



Request for Proposal

To

Set up Video Conferencing Facility

in

NABARD

This Document contains 53 pages

The Bank invites sealed offers from established System Integrators for supply, installation and commissioning of Video Conference equipments including MCU, End Points, LCD / Plasma Display Panels, etc. The System Integrator should be capable of procuring and commissioning of IP/ISDN lines and providing Video Conference Facility Management & Maintenance Services for their equipments as per details given in the Request for Proposal (RFP) document. Please visit our website: www.nabard.org for further details. RFP forms can be downloaded or purchased from the National Bank for Agriculture and Rural Development, Head Office, General Administration Department, Ground Floor, 'B' Wing, Bandra-Kurla Complex, Bandra (East), Mumbai - 400 051.

Schedule of Events

Date of commencement of issue of RFPs	at 1000 hours on 18 June 2009
Date of pre-bid meeting	at 1030 hrs on 10 July 2009
Last Date for Submission of RFP	at 1600 hours on 15 July 2009
Opening of RFPs - Technical Bids	at 1100 hours on 16 July 2009
Fees for RFP document (non-refundable)	Rs.5,000.00
Earnest Money Deposit (Bid Security)	Rs. 5,00,000.00

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Setting up of Video Conferencing Facility in NABARD -

Invitation for Request for Proposal (RFP)

1.0 Background

- 1.1 National Bank for Agriculture and Rural Development, hereinafter referred to as “NABARD” or “Bank” is having its Head Office (HO) at Mumbai and Regional Offices (ROs), Sub Office (SO), Training Establishments (TEs) etc. in different cities across the country. NABARD proposes to invite Request for Proposal (RFP) tenders from the eligible vendors to undertake the Video Conferencing (VC) project in the Bank on end-to-end basis. This includes supply, installation and commissioning of Video Conference equipment, teleconferencing room layout and procurement of IP / ISDN lines, etc. The invitation for RFP document is now being issued to enable vendors to submit their responses to the Bank.
- 1.2 At present, NABARD does not have any Wide Area Network (WAN) connecting all its ROs/SO/TEs. However, for the purpose of setting up Video Conferencing facility, Bank is setting up a MPLS and/or ISDN network. NABARD is looking for vendors who can supply, install and commission Video Conference equipment, procure and commission the IP / ISDN lines, whichever required, and carry out maintenance of equipment and lines on a continuous basis. With a view to enable NABARD to enhance the bandwidth, it is required that all the Video Conferencing equipments should be equipped with Ethernet ports. Further, it is desired that the solution should have capability of Video Streaming through a streaming server to provide a quick and easy way to record Video meetings and view them live or on-demand from their computers.

2.0 Scope of Work

- 2.1 This document constitutes a formal Request For Proposal (RFP) for group Video Conference project in the Bank. The vendor is required to carryout the following:
- 2.2 To establish Video Conferencing facilities between Head Office of NABARD, ROs, SO and TEs. The list of offices proposed to be connected for Video Conferencing is given in **Annexure - G**.
- 2.3 The solution should have capability of Video Recording at least up to 3 simultaneous Conferences and to store them. It should also be able to stream the Video live or on-demand uni-cast and multi-cast to any H.323 endpoints and laptops/desktops.
- 2.4 To carryout pre-installation activities, supply the Video Conference equipments including End Points, Plasma / LCD Display Panels, MCU, Gateways, software, security software etc., (as detailed in **Annexure - C**), install, test and commission the equipments so as to make Video Conferencing operational on daily basis.
- 2.5 *To provide, as a part of the project, proper consultancy / guidance about the infrastructure (like air-conditioning, acoustics, lighting arrangement, power supply, network points, etc.,) required to prepare the sites. Also, provide design for layout of the equipment at each location and install and commission the equipments accordingly.*
- 2.6 To provide necessary training to the staff of NABARD on Video Conferencing which will cover installation, implementation, administration, usage, troubleshooting and interpretation of reports, logs etc.
- 2.7 To maintain and run the Video Conference facilities under Annual Maintenance Contract (AMC).

