

Consolidated Queries						
SN	Page	Clause no./ Point no.	Original Clause	Query/ Requested Changes/ New clause	Reason/Justification	RailTel Remarks
1 Intec Infonet Pre-Bid Clarification Request						
1	11	3.3.2 Eligibility Criteria for Bidder:	The tenderer should have executed Single order of supply of Tele Presence End Points costing not less than 35% of the tendered value during last preceding 3 financial years (i.e. current year and three previous financial years) from the date of opening of tender. Supply of this value against a single rate contract, during above period, will also qualify for this purpose. The bidder shall also furnish Supply/ work completion certificate issued by customer/s for the Purchase Orders/ Work Orders.	The tenderer should have executed Single order of supply of Tele Presence End Points / <b>similar offered Solution / Voice/ Video Conferencing Infrastructure/VC Endpoint Solutions/ IT Networking solutions (consist of Voice and/or Video Solutions)</b> costing not less than 35% of the tendered value during last preceding 3 financial years (i.e. current year and three previous financial years) from the date of opening of tender. Supply of this value against a single rate contract, during above period, will also qualify for this purpose. The bidder shall also furnish Supply/ work completion certificate issued by customer/s for the Purchase Orders/ Work Orders.	Since for complete solution enablement the bidder has to have experience of End to End technology to have ease in Integration with Existing Railtel MCU Setup.	See corrigendum I
2	13	3.8.2 ( Long Term Maintenance Support/ AMC: )	The Bidder will submit a certificate from OEM towards maintenance support after successful completion of the warranty obligations for a minimum period of 5 years. The long-term maintenance support shall be comprehensive and include all hardware and software of equipment etc. supplied against this contract. RailTel should be extended the benefits of software up-grades made by OEM on the system from time to time to improve performance. During this period the following terms and conditions shall be applicable	As Per Chapter-8 Warranty 36 months from date of Supply. So in this clause it is mentioning that the start of AMC Period till 5 years warranty has been successfully made by the biiders/Tenderer.	Please confirm warranty is of 3 years or 5 years for this tender respectively.	Clasue is very clear. It requires 5 years AMC after completion of warranty
3	2	EMD and Cost of Tender Documents	# Small scale Units registered with NSIC under single point registration scheme are exempted from	Request you to confirm for MSME/NSIC are they exempted to pay cost of Tender Documenst and EMD for this Tender	Request you to confirm for MSME/NSIC are they exempted to pay cost of Tender Documenst and EMD for this Tender	See corrigendum I
2 Panasonic						
4		1	The Video conferencing end should be supplied with full HD Codec, full HD 1080p,1080p camera, 2 microphones, <b>touch panel</b> , cables and connectors & must work as a single integrated unit	We Support Touch Panel on 7" and above Touch Pads. We also provide remote control with our VC codec. We have saprate Codec and Camera (not integrated unit).		See corrigendum I

5		5	The Video conferencing endpoint should have an additional full HD Video Input port to connect PC/laptop for content sharing. The endpoint should also support wireless content sharing	Support wireless content sharing with third party device.		As per RFP
6		8	The Video conferencing unit should have audio compression standards such a G.711, G.722, G.723 or <b>equivalent or better</b> .	<p>We do not support G.723.</p> <p><i>But we support below CODECs including wideband high quality CODEC.</i></p> <ul style="list-style-type: none"> <li>- <b>MPEG-4 AAC-LD Stereo ( 22.0 kHz@96 kbps , 14.0 kHz@64 kbps)</b></li> <li>- <b>MPEG-4 AAC-LD Mono ( 22.0 kHz@96 kbps , 14.0 kHz@64 kbps, 7.0 kHz@32 kbps)</b></li> <li>- G.722.1 Annex C (14.0 kHz@48 kbps/24 kbps)</li> <li>- G.722.1 (7.0 kHz@32 kbps)</li> <li>- G.711 (3.4 kHz@64 kbps) G.722 (7.0 kHz@64 kbps)</li> </ul>		As per RFP
7		11	The Video conferencing endpoint should have QoS settings, and should be able to connect on IPV4 and IPV6 networks day one.	AV-QoS control is automatic control of AV-QoS. This can be set disabled by setting.		As per RFP
