Submission of MIS reports: Bidder has to submit various MIS reports mentioned in this RFP, in case of delay in submission of these reports it will lead to penalty of Rs 100 per Day per MIS report.
- 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.

5.2. PAYMENTS TERMS:

S/N	Activity	Payment (%)
Schedule-I		
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 8 equated quarterly instalments along with O&M Payment of Initial 2 years
Schedule-II		
5	Operational & Maintenance for a period of 7 years	O&M to be divided and paid in 28 equated quarterly instalments

In Price bid, Item Sr. no: 1 to 15 are part of Schedule-1 and Sr. no: 16 (Operation and Maintenance Charges) is part of Schedule-II

Note:

- 1) Operation and Maintenance: Quarterly payment after completion of quarter and calculation of operational penalty, if any. The payment to the agency will be made quarterly at the end of each quarter on acceptance of the invoice by the TPA or DST's designated agency. After acceptance of the invoice along with the supporting documents as per the checklist (to be provided by TPA/DST), the 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. However, in case the processing of the invoice gets delayed beyond 45 calendar days from the date of acceptance of invoice, the agency would be paid an adhoc amount of 50% of invoice value and the remaining amount would be released after getting clarifications, due verification & imposition of penalty if any.
- 2) The successful bidder shall submit reports for Service availability, downtime, usage, fault & rectification (if any) etc. for each end point, as generated by its monitoring system on monthly basis.
- 3) The Bidders request for the payment shall be made at the end of each quarter by invoices along with supporting documents.
- 4) Performances statistics report has to be submitted every month in Hard and Soft form.
- 5) Log of network parameters along with Service Down time calculation and uptime percentage. Report has to be submitted on monthly basis.
- 6) Any other documents necessary in support of the services performances acceptable to GoG.
- 7) If there is any deficiency in the performance of Contractual obligations on the part of the Bidder, the Bidder shall be liable for the imposition of appropriate penalties as specified in Section-5 of this RFP and DST, GIL shall be entitled to deduct such Penalties at source while making payment to the Bidder for the services provided. DST/DIT/GIL may deduct the TDS and any other Taxes as Applicable from time to time at Source.

Undertaking as per Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 & 08.02.2021 of Ministry of Finance, Dept. of Expenditure, Public Procurement division

Bidders are requested to kindly go through the Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 & 08.02.2021 of Ministry of Finance, Dept. of Expenditure, Public Procurement division related restrictions on procurement from border countries. As per this GR, bidders are required to quote/offer the product on rental/lease basis which adheres to this GR. The undertaking as Section VIII from bidder as well as from offered product OEM is required to be submitted along with bid.

SECTION: 6

INSTRUCTION TO BIDDERS

SECTION 6: INSTRUCTION TO THE BIDDERS

1. BIDDING DOCUMENTS

Bidder can download the bid document and further amendment if any freely available on <https://gil.gujarat.gov.in> or <https://gem.gov.in/> Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submits a Bid not substantially responsive to the bidding documents in every respect may result in the rejection of the Bid. Under no circumstances physical bid will be accepted.

2. LANGUAGE OF BID

The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and DST/GIL shall be in English. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an accurate translation of the relevant pages in English. For purposes of interpretation of the bid, the translation shall govern.

3. BID FORMS

5.1 Wherever a specific form is prescribed in the Bid document, the Bidder shall use the form to provide relevant information. If the form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the said information. Failing to upload the information in the prescribed format, the bid is liable for rejection.

5.2 For all other cases, the Bidder shall design a form to hold the required information.

5.3 DST/GIL shall not be bound by any printed conditions or provisions in the Bidder's Bid Forms

4. FRAUDULENT & CORRUPT PRACTICE

6.1 Fraudulent practice means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the DST/GIL of the benefits of free and open competition.

6.2 "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value, pressurizing to influence the action of a public official in the process of Contract execution.

6.3 DST/GIL will reject a proposal for award and may forfeit the E.M.D. and/or Performance Guarantee if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for, or in executing, contract(s).

5. LACK OF INFORMATION TO BIDDER

The Bidder shall be deemed to have carefully examined all contract documents to his entire satisfaction. Any lack of information shall not in any way relieve the Bidder of his responsibility to fulfil his obligation under the Contract.

6. CONTRACT OBLIGATIONS

If after the award of the contract the Bidder does not sign the Agreement or fails to furnish the Performance Bank guarantee within fifteen (15) working days along with the inception report and working schedule as per the tender requirements & if the operation is not started within fifteen (15) working days after submission of P.B.G. as mentioned, DST/GIL reserves the right to cancel the contract and apply all remedies available to him under the terms and conditions of this contract.

7. BID CURRENCY

The prices should be quoted in Indian Rupees. Payment will be made based on the milestone achieved and as per the payment terms in Indian Rupees only.

8. BID SECURITY / EARNEST MONEY DEPOSIT (EMD)

10.1 The Bidder shall furnish, as part of the Bid, a Bid security (Refundable) for the amount of **Rs. 60,00,000/- (Rupees Sixty Lacs Only)** in the form of Demand Draft **OR** in the form of an

unconditional Bank Guarantee by Bank Guarantee (which should be valid for 9 months from the last date of bid submission) of any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/4/2022/0002/DMO dated 20.05.2022 & dated 28.06.2021 issued by Finance Department or further instruction issued by Finance department time to time; in the name of "Gujarat Informatics Ltd." payable at Gandhinagar(as per prescribed format) and must be submitted along with the covering letter.

Please affix the stamp of your company on the overleaf of demand draft.