- 2.8 To provide facility management at NABARD Head Office only to set up and manage Conferences as and when required by NABARD.
- 2.9 To carry out all the activities including procuring IP / ISDN lines from the service provider, test and commission the lines and also to maintain the IP / ISDN network
- 2.10 Vendors are expected to offer solutions covering all the functionality as mentioned in this RFP document. Incomplete responses will not be considered and no correspondence in this regard will be entertained.

3.0 Eligibility Criteria

- 3.1 Only those vendors fulfilling the following criteria should respond to the RFP :
- 3.2 Vendor should be in this business of setting up Video Conferencing facility for a minimum period of 5 years.
- 3.3 The vendor should have implemented minimum 3 Video Conferencing projects with minimum 15 End Points in each, sourced from the same Original Equipment Manufacturer (OEM) whose END points are proposed for NABARD by the vendor.
- 3.4 Vendors should have implemented external MCU based Video Conferencing in at least three projects, sourced from the same OEM whose MCU is proposed for NABARD by the vendor. However, Vendors may quote for MCU from a different OEM provided documentary evidence is submitted by them for having provided and implemented such equipments at a minimum of three different clients. However, NABARD reserves its right to verify the smooth functioning of such equipments.
- 3.5 The turnover of the company should be minimum of Rs.10.00 crore during each of the last three financial years.
- 3.6 As Bank's MCU is to be installed at Mumbai, the vendor should have proper support center located in Mumbai.
- 3.7 Vendor should submit documentary evidence in respect of all above mentioned criteria while submitting the proposal. Proposal of vendor who do not fulfill the above criteria or who fail to submit documentary evidence thereon would be rejected.

4.0 Designing and implementation Plan:

- 4.1 Vendor is required to develop a detailed plan for designing and implementation of the Video Conferencing project which should include the full scope of the project as mentioned above. On acceptance of such plan by the Bank, the vendor is required to carry out the implementation including supply, installation, testing, commissioning of equipment, etc.
- 4.2 Vendor should provide adequate security features (as mentioned under Technical Requirements in Annexure - C) to the full satisfaction of NABARD.

5.0 Contract with the Vendor

- 5.1 NABARD would enter into a contract with the finally selected vendor who will be responsible for delivery, installation, commissioning and overall implementation of a complete Video Conference solution.

6.0 Proposal Process Management

- 6.1 NABARD reserves the right to accept or reject any or all proposals, to revise the RFP, to request one or more re-submissions or clarifications from one or more vendors, or to cancel the process in part or whole at any point of time. Additionally, NABARD reserves the right to alter the specifications, in part or whole, during the RFP process and without re-issuing the RFP. All claims for functional/technical delivery made by the vendors in their responses to the RFP shall be assumed as deliverable within the quoted financials. NABARD reserves the right to accept or reject, fully or partially, any or all offers without assigning any reason.
- 6.2 Vendors shall be entirely responsible for their own costs and expenses that are incurred while participating in the RFP and in contract negotiation processes.

7.0 Validity of Bid

- 7.1 Due to the nature of the evaluation process, proposals must be valid for a minimum period of **90** days from the last date of proposal submission. NABARD reserves the right to ask the vendors for extension of bid validity.

8.0 Bidder Indication of Authorization to Bid

- 8.1 Responses submitted by vendors to this RFP represent a firm offer to contract on the terms and conditions described in the vendors' response. Each page of the proposal must be signed by an official authorized to commit the vendor to the terms and conditions of the proposal.
- 8.2 Vendors must clearly identify the full title and authorization of the designated official and provide a statement of bid commitment with the accompanying signature of the official.

9.0 Proposal Ownership

- 9.1 The proposal and all supporting documentation submitted by the vendors shall become the property of NABARD unless NABARD agrees to the vendor's specific request/s, in writing, that the proposal and documentation be returned or destroyed.