8		15	The proposed Video conferencing endpoint should get integrated with existing TPaaS management platform for Software updates/upgrades, provisioning, configuration back-up and restore.	<p>Yes, endpoint support to intergrate with exiting TPaaS. But we can upgrade software, configuration, backup/restore from endpoint.</p> <p><i>For firmware up-grade, we can set Proxy server address where the firmware to be downloaded from. Also we can set automatic version check to ON (default OFF).</i></p> <p><i>Firmware up-grade, provisioning, back-up and restore can also be done remotely from WEB console.</i></p>		See corrigendum I
9		16	The Video conferencing endpoint should have an inbuilt Web Interface. The VC administrator should be able to do the following functions <b>without having to reboot the VC endpoint</b> :	Although setting can be changed from Web console, <b>reboot automatically executed and comes back in operation</b> after registering <b>fundamental setting change</b> , like, site name, Language and DHCP, SIP,D25 H.323 and connection mode of network setting.		As per RFP
10		16-e	e) It should be possible to do the following conference level settings - Auto answer, Call Protocols: H.323 and SIP settings, Default protocol, Call Rate, <b>Do Not Disturb control</b> , Content channel rate, video channel rate, phonebook etc.	We don't have "Do noit disturb" function.		As per RFP
11		16-f	f) It should be possible to do the following Network level settings on the VC endpoint from the web interface: DHCP, IPv4, IPv6, MTU, QoS, DNS, HTTP/HTTPS, SNMP, NTP, Telnet, SSH.	We support HTTP and would request for the change as System Management using HTTP / HTTPS /SSH		As per RFP

12		16-h	h) The VC endpoint Web Interface should enable the user to do active call monitoring. The Call Information which must include the following parameters: A/V Codecs used, transmit/receive rate, A/V Channel Rate, A/V Packet loss, Jitter, Frame rate, encryption mode.	But we do not support jitter.		As per RFP
<b>3 SEC Communication</b>						
13		1	The Video conferencing end should be supplied with full HD Codec, full HD 1080p, 1080p camera, 2 microphones, touch panel, cables and connectors & must work as a single integrated unit.	Will the touch Panel from 3rd party be acceptable ?		Clarified above
14		4	The Video conferencing endpoint should have 2 x HD input ports to connect Full HD cameras, however, one full HD Camera needs to be supplied day one.	We can connect a Full HD camera thru a USB Port. Will it be considered as HD input port ?		As per RFP
15		9	The Video conferencing endpoint should have minimum two microphone ports on the codec, so that minimum 2 microphones can be connected for appropriate audio quality and voice pickup. Minimum 2 Microphones should be supplied with VC endpoint. Each microphone cable length should be min.7 meters	Request to change to "Minimum 1 microphone port on the codec". Minimum 2 nos. of microphones can be connected in cascading manner for appropriate audio quality and voice pickup. Minimum 2 Microphones should be supplied with VC endpoint. Each microphone cable length should be min.7 meters		As per RFP
16		14	The proposed Video conferencing endpoint should be interoperable with existing Cisco TPaaS Central infrastructure deployed in RailTel's network.	Our Video Endpoint can integrate with Open SIP and H.323 Platforms , If TPaaS Supports third Party Registration we should be able to register , Hope that is acceptable.		As per RFP
17		15	The proposed Video conferencing endpoint should get integrated with existing TPaaS management platform for Software updates/upgrades, provisioning, configuration back-up and restore.	Our Video Endpoint can integrate with Open SIP and H.323 Platforms , If TPaaS Supports third Party Registration , provisioning , Software Upgrades we would be able to do the same , Hope that is acceptable.		Clarified above
18			a) Registration over SIP and H.323 on TPaaS Call Control solution.	Our Video Endpoint can integrate with Open SIP and H.323 Platforms , If TPaaS Supports third Party Registration we should be able to register , Hope that is acceptable.		As per RFP
19			b) Inter-operability with existing Cisco MSE 8510 and Cisco Meeting Server (CMS) and must support FECC (far end camera control) and Content sharing over both SIP and H.323.	Our Video Endpoint can integrate with Open SIP and H.323 Platforms , If MSE 8510 and Cisco CMS Supports Third Party Registrations we should be able to integrate , Hope that is acceptable.		As per RFP