- 10.2 Unsuccessful Bidder's Bid security will be refunded within thirty (30) days from the award of work to the successful bidder.
- 10.3 The successful Bidder's Bid security will be discharged upon the Bidder signing the Contract/Agreement, and furnishing the Performance Bank Guarantee.
- 10.4 The Bid security may be forfeited at the discretion of DST/GIL, on account of one or more of the following reasons if:
 - The Bidder withdraws their Bid during the period of Bid validity specified on the Bid letter form.
 - Bidder does not respond to requests for clarification of their Bid.
 - Bidder fails to co-operate in the Bid evaluation process, and
 - In case of a successful Bidder, the said Bidder fails:
 - To sign the Agreement in time
 - To furnish Performance Bank Guarantee

9. VALIDITY OF BIDS

- 11.1 Bids shall remain valid for 180 days after the date of Bid opening prescribed by DST/GIL. A Bid valid for a shorter period shall be rejected as non-responsive.
- 11.2 In exceptional circumstances, DST/GIL may solicit Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The Bid security shall also be suitably extended. A Bidder's request to modify the Bid will not be permitted

10. LATE BID

No bidder may be able to upload or submit the bid after the bid due date/time.

11. MODIFICATION AND WITHDRAWAL OF BID

- 13.1. The Bidder may modify or withdraw its Bid after the Bid's submission, provided that written notice of the modification including substitution or withdrawal of the bids is received by DST/GIL prior to the deadline prescribed for submission of bids.
- 13.2. The Bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched in a manner similar to the original Bid.
- 13.3. No Bid may be modified subsequent to the deadline for submission of bids.
- 13.4. No Bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of Bid validity specified by the Bidder on the bid letter form. Withdrawal of a Bid during this interval may result in the bidder's forfeiture of its Bid security.

12. OPENING OF BIDS BY DST/GIL

- 14.1. Bids will be opened in the presence of Bidder's representatives, who choose to attend. The Bidder's representatives who are present shall sign a register evidencing their attendance.
- 14.2. The Bidder's names, bid modifications or withdrawals, discounts and the presence or absence of relevant Bid security and such other details as the DST/GIL officer at his/her discretion, may consider appropriate, will be announced at the opening.
- 14.3. Immediately after the closing time, the DST/GIL contact person shall open the Un-Priced Bids and list them for further evaluation.

13. CONTACTING DST/GIL

- 15.1. Bidder shall not approach DST/GIL officers outside of office hours and/ or outside DST/GIL office premises, from the time of the Bid opening to the time the Contract is awarded.
- 15.2. Any effort by a bidder to influence DST/GIL officers in the decisions on Bid evaluation, bid comparison or contract award may result in rejection of the Bidder's offer. If the Bidder wishes to bring additional information to the notice of the GoG, it should do so in writing.

14. REJECTION OF BIDS

- 16.1. DST/GIL reserves the right to reject any Bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for such decision.

15. EVALUATION METHODOLOGY

17.1. Preliminary Examination

- 17.1.1. DST/GIL will examine the bids to determine whether they are complete, whether any computational errors have been made, whether sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.
- 17.1.2. Prior to the detailed evaluation, DST/GIL will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these clauses, a substantially responsive bid is one, which confirms to all the terms and conditions of the bidding documents without material deviation. Deviations from or objections or reservations to critical provisions such as those concerning performance security, Warranty, Applicable law and Taxes and duties will be deemed as material deviations. DST/GIL determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.
- 17.1.3. If a Bid is not substantially responsive, it will be rejected by DST/GIL and may not subsequently be made responsive by the Bidder by correction of the non- conformity.
- 17.1.4. Conditional bids are liable to be rejected.

17.2. Methodology & Criteria for Technical, Commercial and final evaluation

- 17.2.1. DST/GIL will form a Committee which will evaluate the proposals submitted by the bidders for a detailed scrutiny. During evaluation of proposals, DST/GIL, may, at its discretion, ask the bidders for clarification of their Technical Proposals.
- 17.2.2. The bidders are expected to provide all the required supporting documents and compliances as mentioned in this RFP. The bidder shall quote the solution having full compliance with all the guiding principles and minimum specifications as mentioned in this RFP. Any deviation from the same will lead to the disqualification.
- 17.2.3. The bids will be evaluated for the eligibility criteria first.
- 17.2.4. The technical bids of the bidder(s) who comply with the eligibility criteria will be opened. During the technical evaluation, DST/GIL may seek the clarification in writing from the bidder, if required. If bidder fails to submit the required clarifications in due time, the technical evaluation will be done based on the information submitted in the technical bid. The price bid will be opened of the bidders whose technical bids are fully complied and who have scored minimum **70 (Seventy out of total 100 marks)** in technical evaluation. At any point of time, if DST/GIL feels that the bidder is hiding any information which will affect the project cost in short or long run, DST/GIL may reject his bid without assigning any reason or explanation.
- 17.2.5. Bidder is required to fulfill all obligations as required in the bid as per the prices quoted in the financial bid, for the proposed scope of work and bill of material, or missing component(s), if any for which the description is there in technical response but price is not provided in the financial sheet. Price shall be loaded appropriately for the missing component/quantity etc. that in the understanding of the evaluators is found to be missing from the proposed bill of material except in case where there is a written justification provided in the technical bid response. Basis of loading shall be the highest cost quoted by the other bidders for that particular missing component/quantity. Price quoted by the bidder in the financial bid will be final.

17.3. Criteria for Technical bid evaluation:

The bidder will have to give presentation on the following points as a part of the Technical evaluation.