10.0 Price Composition & Total Cost of Ownership (TCO)

The price quoted should be in Indian Rupees on a fixed price basis and should include the followings:

- 10.1 Cost of equipments, software licenses, etc., (including their warranty and implementation costs), etc., inclusive of all taxes, levies, duties, service tax, other charges, etc.
- 10.2 The cost should include consultancy for site preparation, layout design and installation, Facility Management Charges to setup and manage Conferences at Bank's Head Office in Mumbai.
- 10.3 The prices quoted shall be inclusive of all transportation and insurance costs i.e., on CIF basis, till the time of installation and commissioning at the respective designated locations, in respect of all the equipments and software and training to the staff members of NABARD.
- 10.4 All prices should be itemized. Unit price should be given in detail for each and every item offered. Total Cost of Ownership (TCO) will be calculated taking all the items as

mentioned in **Annexure - C**, excepting optional items, if any, which may be shown separately.

- 10.5 In case the equipment is to be imported, the vendor is required to do and complete all such processes without involving NABARD in any manner at any stage. It will be the responsibility of the vendor to abide by all statutory requirements like payment of all taxes, duties etc., without any reference to the Bank. NABARD accepts no responsibility or liability in this regard.
- 10.6 The vendor should clearly furnish the cost matrix strictly as per the structure provided in the **Annexure - C**. Any deviation may lead to bid rejection. Also no options should be quoted other than as per the Bill of material. Wherever options are given, the bid is liable to be rejected.

11.0 No Price Variation

- 11.1 The commercial offer shall be on a fixed price basis. No price variation should be asked for relating to increases in customs duty, excise tax, other taxes, foreign currency price variation, etc. However, if there is any reduction in government levies / taxes, during the validity of offer, the same shall be passed on to NABARD.

12.0 Payment Schedule

NABARD will make payment for the contracted items / services under this RFP as per details given below :

- 12.1 75% of the order value of hardware, software, related services, etc. will be paid, after delivery of equipments ordered for a site, on per site basis. The payment will be made only against proof of delivery challans and invoices duly acknowledged by Bank.
- 12.2 25% of the order value of hardware, software, related services, etc., will be paid on completion of installation and commissioning of Video Conferencing equipment and IP / ISDN lines. NABARD will make this payment on site-by-site basis against testing reports and acceptance reports and against submission of a Performance Bank Guarantee (format of which will be given by the Bank) for 10% of the order value valid for the warranty period.
- 12.3 The IP / ISDN line acquiring charges (if any) shall be paid on per line basis on completion of installation and commissioning of the lines against installation and commissioning certificate signed by the Bank's official certifying successful completion of installation and commissioning.
- 12.4 Facility Management Charges will be paid on half-yearly basis at the end of each period.
- 12.5 The AMC charges shall be paid by NABARD on quarterly basis at the end of each quarter.

13.0 Performance

- 13.1 In case, the vendor does not perform under the contract to the full satisfaction of the NABARD, NABARD reserves the right to reject the items / services rendered under the contract in its entirety or partially, as the case may be, during the evaluation period and vendor shall be liable to refund the full or proportionate amount, if already paid for the said items / services etc. In this regard the decision of the Chief General Manager of NABARD, Head Office, General Administration Department, Mumbai shall be final.

14.0 Warranty

- 14.1 The offer must include comprehensive on-site warranty for 1 year from the date of acceptance of the system by NABARD after its installation and commissioning. As part of the warranty, the vendor will provide all required support (including spares, etc.,) as a part of the Facility Management Services (FMS). The FMS will include deputation of qualified person/s at Mumbai site for setting up of the calls and managing Video Conferences centrally. The person should be immediately available at Head Office of NABARD, Bandra-Kurla Complex, Bandra (East), Mumbai - 400 051.