4 Pollycom					
21	21	4	The Video conferencing endpoint should have 2 x HD input ports to connect Full HD cameras, however, one full HD Camera needs to be supplied day one.	As we understand, the requirement is to connect 1 camera only. We would therefore request the authority to kindly amend the clause as below:  The Video conferencing endpoint should have 1 x HD input port to connect Full HD camera.	As per RFP
22	22	9	The Video conferencing endpoint should have minimum two microphone ports on the codec, so that minimum 2 microphones can be connected for appropriate audio quality and voice pickup. Minimum 2 Microphones should be supplied with VC endpoint. Each microphone cable length should be min.7 meters.	As we understand, the requirement is to connect two microphones on day 1 with the codec. You may note that we have an option to connect upto 4 microphones in a daisy chain to meet the functionality. We would request the authority to kindly amend the clause as below:  The Video conferencing endpoint should have minimum one microphone ports on the codec, so that minimum 2 microphones can be connected for appropriate audio quality and voice pickup. Minimum 2 Microphones should be supplied with VC endpoint. Each microphone cable length should be min.7 meters.	As per RFP
We would also like to bring to your notice that we will be supplying additional Hardware to fulfill the technical requirements as mentioned in the RFP & would be meeting the					
23	22	15	The proposed Video conferencing endpoint should get integrated with existing TPaaS management platform for Software updates/upgrades, provisioning, configuration back-up and restore.	Configuration backup and restore is not required as the supplied centralized server will always have custom settings template containing all the settings required for the supplied Video Endpoint. Endpoint will always poll to this centralized server at regular time interval to get the latest configuration or software related updates.	Clarified above
24	22	16-d	It should be possible to do the following Camera settings: Backlight, Brightness, Focus, White balance, Zoom and adjustment, automatic snapshots to be shown on webpage. Frequency of the snapshots should not be less than 1 frame per 5 second.	We provide Auto Focus better than manual focus settings.  Automatic snapshots feature can be fulfilled by the Group Series "Web Monitoring" feature, we can view automatic Far and Near camera view.	As per RFP
25		16-e	It should be possible to do the following conference level settings - Auto answer, Call Protocols: H.323 and SIP settings, Default protocol, Call Rate, Do Not Disturb control, Content channel rate, video channel rate, phonebook etc.	Content channel rate functionality can be fulfilled by Group Series "Quality Preference" feature, where we can prioritize Content over People / People over Content / Equal weightage to People and Content.	As per RFP
5 CORPORATE ALLIANCES					

26		The eligibility criteria mentioned for Bidder in the Tender clause no. 3.3.2 is not as per the standards	The Warranty is generally provided by OEM and under the Eligibility Criteria the OEM should have supplied 35% of tendered value in the last three preceding financial years is 100% correct and all other terms for OEM are also acceptable but why the Tenderer is required to give <u>single order for 35% of tendered value</u> to prove his eligibility, as far as financial strength is concerned the requirement of cumulative turnover of 150% of tendered value or above during the last 3 financial years and requirement of OEM Authorisation specific to this Tender, etc.. are fine for procurement from right source	In order to improve transparency of decision-making in the public procurement process and to reduce malpractices, India's government, i.e. the Ministry of Commerce and Industries and the Department of Commerce, decided to set up an online marketplace for public procurement, a Government-to-Business platform (G2B). In this GeM portal the requirement of Experience Criteria is as follows : Experience Criteria: In respect of the experience criteria, the Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company for number of years as indicated in the bid document before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the year.	Therefore it's requested to remove the below term of 3.3.2 Eligibility Criteria for Bidder: 1. The tenderer should have executed Single order of supply of Tele Presence End Points costing not less than 35% of the tendered value during last preceding 3 financial years (i.e. current year and three previous financial years) from the date of opening of tender. The bidder shall also furnish Supply/ work completion certificate issued by customer/s for the Purchase Orders/ Work Orders.	As per RFP