S/N	Parameter	Marks
1	<p><u>Proposed IP Telephony Solution -</u></p> <p>a) Understanding of Requirements b) Methodology and approach c) Overall Solution Design d) Implementation Strategy e) Value Addition *</p>	20
2	<p><u>Proposed Video Conferencing Solution -</u></p> <p>a) Understanding of Requirements b) Methodology and approach c) Overall Solution Design d) Implementation Strategy e) Value Addition *</p>	20
3	<p><u>Proposed IP Phone (Type A)</u></p> <p>a) Look/Visual Appeal b) Navigational Ease c) Extra Features *</p>	20
4	<p><u>Proposed IP Phone (Type B)</u></p> <p>a) Look/Visual Appeal b) Navigational Ease c) Extra Features *</p>	15
5	<p><u>OEM Experience</u></p> <ul style="list-style-type: none"> - 3 projects of IPPBX solution globally having minimum 10,000 IP phones/Soft phones: 03 marks - 4 projects of IPPBX solution globally having minimum 10,000 IP phones/Soft phones: 04 marks - 5 projects of IPPBX Solution globally having minimum 10,000 IP phones/Soft phones: 05 marks 	05
6	<p><u>OEM Support</u></p> <ul style="list-style-type: none"> - IF OEM of the Video Conferencing Solution have spare depo in India to provide warranty support: 2.5 Marks, No spare Depo: 00 Marks - IF OEM of the proposed Core IP telephony Solution have spare depo in India to provide warranty support: 2.5 Marks, No spare Depo: 00 Marks 	05
7	<p>OEM's of VC solution must have deployment of minimum 3 projects globally having 500 ports MCU in each project. – 3 marks</p> <p>OEM's of VC solution must have deployment of minimum 4 projects globally having 500 ports MCU in each project. – 4 marks</p> <p>OEM's of VC solution must have deployment of minimum 5 projects globally having 500 ports MCU in each project. –5 marks</p>	05

8	Complaint Resolution (a) Innovative ways to handle Complaint Resolution in effective manner using tools/software. (b) Value addition offering over & above requirement in bid.	10
Total Technical Marks (TM)		100
Minimum Qualifying Marks		70

Note: * Value Addition/ Extra features should be over and above ask of the RFP without any additional cost.

17.4 **Financial Bid evaluation:**

17.4.1. Priced Bids will be opened only if the bids are technically qualified in the technical evaluation (Obtained minimum 70 marks out of 100) and fulfil the Eligibility Criteria.

17.4.2. The quantity mentioned in the price bid is indicative to arrive at the L1 bidder. The actual quantity may vary during the period of contract i.e. 2 (Two) year depending upon the actual requirement.

17.4.3 All the bidders shall submit their offer as per the price bid and financial evaluation will be carried out accordingly to identify the L1 bidder.

17.4.5 **Selection of L1 bidder: The Criteria for selection will be the lowest cost to the TENDERER.** DST/GIL may negotiate the prices with L1 Bidder, under each item/head offered by Bidder.

17.4.6 DST/GIL reserves the right at the time of award to increase or decrease quantity for the requirements originally specified in the document without any change in Bid rate or other terms and conditions.

18.4.7 In case, if selected bidder does not accept the award of contract or found to be involved in corrupt and/or fraudulent practices, the next bidder with highest Final score will be called for negotiation for awarding the contract.

16. NOTIFICATION OF AWARD AND SIGNING OF CONTRACT

18.1. Prior to expiration of the period of Bid validity, DST/GIL will notify the successful Bidders and issue Lol.

18.2. Within Seven (7) working days of receipt of the Contract Form, the successful Bidder shall sign and date the Contract and return it to the DST/GIL. The contract Performance guarantee has to be submitted within (15) fifteen working days of receipt of award. The Performance Bank guarantee shall be equal to 5% of the contract value valid for duration of 180 days beyond the expiry of contract.

17. FORCE MAJEURE

19.1. Force Majeure shall mean any event or circumstances or combination of events or circumstances that materially and adversely affects, prevents or delays any Party in performance of its obligation in accordance with the terms of the Agreement, but only if and to the extent that such events and circumstances are not within the affected party's reasonable control, directly or indirectly, and effects of which could have prevented through Good Industry Practice or, in the case if construction activities through reasonable skill and care, including through the expenditure of reasonable sums of money. Any events or circumstances meeting the description of the Force Majeure which have same effect upon the performance of any contractor shall constitute Force Majeure with respect to the bidder. The Parties shall ensure compliance of the terms of the Agreement unless affected by the Force Majeure Events. The bidder shall not be liable for forfeiture of its implementation / Performance guarantee, levy of Penalties, or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Agreement is the result

of Force Majeure.

19.2. Force Majeure Events

The Force Majeure circumstances and events shall include the following events to the extent that such events or their consequences (it being understood that if a causing event is within the reasonable control of the affected party, the direct consequences shall also be deemed to be within such party's reasonable control) satisfy the definition as stated above. Without limitation to the generality of the foregoing, Force Majeure Event shall include following events and circumstances and their effects to the extent that they, or their effects, satisfy the above requirements.

19.3. Natural events ("Natural Events") to the extent they satisfy the foregoing requirements including:

- Any material effect on the natural elements, including lightning, fire, earthquake, cyclone, flood, storm, tornado, or typhoon;
- Explosion or chemical contamination (other than resulting from an act of war);
- Epidemic such as plague;
- Any event or circumstance of a nature analogous to any of the foregoing.

19.4. Other Events ("Political Events") to the extent that they satisfy the foregoing requirements including:

Political Events which occur inside or Outside the State of Gujarat or involve directly the State Government and the Central Government ("Direct Political Event"), including:

- a) Act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, revolution, riot, insurrection, civil commotion, act of terrorism or sabotage;
- b) Strikes, work to rules, go-slows which are either widespread, nation- wide, or state-wide or are of political nature;
- c) Any event or circumstance of a nature analogous to any of the foregoing.

19.5. FORCE MAJEURE EXCLUSIONS: Force Majeure shall not include the following event(s) and/or circumstances, except to the extent that they are consequences of an event of Force Majeure:

- a) Unavailability, late delivery
- b) Delay in the performance of any contractor, sub-contractors or their agents;

19.6. PROCEDURE FOR CALLING FORCE MAJEURE

The Affected Party shall notify to the other Party in writing of the occurrence of the Force Majeure as soon as reasonably practicable, and in any event within 5 (five) days after the Affected Party came to know or ought reasonably to have known, of its occurrence and that the Force Majeure would be likely to have a material impact on the performance of its obligations under the Agreement.