15.0 Facility Management Services (FMS)

- 15.1 The vendor will provide Facility Management Services by deploying suitable person/s having adequate experience in setting up and management of multi-site Video Conferences as and when required by NABARD.
- 15.2 Vendors are expected to quote the Facility Management Charges on an annual basis. The Total Cost of Ownership will be arrived at based on Facility Management Charges for three years including the warranty period.

16.0 Annual Maintenance Contract (AMC)

- 16.1 Vendors are expected to maintain the equipment supplied to NABARD for at least two years from the completion of date of the warranty period. The vendor will also provide the Facility Management Services during the AMC period. The scope of Facility Management Services will be same as has been specified under "Warranty" and "Facility Management" in Annexure - E.

17.0 Terms and Conditions of Execution of Work

- 17.1 Vendor shall deliver all the equipments at the intended site within 8 weeks from the date of acceptance of the Purchase Order (PO). Vendor shall install and commission all the equipment within 10 weeks of the date of acceptance of the Purchase Order. Simultaneously, if required, the vendor shall help NABARD in applying for the IP / ISDN lines and liaise with the service provider (such as BSNL, MTNL, etc.,) to obtain the connectivity and commission the lines within 10 weeks from the date of acceptance of the Purchase Order. In short, the entire project shall be implemented within 10 weeks from the date of acceptance of Purchase Order. Time is essence of the contract.

18.0 Order Cancellation

NABARD reserves its right to cancel the order of acceptance of the proposal in the event of one or more of the following conditions:

- 18.1 Delay in delivery of the ordered equipments, etc., beyond 18 weeks from the date of acceptance of the Purchase Order.
- 18.2 Delay in installation & commissioning of the system beyond 20 weeks from the date of acceptance of the Purchase order of acceptance of the proposal.

19.0 No Erasures or Alterations

- 19.1 There should be no hand-written material, corrections or alterations in the RFP. Technical details must be completely filled up containing correct technical information of the product being offered. Filling up of the forms using terms such as “OK”, “accepted”, “noted”, “as given in brochure/manual” are not acceptable by NABARD. Offers not adhering to these guidelines may not be accepted by the Bank.

20.0 Right to Alter Quantities

- 20.1 NABARD reserves the right to alter quantities as also to delete some items specified in this RFP.

21.0 Timely availability of Support Services

The vendor should have proper and adequate support mechanism in place at Mumbai to provide all necessary support under this project. The vendor should be able to provide support services at all other proposed centers as mentioned in Annexure-G also either through their own support offices or through franchise centers. The response time for the support / breakdown call should not be more than 4 hours.

22.0 Manuals and Drawings

- 22.1 The vendor shall provide complete technical and other documentation/s for the equipments supplied. All the manuals shall be in English and the drawings should be clearly indicative of equipment supplied.

23.0 Liquidated Damages (LD)

In the event of failure of the vendor to provide the deliverables as per the agreed terms of the contract, NABARD shall have the right to levy liquidated damages on the vendor as under:

- 23.1 For any delay beyond 10 weeks from the date of acceptance of the Purchase Order, in delivery of the equipments on per site basis, NABARD will charge penalty at 0.5% of the order value (site by site basis) per week or part thereof.
- 23.2 For any delay beyond 10 weeks from the date of acceptance of the Purchase Order, in installation and commission of the solution on per site basis, NABARD will charge penalty at 0.5% of the order value (site by site basis) per week or part thereof.
- 23.3 Such liquidated damages, by way of price reduction, shall be recoverable by the Bank by reducing the overall amount payable to the vendor. NABARD may, at its discretion, also waive or reduce the LD, if the reasons for delay are considered by the Bank to be beyond the control of the vendor.
- 23.4 NABARD shall levy LD at the above specified rate beyond a period of 18 weeks and 20

weeks from the date of acceptance of the Purchase Order in respect of delivery of equipments and installation & commissioning respectively; if it does not cancel the Purchase Order as indicated under Clause 18.0 of this RFP.

- 23.5 In case of such difference of opinion, on any issue regarding vendor's role and responsibility, NABARD's decision shall be final.