<b>6 Grammy Communication</b>						
27			1. Tender Fee : Exempted as per the above Tender.			As per RFP
28			2. EMD : Exempted as per the above Tender.			As per RFP
29			3. Turnover : Exemption not mentioned in the above Tender.	Exemption not mentioned in the above Tender.		As per RFP
30			4. Prior Experience : Exemption not mentioned in the above Tender.	Exemption not mentioned in the above Tender.		As per RFP
<b>7 Progression Communication</b>						
31			The tenderer should have executed Single order of supply of Tele Presence End Points costing not less than 35% of the tendered value during last preceding 3 financial years (i.e. current year and three previous financial years) from the date of opening of tender. Supply of this value against a single rate contract, during above period, will also qualify for this purpose. The bidder shall also furnish Supply/ work completion certificate issued by customer/s for the Purchase Orders/ Work Orders	We are requesting to modify Experience eligibility Criteria for Bidder as per clause no 3.3.2 of tender document and consider work experience of "Switches, Routers, Networking equipment" also as similar kind of work to evaluate bidder pre-qualification criteria.	Due to GOI restrictions, we are unable to share hard copy of clarification request before mentioned date. We will share hard copy immediately after lockdown period.	Clarified above

8 Millenium Automation Private Limited					
32	21	4	The Video conferencing endpoint should have 2 x HD input ports to connect Full HD cameras, however, one full HD Camera needs to be supplied day one.	As we understand, the requirement is to connect 1 camera. Also, Poly uses HDCI port to connect the camera with codec. We would therefore request the authority to kindly amend the clause as below: The Video conferencing endpoint should have 1 x HD/ equivalent input port to connect Full HD Camera	As per RFP
33	22	9	The Video conferencing endpoint should have minimum two microphone ports on the codec, so that minimum 2 microphones can be connected for appropriate audio quality and voice pickup. Minimum 2 Microphones should be supplied with VC endpoint. Each microphone cable length should be min.7 meters.	As we understand, the requirement is to connect two microphones on day 1 with the codec. You may note that while we do not support 2 microphone inputs on the codec, but we have an option to connect upto 4 microphones in a daisy chain to meet the functionality. We would request you to kindly change the clause accordingly.	As per RFP
34	22	15	The proposed Video conferencing endpoint should get integrated with existing TPaaS management platform for Software updates/upgrades, provisioning, configuration back-up and restore.	Points are highlighted in Red is specific to single OEM M/s. Cisco request to remove the clause.	Already clarified above.
35	22	16 (b)	Inter-operability with existing Cisco MSE 8510 and Cisco Meeting Server (CMS) and must support FECC (far end camera control) and	Points are highlighted in Red is specific to single OEM M/s. Cisco request to remove the clause.	As per RFP
36	22	16 (d)	It should be possible to do the following Camera settings: Backlight, Brightness, Focus, White balance, Zoom and adjustment, automatic snapshots to be shown on webpage. Frequency of the snapshots should not be less than 1 frame per 5 second.	Points are highlighted in Red is specific to single OEM M/s. Cisco request to remove the clause.	As per RFP
37	22	16 (e )	It should be possible to do the following conference level settings - Auto answer, Call Protocols: H.323 and SIP settings, Default protocol, Call Rate, Do Not Disturb control, Content channel rate, video channel rate, phonebook etc.	Points are highlighted in Red is specific to single OEM M/s. Cisco request to remove the clause	As per RFP