18. CONTRACT OBLIGATIONS:

20.1. Once a contract is confirmed and signed, the terms and conditions contained therein shall take precedence over the Bidder's bid and all previous correspondence.

19. AMENDMENT TO THE AGREEMENT

21.1. Amendments to the Agreement may be made by mutual agreement by both the Parties. No variation in or modification in the terms of the Agreement shall be made except by written amendment signed by both the parties. All alterations and changes in the Agreement will take into account prevailing rules, regulations and laws applicable in the state of Gujarat.

20. USE OF AGREEMENT DOCUMENTS AND INFORMATION

22.1. The successful bidder shall not without prior written consent from DST/GIL disclose the Agreement or any provision thereof or any specification, plans, drawings, pattern, samples or information furnished by or on behalf of DST/GIL in connection therewith to any person other than the person employed by the successful bidder in the performance of the Agreement. Disclosure to any such employee shall be made in confidence and shall extend only as far as may be necessary for such performance.

- 22.2. The successful bidder shall not without prior written consent of DST/GIL make use of any document or information made available for the project except for purposes of performing the Agreement.
- 22.3. All project related documents issued by DST/GIL other than the Agreement itself shall remain the property of DST/GIL and Originals and all copies shall be returned to DST/GIL on completion of the successful bidder's performance under the Agreement, if so required by the DST/GIL.

21. RESOLUTION OF DISPUTES

- 23.1. If any dispute arises between the Parties hereto during the subsistence or thereafter, in connection with the validity, interpretation, implementation or alleged material breach of any provision of the Agreement or regarding a question, including the questions as to whether the termination of the Contract Agreement by one Party hereto has been legitimate, both Parties hereto shall endeavour to settle such dispute amicably. The attempt to bring about an amicable settlement is considered to have failed as soon as one of the Parties hereto, after reasonable attempts [which attempt shall continue for not less than 30 (thirty) days], give 15 days' notice thereof to the other Party in writing.
- 23.2. In the case of such failure the dispute shall be referred to a sole arbitrator or in case of disagreement as to the appointment of the sole arbitrator to three arbitrators, two of whom will be appointed by each Party and the third appointed by the two arbitrators.
- 23.3. The place of the arbitration shall be Gandhinagar, Gujarat.
- 23.4. The Arbitration proceeding shall be governed by the Arbitration and Conciliation Act of 1996 as amended.
- 23.5. The proceedings of arbitration shall be in English language.
- 23.6. The arbitrator's award shall be substantiated in writing. The arbitration tribunal shall also decide on the costs of the arbitration procedure.
- 23.7. The Parties hereto shall submit to the arbitrator's award and the award shall be enforceable in any competent court of law.

22. BOOKS & RECORDS

- 24.1. The Successful bidder shall maintain adequate Documents Related to project's physical materials & equipment for inspection and audit by DST/GIL during the terms of Contract until expiry of the performance guarantee.

23. PERFORMANCE GUARANTEE

- 25.1. The Successful bidder shall furnish Performance Guarantee as provided in the bid document to DST/GIL for an amount equal to 5% of the value of Order.
- 25.2. The performance guarantee will be in the form of bank guarantee for the amount equal of 5% 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.
- 25.3. 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 any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/4/2022/0002/DMO dated 20.05.2022 & dated 28.06.2021 issued by Finance Department or further instruction issued by Finance department time to time in the prescribed format provided by DST/GIL attached herewith as a annexure to the RFP document to be submitted Within 15 working days of receipt of award.
- 25.4. The Performance Guarantee shall be discharged by DST/GIL and returned to the Successful bidder within 30 days from the date of expiry of the Performance Bank Guarantee.

24. PAYMENTS PROCEDURES

- 26.1. The Selected Bidder shall raise the component wise invoice upon achieving respective milestone as per detailed payment schedule (Section 5.2) and submit the invoice to DST/GIL.

- 26.2. The Selected Bidder's request(s) for payment shall be made to DST/GIL along with the 2 original copies of invoices and necessary documents. The invoice should be in English. The payment to the selected bidder shall be processed on submission of reports and fulfilment of other contractual obligations as per the Terms and Conditions of Service Level Agreement (SLA).
- 26.3. On the 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.
- 26.4. DST/GIL or its designated agency shall verify the invoice(s) raised against the milestone achieved along with the supporting documents as prescribed and acceptable to DST/GIL.
- 26.5. Payment shall be made in Indian Rupees. While making the payment necessary deduction for penalties (if any) and applicable tax/TDS will be made.
- 26.6. If there is any deficiency in the performance of Contractual obligations on the part of the bidder, the bidder shall be liable for the imposition of appropriate Penalties as specified in the section-5.1 of this RFP and DST/GIL shall be entitled to deduct such Penalties at source while making payment to the bidder for the services provided.

25. SERVICE TERMS

- 27.1. The entire scope of the work depends on the technical skill and experience in management of the same level or kind of infrastructure.
- 27.2. It is mandatory for Bidder to deploy qualified professional to provide the required services as defined under scope of work.
- 27.3. The Bidder has to submit regular schedule of technical man power availability & get it approved by DST/GIL, before deployment.
- 27.4. The Bidder needs to manage & maintain various records related to the services extended to the Government.
- 27.5. If required, the bidder needs to deploy additional teams during the implementation of the entire project within the proposed timelines. List of existing users will be shared with the successful bidder. At the time of installation and commissioning of the IP Phones, the bidder needs to ensure that the IP Phones are preconfigured and the device should be plug and play ready.
- 27.6. Implementation of solution at the office/cabin of Important users should be on holidays/weekends. Collections of old phones under the buyback will be after go-live of the entire solution.
- 27.7. If required, the Bidder may need to coordinate and approach various agencies working for DST/GIL.
- 27.8. The Bidder needs to maintain the required security of the network as per the DIT/DST/GIL Security guidelines.
- 27.9. The Bidder is responsible to maintain documentation on the progress of the work and will have to update the same on regular basis. The bidder will have to submit the progress reports regularly, as per the guide line issued by DST/GIL/.
- 27.10. The Bidder need to make its own arrangement for establishing outside/field communication. DST/GIL will not provide any external / outgoing facility to another network.
- 27.11. Bidder shall submit details of various reports generated by NMS for e.g. availability, downtime, usage, fault & rectification, BER etc.