24.0 Force Majeure

- 24.1 In case either party is prevented from performing any of its obligations due to any cause beyond its control, including but not limited to act of God, fire, flood, explosion, war, action or request of governmental authority, systemic breakdown, failure of electricity supply, accident and labour trouble, the time for performance shall be extended until the operation or such cause has ceased, provided the party affected gives prompt notice to the other party of any such factors or inability to perform and resume performance as soon as such factors disappear or are circumvented.

25.0 Cost of the RFP and Bid security

- 25.1 The RFP document is available on the Bank's website www.nabard.org. Vendors can download the RFP and use it for submission. However, the cost of the RFP i.e., Rs. 5,000/- (non refundable) should be paid by way of crossed Account Payee Demand Draft / Pay Order drawn in favour of National Bank for Agriculture and Rural Development, payable at Mumbai, while submitting the RFP to the Bank. The above Demand Draft / Pay Order should be handed over to the Bank authorities in a separate envelope. The envelope should be duly superscribed as "Cost of RFP Rs.5,000/- paid through Demand Draft / Pay Order No.---)". Alternately, the vendors can purchase the RFP document from the Chief General Manager, National Bank for Agriculture and Rural Development, General Administration Department, 'B' Wing, Ground Floor, Bandra-Kurla Complex, Bandra (East), Mumbai - 400 051, by tendering a Demand Draft / Pay Order for Rs. 10,000/- drawn in favour of National Bank for Agriculture and Rural Development, payable at Mumbai towards the cost of RFP.
- 25.2 The Vendor shall furnish a Bid Security for an amount of Rs. 5,00,000/- (Rupees five lakhs only) in the form of a Demand Draft / Pay order / Bank Guarantee obtained from a scheduled commercial bank drawn in favour of National Bank for Agriculture and Rural Development, payable / enforceable at Mumbai.
- 25.3 The Bid Security should form part of the Tender Documents (Technical Offer) submitted by the Vendor. Failure to comply with this condition viz., submission of Bid Security of Rs. 5,00,000/- (Rupees Five Lakhs only) shall result in summarily rejection of the tender offer. Submission of the Bid Security in the Commercial Bid shall render the bid being rejected on the grounds of non-submission of the Bid Security.
- 25.4 The Bid Security of unsuccessful vendors shall be returned within six weeks, only after the successful completion of the tender process. No interest is payable on such amount.
- 25.5 The bid security of successful Vendor will be returned only upon the Vendor successfully implementing the Video Conferencing project and on completion of warranty period. No interest would be payable on this amount.
- 25.6 The Bid Security shall be forfeited:
- 25.7 If a Vendor withdraws his offer during the period of validity of the bid.

25.8 If the successful vendor fails to execute the Project satisfactorily within the stipulated time schedule.

25.9 NABARD's decision in the above cases will be final.

26.0 Proposal Content

26.1 The vendors' proposals are central to the evaluation and selection process. Therefore, it is important that the vendors carefully prepare the proposal. The quality of the vendors' proposal will be viewed as an indicator of the vendor's capability to provide the solution and vendors interest in the project.

27.0 Proposal Format

27.1 The RFP shall be submitted in two parts in separately sealed envelopes and super scribed as below:

Part I : Technical Bid - NABARD Video Conferencing Project
Part II : Commercial Bid - NABARD Video Conferencing Project

27.2 Technical Bid:

27.2.1 Vendors are requested to submit hard copy of the Technical Bid in original duly signed after structuring Technical proposals under the following sections:

Section 1 - Management Information Summary: This section should be structured as follows:

- Letter as per draft provided in **Annexure - A**
- Vendor profile & other information as per **Annexure - B**

Section 2 - Details of the Proposed Solution: This section should be structured as follows:

- Summary of proposed services Functional & Technical specifications (**Annexure - C**)
- Supply, installation and commissioning capabilities for the project

Section 3 - Demand draft/Pay order/Bank Guarantee for Rs.5,00,000/- towards EMD drawn from a scheduled commercial bank, in favour of National Bank for Agriculture and Rural Development payable / enforceable at Mumbai.

Section 4 - Unpriced commercial bid (Annexure - D)

Note: The vendor should submit proof for the information furnished in the vendor profile. Any information given without supporting proof will not be considered by NABARD for evaluation purpose.

27.3 Commercial Bid

27.3.1 The Commercial Bid must be submitted in a separate sealed envelope.

The Commercial Bid (**Annexure - E**) has to be submitted in separately sealed envelope only in hard copy with 1 original version duly signed by the authorized signatory. The commercial bid envelope has to be marked as "Commercial Bid - NABARD Video Conferencing Project".

All proposals must be duly stamped and signed by an authorised signatory for the vendor.

28.0 Submission and Acceptance of Vendor Proposals

28.1 Proposal Delivery:

Vendors must ensure that the proposals are delivered in the formats described in the earlier section(s) to the following address:

The Chief General Manager

National Bank for Agriculture and Rural Development

Head Office

General Administration Department,

'E' Wing, Ground Floor, Bandra-Kurla Complex,

Bandra (East), Mumbai - 400 051.

INDIA

Fax No: +91 22 26530060

Email: gad@nabard.org

28.2 The vendors are requested that the tender responses should be dropped into the Tender box kept in National Bank for Agriculture and Rural Development, Ground Floor, 'E' Wing, General Administration Department, Bandra-Kurla Complex, Bandra (East), Mumbai - 400051. Alternatively, the tender responses can be handed over to any of the following officers :

(i) Shri P C Mishra, GM, NABARD, HO, GAD, Ground Floor 'B' Wing Ph : 022-26539042

(ii) Shri T Radhakrishnan, DGM, NABARD, HO, GAD, Ground Floor 'E' Wing Ph : 022-26539639

(iii). Shri Somesh K Majumdar, Manager, NABARD, HO, GAD, Ground Floor 'B' Wing Ph : 022-26539053

NABARD must receive all proposals on or before **by 4:00 p.m. (Indian Standard Time).**

28.3 If any information provided in response to this RFP is found to be incorrect or misrepresented, at any stage of the evaluation process or thereafter. NABARD reserves the right to summarily disqualify the vendor from the evaluation process or installation / commissioning / maintaining, etc., process.

29.0 Overview of Evaluation Process

29.1 The objective of the evaluation is to select a reliable and experienced vendor capable of design, supply, installation and commissioning of Video Conference facility with the functions designated, within specified time frame and FMS / support in a cost-effective manner. In addition, the vendors must be capable, willing and committing themselves to provide all necessary support services which are responsive to the needs of National Bank for Agriculture and Rural Development.

30.0 Evaluation Process

30.1 Only proposals received on or before the stipulated date and time for responding to the RFP will be considered for further evaluation. The evaluation process will include:

30.2 Evaluation of RFP response (this may include scrutiny of proposal to ensure that the vendor meets the eligibility criteria, compliance to functional & technical requirement, presentations, demonstrations)

30.3 From the technically qualified bids, vendors will be short listed for commercial evaluation.

30.4 The final decision on the vendor will be taken by NABARD. The implementation of the

project will commence upon successful negotiation of a contract between NABARD and the selected vendor. NABARD reserves the right to reject any or all proposals fully or partially. Similarly, it reserves the right to or not to include any vendor in the final short-list.

31.0 Vendor Demonstrations

- 31.1 The eligible vendors are required to make demonstrations of their Video Conferencing capabilities at NABARD's desired location or at a location as decided by NABARD. The demonstration will allow the evaluation team to ascertain the capabilities in terms of functionality and technical fitment. It will also allow the evaluation team to evaluate the vendor in terms of look and feel of the Video Conference facility offered in terms of functionality. etc. NABARD shall not be under any obligation to bear any part of the expenses incurred by the vendors for making such demonstrations. The demonstrations shall be at the sole expense of the vendors.