26. TERMINATION OF SERVICE

- 28.1. **Termination by DST/GIL**—DST/GIL, reserves the right to suspend any of the services and/or terminate this agreement in the following circumstances by giving 30 days' notice in writing if: -
 - 28.1.1. The bidder becomes the subject of bankruptcy, insolvency, and winding up, receivership proceedings;
 - 28.1.2. In case DST/GIL finds illegal use of hardware, software tools, manpower etc. that are dedicated to the project;
 - 28.1.3. 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 20% of the value of undelivered ordered items Only.

28.1.4. In case the bidder fails to provide services at the minimum agreed service level continually for 2 quarters;

28.2. **Termination by Successful bidder:** The successful bidder reserves the right to suspend any of the Services and/or terminate the Agreement at any time with 30 days' notice if the payment to the bidder is due for more than 2 (two) consecutive quarters.

28.3. Upon occurrence of an event of default as set out in Clause above, either party will deliver a default notice in writing to the other party which shall specify the event of default, and give the other party an opportunity to correct the default.

28.4. Upon expiry of notice period unless the party receiving the default notice remedied the default, the party giving the default notice may terminate the Agreement.

28.5. During the notice period, both parties shall, save as otherwise provided therein, continue to perform their respective obligations under this Agreement and shall not, whether by act of omission or commission impede or otherwise interfere with party's endeavor to remedy the default which gave rise to the commencement of such notice period.

28.6. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination. Further, in case of termination bidder will be paid for the work/services already delivered till the date of termination after deduction of penalties, if any.

27. INDEMNIFICATION

29.1. Successful Bidder will defend and/or settle any claims against DST/GIL that allege that Bidder branded product or service as supplied under this contract infringes the intellectual property rights of a third party. Successful Bidder will rely on Customer's prompt notification of the claim and cooperation. Bidder may modify the product or service so as to be non-infringing and materially equivalent or we may procure a license. If these options are not available, we will refund to Customer the amount paid for the affected product in the first year or the depreciated value thereafter or, for support services, the balance of any pre-paid amount or, for professional services, the amount paid. Bidder is not responsible for claims resulting from any unauthorized use of the products or services. This section shall also apply to deliverables identified as such in the relevant Support Material except that Bidder is not responsible for claims resulting from deliverables content or design provided by Customer.

28. LIMITATION OF LIABILITY

30.1. 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.

29. CONFIDENTIALITY

31.1. Selected agency understands and agrees that all materials and information marked and identified by DST/GIL as 'Confidential' are valuable assets of DST/GIL and are to be considered DST/GIL's proprietary information and property. Selected agency will treat all confidential materials and information provided by DST/GIL with the highest degree of care necessary to ensure that unauthorized disclosure does not occur. Selected agency will not use or disclose any materials or information provided by DST/GIL without DST/GIL's prior written approval.

31.2. Selected agency shall not be liable for disclosure or use of any materials or information provided by DST/GIL or developed by selected agency which is:

31.2.1 possessed by selected agency prior to receipt from DST/GIL, other than through prior disclosure by DST/GIL, as documented by selected agency's written records;

31.2.2 published or available to the general public otherwise than through a breach of

Confidentiality; or

31.2.3 Obtained by selected agency from a third party with a valid right to make such disclosure, provided that said third party is not under a confidentiality obligation to DST/GIL; or

31.2.4 Developed independently by the selected agency.

31.3. In the event that selected agency is required by judicial or administrative process to disclose any information or materials required to be held confidential hereunder, selected agency shall promptly notify DST/GIL and allow DST/GIL a reasonable time to oppose such process before making disclosure.

31.4. Selected agency understands and agrees that any use or dissemination of information in violation of this Confidentiality Clause will cause DST/GIL irreparable harm, may leave DST/GIL with no adequate remedy at law and DST/GIL is entitled to seek to injunctive relief.

31.5. DST/GIL does not follow the practice of asking Confidential Information of selected agency, however if any confidential information is required/shared by the selected agency then selected agency has to clearly marked it as "Strictly confidential". DST/GIL in turn will not share the same without prior concern of the selected agency.

31.6. Above mentioned "confidentiality clause" shall be applicable on both the parties i.e. DST/GIL and selected agency.

SECTION: 7

Price Bid

PRICE BID

Table 1:

S/n	ITEM	Qty. (In Nos.)	Total Price (in Rs. with Taxes)
Table-1			
Core IP Telephony System			
1	Core IP Telephony System IP PBX system with all the required hardware and software like Voice Gateways, Audio & Video Conferencing solution, Call billing & Accounting tool, Survival branch facility, Fax facility, Cabling, Accessories etc. with 7 years warranty and Support (include License charges for 14,000 IP Telephony users)	01	
2	Additional IP Telephony License charges over and above 14,000 users for IP telephony in block of 1000 users	1000	
3	IP Phone (Type-A) with power adapter, patch cord (3Mtr), headset with Mic and other accessories and required licenses, soft-client valid perpetual for life or Subscription as per the Scope of work, Functional & Technical requirement of the RFP	1250	
4	IP Phone (Type-B) with power adapter, patch cord (3Mtr), and other accessories and required licenses, soft-client valid perpetual for life or Subscription as per the Scope of work, Functional & Technical requirement of the RFP.	12500	
5	Power Adapter for IP Phone-Type A	1000	
6	Power Adapter for IP Phone-Type B	10000	
7	Patch Cord-RJ 45; 3Mtr	10000	

8	Patch Cord-RJ 45; 5Mtr	10000	
9	Voice Gateway (as per DOT / TRAI Toll Bypass) with 1 PRI Port	33	
Video Conferencing Solution			
10	Video Conferencing Solution as per the scope of work (upto 2000 Participants) with H.323, SIP Support	1	
11	Video Conferencing Solution as per the scope of work (For more than 2000 participants to 15,000 participants)) with H.323, SIP Support	1	
12	Conference Room based VC Device Type A as per technical specification	25	
13	Room based VC Device Type B as per technical specification	50	
14	LED Display Full HD 55" inch	10	
15	LED Display Full HD 43" inch	20	
16	Operation and Maintenance Charges for Core IP Telephony System and Video Conferencing Solution as per the scope of work for the period of 7 years	01	
Grand Total (Table-1)			

Table 2: Schedule for Buy-back of existing end points

S/n	Item Description	Make & Model	Qty. (In Nos.)	Total Price
1	Digital Phone	Avaya Digital Phone (Lucent 6408, Lucent 6416d+m, Avaya2420 and 2410, Avaya 1408,1416)	750	
2	Analog Phones	Beetel-B11, C11, Beetel-B77	8625	
Total Buy back price				

Note:

- **Financially L1 bidder = As per GeM**
- All the above-mentioned line items in Table-1 of Price bid should fully comply to Functional, Technical specifications, scope of work defined in the RFP and should including all applicable Licenses, Cables and Accessories, Installation, Commissioning and Configuration charges with warranty and onsite Support.
- Above mentioned quantities are indicative and for evaluation purpose only. Actual quantities may vary at the time of placing the order depending upon the requirements.
- Bidder is required to submit the detailed unpriced BoQ of each item/equipment/services with part code, proposed under the project.
- The rates quoted would be valid for a **period of 2 years** from the date of issuance of LoI/Work Order. The rates shall be valid for all the Line Items of the Price Bid. During this validity of rates, DST/GIL may place additional order if required.
- Non-acceptance of the above condition(s) or Conditional bid shall be rejected.
- Selected L1 bidder after GeM RA has to provide price breakup of Type B Phone & soft client license cost separately for Line Item 4 so that in case additional soft client is required, bidder has to provide the same through this rates.

SECTION: 8

ANNEXURES

Annexure-A: Fax Facility

Fax Facility: Followings are details of existing analog fax machines / facility provided under the current analog set-up:

S/N	REMOTE UNIT	Total No of Existing Fax Lines
1	VIDHANSABHA PPN	5
2	BLOCK 5	76
3	VIDHANSABHA EPN	0
4	BLOCK 12	45
5	OLD SACHIVALAYA	62
6	SECTOR 19	3
7	UDHYOG BHAVAN	42
8	SECTOR 20	4
9	POLICE BHAVAN	3
10	KRISHI BHAVAN	15
11	OLD SACHIVALAYA NEW RU	0
12	SWARNIM SANKUL 1	29
Total		284

Note: Bidder is required to provide balance 116 ports (400 -284)

Annexure-B: Survival Branch

Followings are the details of existing total nos. of extension at each location:

S/N	Survival Branch (SB)	Locations Covered	Total No of Existing Ext.	Proposed PRI Port Count
1	SB -1	Vidhansabha, Swarnim Sankul-I & II (DR)	745	10
2	SB -2	New Sachivalaya Block 1 to 14	4535	2
3	SB -3	Rajbhawan, Minister's Bunglows	1152	1
4	SB -4	Udhyog Bhawan	1143	1
5	SB -5	Old Sachivalaya	1800	3
6	SB -6	State Data Centre (DC)	-	20

Note:

- Survival branch should also capable of capturing and storing user logs as required.

2. Consider SB-1 as DR Site.

3. For District and taluka offices consider 1 PRI Port.

Annexure C – General Information about the Bidder

Details of the Bidder		
1	Name of the Bidder & Address of the Bidder	
2	Status of the Company (Public Ltd/ Pvt. Ltd)	
3	Details of Incorporation of the Company	Date:
		Ref. #
4	Details of Commencement of Business	Date:
		Ref. #
5	Company Identification Number (CIN)	
6	Registered Office of the Company:	
7	Composition of the Board of Directors of the Company. Please furnish Name, Designation and their DIN.	
8	Name of Company Secretary of the Company and his/her Membership No.	
9	Valid GST Registration No. & Date	
10	Valid Service Tax Registration No. & Date	
11	Permanent Account Number (PAN)	
12	Name & Designation of the contact person to whom all references shall be made regarding this tender	
13	Telephone No. (with STD Code)	
14	E-Mail of the contact person:	
15	Website	

-----XXX-----

Annexure D – Compliance Statement & Eligibility Criteria Check list

S/N	Specific Requirements	Documents Required	Compliance Yes/No	Supporting Documents Attached or Not
1				
2				

-----XXX-----

Annexure E – Declaration Letter regarding Blacklisting

(On Bidder's letter head)

To,

DGM (Technical)

Gujarat Informatics Limited

Gandhinagar, Gujarat

Sir/ Madam,

I have carefully gone through the Terms & Conditions contained in the RFP Document [RFP NO.:XXXX] regarding **“Request for Proposal (RFP) for Selection of Implementing Agency for Supply, Installation, Commissioning and Operations & Maintenance for Seven years of State Wide IP Telephony Network with Video Conferencing Solution for Government of Gujarat.”**

I hereby declare that my company has not been blacklisted by any Ministry of Government of India or by Government of any State in India or by Government of Gujarat or any of the Government PSUs.

I further certify that I am the Director/ Authorized Signatory/ Company Secretary and am therefore, competent in my Company to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Name & Designation

Seal

DIN/Membership No.

Date:

Business Address:

Note: In case of Authorized signatory proper Power of Attorney should be enclosed with the document confirming the signing person as an authorized signatory.

Annexure F – Unconditional Acceptance of RFP terms and conditions

(On Bidder's letter head)

To,
DGM (Technical)
Gujarat Informatics Limited
Gandhinagar, Gujarat

Sir/ Madam,

I have carefully gone through the Terms & Conditions contained in the RFP Document [No_____] regarding **Request for Proposal (RFP) for Selection of Implementing Agency for Supply, Installation, Commissioning and Operations & Maintenance for Seven years of State Wide IP Telephony Network with Video Conferencing Solution for Government of Gujarat.** I declare that all the terms and conditions and provisions of this RFP Document including Scope of Work and SLAs are acceptable to my company.

I further certify that I am the Director/Authorized signatory/ Company Secretary and am therefore, competent in my Company to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Name & Designation:

Date:

Business Address:

Note: In case of Authorized signatory proper Power of Attorney should be enclosed with the document confirming the signing person as an authorized signatory.

Annexure G – Annual Sales Turnover Statement

(On Applicant's Statutory Auditor's/CA letterhead)

Date: __/__/__

This is to certify that we M/s _____ are the statutory Auditors / CA of M/s _____ and that the below mentioned calculations are true as per the Audited Financial Statements of M/s _____ for the below mentioned years.

S/N	Turnover	2018-19	2019-20	2020-21
1	Annual Turnover generated from IT/Telecom System Integrator business as per Profit and Loss Account			
2	Net worth as per Audited Balance Sheet			
3	Annual Turnover solely generated from <i>Telephony Business/VoIP/unified Communication</i>			
4	Net Profit as per Profit & Loss Account			

Note: Please upload the Copy of the audited Annual Accounts of the company for the last three years including Balance sheet, Profit & Loss A/c, Directors' Report and Statuary Auditor's / CA Report.

Annexure H – Statement of Projects completed of Prescribed Nature & Size

Please fill one separate form for each project according to pre-qualification criteria/eligibility criteria: -

S/N	Criteria	Project
1	Implementer Company	
2	Customer's Name	
3	Scope of the Project	Please provide scope of the project, highlight Key Result Areas expected and achieved
4	Value of Project	
5	Did the project involve implementation and/or maintenance of EPABX/ IPBAX	Yes/No
6	Total No. of nodes	
7	Completion certificate	Yes/No
9	Customer Contact Person's detail	
A	Name	
B	Designation	
C	Email	
D	Phone	
E	Fax	
F	Mailing address	

Note:

1. The Copies of work order and the client certificates for satisfactory completion of the project and showing the order value and cost.
2. Completion certificate of prescribed nature and size as mentioned to be uploaded

-----XXX-----

Annexure I – Technical Compliance Sheet

S/N	Name of Item	Make	Model	Supporting Documents (uploaded or Not)
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				

Annexure J: Format of Earnest Money Deposit in the form of Bank Guarantee

Ref:

Bank Guarantee No.

Date:

To,

DGM (Technical)

Gujarat Informatics Limited

Gandhinagar, Gujarat

Whereas _____ (here in after called "the Bidder") has submitted its bid dated _____ in response to "Request for Proposal (RFP) for Selection of implementing Agency for supply, installation, commissioning and operations & Maintenance for 7 years of IP Telephony network at Gandhinagar for Government of Gujarat" the KNOW ALL MEN by these presents that WE_ _____ having our registered office at _____ (hereinafter called "the Bank") are bound unto the Gujarat Informatics Limited in the sum of _____ for which payment well and truly to be made to Gujarat Informatics Limited, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this _____ day of _____ 2022.

THE CONDITIONS of this obligation are:

1. The E.M.D. may be forfeited:
 - a. if a Bidder withdraws its bid during the period of bid validity
 - b. Does not accept the correction of errors made in the tender document;
 - c. In case of a successful Bidder, if the Bidder fails:
 - i. To sign the Contract as mentioned above within the time limit stipulated by purchaser or
 - ii. To furnish performance bank guarantee as mentioned above or
 - iii. If the bidder is found to be involved in fraudulent practices.
 - iv. If the bidder fails to submit the copy of purchase order & acceptance thereof.

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without Gujarat Informatics Limited/ Purchaser having to substantiate its demand, provided that in its demand Gujarat Informatics Limited will specify that the amount claimed by it is due to it owing to the occurrence of any of the abovementioned conditions, specifying the occurred condition or conditions.

This guarantee will remain valid up to 6 months from the last date of bid submission. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the Gujarat Informatics Limited / PURCHASER and further agrees that the guarantee herein contained shall continue to be enforceable till the Gujarat Informatics Limited /PURCHASER discharges this guarantee.

The Bank shall not be released of its obligations under these presents by any exercise by the Gujarat Informatics Limited /PURCHASER of its liability with reference to the matters aforesaid or any of them or by reason or any other acts of omission or commission on the part of the Gujarat Informatics Limited /PURCHASER or any other indulgence shown by the Gujarat Informatics Limited /PURCHASE or by any other matter or things.

The Bank also agree that the Gujarat Informatics Limited /PURCHASER at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against the SELLER and not withstanding any security or other guarantee that the Gujarat Informatics Limited /PURCHASER may have in relation to the SELLER's liabilities.

Dated at _____ on this _____ day of _____ 2022.

Signed and delivered by

For & on Behalf of

Name of the Bank, Branch official Address

Approved Bank: Any Nationalized Bank including the public-sector bank or Private Sector Banks or Commercial Banks or Co-operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/4/2022/0002/DMO dated 20.05.2022 & dated 28.06.2021 issued by Finance Department or further instruction issued by Finance department time to time.

Annexure K: Format for Performance Bank Guarantee

Ref:

Bank Guarantee No.

Date:

To,

DGM (Technical)

Gujarat Informatics Limited

Gandhinagar, Gujarat

Dear Sir,

WHEREAS..... (Name of Bidder) hereinafter called "the Bidder" has undertaken, in pursuance of Agreement dated, (hereinafter referred to as "the Agreement for Request for Proposal (RFP) for Selection of Implementing Agency for Supply, Installation, Commissioning and Operations & Maintenance for Seven years of State Wide IP Telephony Network with Video Conferencing Solution for Government of Gujarat AND WHEREAS it has been stipulated in the said Agreement that the Bidder shall furnish a Bank Guarantee ("the Guarantee") from a scheduled bank for the sum specified therein as security for implementing PROJECT.

1. WHEREAS we _____ ("the Bank", which expression shall be deemed to include its successors and permitted assigns) have agreed to give the Gujarat Informatics Limited ("GIL") the Guarantee. THEREFORE, the Bank hereby agrees and affirms as follows:

The Bank hereby irrevocably and unconditionally guarantees the payment of all sums due and payable by the Bidder to GIL under the terms of their Agreement dated _____. Provided, however, that the maximum liability of the Bank towards GIL under this Guarantee shall not, under any circumstances, exceed _____ in aggregate.

2. In pursuance of this Guarantee, the Bank shall, immediately upon the receipt of a written notice from GIL in that behalf and without delay/demur or set off, pay to GIL any and all sums demanded by GIL under the said demand notice, subject to the maximum limits specified in Clause 1 above. A notice from GIL to the Bank shall be sent by Registered Post (Acknowledgement Due) at the following address:

Attention Mr. _____.

3. 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.

The liability of the Bank under the terms of this Guarantee shall not, in any manner whatsoever, be modified, discharged, or otherwise affected by:

- Any change or amendment to the terms and conditions of the Contract or the execution of any further Agreements.
- 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.

4. The BANK also agrees that GIL at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against the BIDDER and notwithstanding any security or other guarantee that GIL may have in relation to the Bidder's liabilities.
5. The BANK shall not be released of its obligations under these presents by reason of any act of omission or commission on the part of GIL or any other indulgence shown by GIL or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the BANK.
6. This Guarantee shall be governed by the laws of India and the courts of Gandhinagar/Ahmedabad, Gujarat shall have jurisdiction in the adjudication of any dispute which may arise hereunder.

Dated this Day of,2022

Witness

(Signature)

(Signature)

(Name)

Bank Rubber Stamp

(Official Address)

(Name)
Designation with Bank Stamp Plus
Attorney as per Power of
Attorney No.

Dated:

Approved Bank: Any Nationalized Bank including the public-sector bank or Private Sector Banks or Commercial Banks or Co-operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/4/2022/0002/DMO dated 20.05.2022 & dated 28.06.2021 issued by Finance Department or further instruction issued by Finance department time to time.

**Annexure L: OEM Undertaking for Back-to-Back OEM Warranty and support for 7
Years**

(On OEM letter Head signed by Authorized Signatory)

Date: __/__/____

To,

DGM (Technical)

Gujarat Informatics Limited
Block No. 2, 2nd Floor, Karmayogi
Bhavan, Sector-10 A, Gandhinagar
382 010.

Ref: RFP no. _____

**Subject: OEM undertaking for back to back OEM warranty and support for the quoted products in
the RFP no. _____**

Dear Sir,

We, _____, with address _____

_____, do hereby confirm that we will be offering _____ as part of our solution for the above-mentioned RFP.

We hereby confirm that the offered Products in the referenced RFP will be provided with a back to back 24x7x365 warranty and support including subscription covering upgrades, updates, patch updates, bug fixes, Fault Reporting, Trouble Ticketing, call resolution etc. available for the period of seven years for the central and critical Infrastructure and 2 years for the IP phones through M/s _____ (SI/Bidder) from the date of Go-Live and also till Go-live.

Thanking you,

(_____)

Authorized Signatory

Note: Power of Attorney should be enclosed with the document confirming the signing person as an authorized signatory.

Annexure M

On letterhead of Bidder

**Sub: Undertaking as per Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 & 08.02.2021
of Ministry of Finance, Dept. of Expenditure, Public Procurement division**

Ref: Bid Number: XXX

I have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India. I certify that we as a bidder and quoted product from following OEMs are not from such a country or, if from such a country, these quoted products OEM has been registered with competent authority. I hereby certify that these quoted product & its OEM fulfills all requirements in this regard and is eligible to be considered for procurement for Bid number: HWTXXX

No.	Item Category	Quoted Make & Model

In case I'm supplying material from a country which shares a land border with India, I will provide evidence for valid registration by the competent authority, otherwise GIL/End user Dept. reserves the right to take legal action on us.

(Signature)

Authorized Signatory of M/s <<Name of Company>>

On letterhead of OEM

**Sub : Undertaking as per Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 & 08.02.2021
of Ministry of Finance, Dept. of Expenditure, Public Procurement division**

Ref: Bid Number: XXX

Dear Sir,

I have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India. I certify that our quoted product and our company are not from such a country, or if from such a country, our quoted product and our company have been registered with competent authority. I hereby certify that these quoted product and our company fulfill all requirements in this regard and is eligible to be considered for procurement for Bid number: HWTXXXX

No.	Item Category	Quoted Make & Model

In case I'm supplying material from a country which shares a land border with India, I will provide evidence for valid registration by the competent authority; otherwise GIL/End user Dept. reserves the right to take legal action on us.

(Signature)

Authorized Signatory of **M/s <<Name of Company>>**