32. Annexure – A (Letter to NABARD on the vendor's letterhead)

The Chief General Manager,
National Bank for Agriculture and Rural Development
Head Office, General Administration Department
Ground Floor, 'A' Wing, Plot No. C-24
'G' Block, Bandra-Kurla Complex
Bandra (East), Mumbai - 400 051

Dear Sir,

Sub: NABARD's RFP for Video-Conference facility

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of your above inquiry, we hereby enclose our offer for supply of the equipment and services as detailed in your above referred inquiry.

We confirm that the offer is in conformity with the terms and conditions as mentioned in your above referred RFP and enclosures.

We also confirm that the prices offered shall remain fixed for a period of 90 days from the last date of submission of the offer.

We also understand that NABARD is not bound to accept the offer either in part or in full. If NABARD rejects the offer in full or in part, the Bank may do so without assigning any reasons therefore.

Yours faithfully,

Authorized Signatories

(Name & Designation, seal of the firm)

Date:

33. Annexure - B (Vendor profile & other information)

SL	Parameters	Response		
1	Name of the firm/Company			
2	Addresses			
	a) Head Office			
	b) Local Office in Mumbai			
3	Year of establishment			
4	Names of the Partners/Directors			
5	Name and address of the Principal			
6	Contact person at Mumbai			
	a) Name			
	b) Designation			
	c) Telephone number and Cell Number			
	c) e-mail ID.			
7	Financial parameters			
	Business Results (last three years)	Turn over		Profit
		Total turnover	Turnover of Video Conference business	
	(Only company figures need to be mentioned. Not to include group/subsidiary company figures)	(Mention the above amount in INR only)		
8	Vendor's experience in design, supply, Implementation and maintenance of Video Conference facilities (in years)			
	a) Experience in India			
	b) Global experience			
9	No. of Video Conferencing projects carried out by the company during last three years in India (give details)			
a	Total number of projects executed with minimum 15 endpoints (give details)			
	Details of minimum three major projects executed with minimum 15 endpoints.	Name of the customer & Contact information	OEM of the products	No. of years in use

SL	Parameters	Response		
	Project 1			
	Project 2			
	Project 3			
b	Total number of projects executed with external MCU			
	Details of minimum three major projects executed with external MCU.	Name of the customer & Contact information	OEM of the products	No. of years in use
	Project 1			
	Project 2			
	Project 3			
10	Service Parameters			
a	No. of qualified engineers employed	(Furnish the qualification details with number of engineers under each qualification)		
b	Availability of centralized help desk	Yes / No		
c	Number of own support centers of the Vendor in India			
11	Details of Reference Sites	Customer name	No. of years the customer is using Video Conference	
	Reference site - 1			
	Reference site - 2			
12 (a)	LIST of own support centers across the country.	(Please submit full list of support centers with addresses separately for own centers with details of contact person, contact numbers and email IDs)		
(b)	List of Franchisee Support Centres across the country	(Please submit full list of franchisee support centers with addresses separately for own centers with details of contact person, contact numbers and email IDs)		
13	Names of the Video Conference projects currently implemented/managed (mention the names of the companies with location of their Head Office)	1. 2. 3.		
14	Name of the Bank / large financial Institutions / Government organization for whom Video Conference Facility is provided and	1. 2. 3.		

SL	Parameters	Response
	maintained	
	Support centre at Mumbai (if yes, please give full address of the support center with Contact person, phone nos. and email ID)	Yes / No

Authorized Signatories

(Name & Designation, seal of the company)

Date:

34. Annexure – C (Functional & Technical requirements)

Sl. No	Feature	Specifications	Your offer (specify make / model)
I. General features for Video conferencing End points			Yes / No
1.	User-friendly operations	Simple user interface with command capabilities. One operator can easily manage multiple simultaneous Conferences or several operators can manage one large Conference. Operators can also move participants between Conferences or create sub Conferences for private conversation	
2.	WAN interface	Support for various WAN interfaces for IP and ISDN	
3.	Flexibility	The system's WAN ports should be configurable for different speeds depending on applications.	
4.	Video quality	High quality Video is required like support up to 30 frames per sec.	
5.	Standard support	Video-conferencing equipment should support H.320 (ISDN Video conferencing) as well as H.323 (LAN Video conferencing) standards. Should support H.261, H.263 & H.263 ++, H.264 Video standards. SIP support desirable.	
6.	Audio quality	Automatic gain control, intelligent audio mixing.	
7.	Multiple Video inputs	Support for multiple Video sources like auxiliary camera, VCR, document camera, white board, dual Video should be direct i.e. abilities to send two simultaneous line Video sources e.g. Desktop Video and presenter's Video. The system should enable users through a remote device at either end to manipulate the camera angle, focus and various parameters to suit the user requirement. The camera module and microphones should have omni-directional coverage of 360 degrees. The network interface should support standard ISDN interfaces and protocols and <i>auto Service Profile Identifier (SPID) and switch detection</i> . Services are to be provided in conjunction with standard ISDN.	

II. ISDN Lines

Sl. No	Feature	Specifications	Your offer (specify make)
1	ISDN - BRI	128 kbps ISDN - BRI line	
2	NT-Box	NT Boxes for ISDN BRI line	
3	ISDN - PRI	2 Mbps ISDN - PRI line	

Technical Specifications:

System Specifications for Conference Room on 7 th Floor 'E' Wing at HO - HD Model		
Video conferencing equipment, rack mountable, specialized for customized integration and specialized rooms with capability to work on ISDN and IP networks, Multi site (1 + 5 sites) and ability to support dual video source transmission during video call equipped with:		
Video standards	The system should support Video standards -H.261,H.263, H.263 ++,H.264	
Call features	H.264 should be possible when sending or receiving two live video sources e.g. Presenter and Presentation.	
	The system should support H.323 and SIP simultaneously	
	The system should support H.239 in both H.323 and SIP calls	
	It must be possible to enable or disable H.239 while in the Video call	
	Should be HD compatible and must support HD Resolutions: 720P	
	The system should be capable to connect to two HD 720p Camera's	
	The system should support 16:9 and 4:3 aspect ratio	
	The system should support frame rate -15 fps up to 168 Kbps, 30 fps @168 Kbps and above.	
Video Inputs	The system Should support H.239 protocol for data sharing	
Video Inputs	<u>The system should support the following Video Input</u> The system should support 1 x HD Main Camera input 1 x auxiliary/document camera input 1 x composite: document camera/aux 1 x composite: VCR 1 x DVI / XGA: PC input	
Video Outputs	<u>The system should support following Video Output</u> 1 x main monitor output 1 x Dual monitor output 1 x composite: main monitor or VCR 1 x composite: dual monitor or VCR 2 x DVI / XGA: main or second monitor XGA Output	
Audio features	The system should support G.711, G.722, G.722.1, G.728, 20KHz audio or better and VCR Ducking	
Audio Inputs	AUDIO INPUTS (4 INPUTS) 3 x microphone, XLR input 1 x line level: auxiliary (or VCR Stereo L) 1 x line level: echo canceller input 1 x RCA/Phono, Line Level: VCR/DVD (Stereo R)	
Audio Outputs	AUDIO OUTPUTS (3 OUTPUTS) 1 x RCA/Phono, S/PDIF (mono/stereo) or Analogue Line Level: main audio or Analogue Stereo L 1 x RCA/Phono, Line Level: VCR or Analogue Stereo R	
Network	The system should support up to 6Mbps on IP and should be upgradeable to 2mbps on ISDN	
	The system should support H.323 features: IP precedence(QOS), Diff Serve.	
	Resource reservation protocol-RSVP	
	IP Type of Service-TOS	
	Standards based- Packet Loss Recovery feature on H.323 call	

Multipoint capability	The system should have multi conferencing capability to connect 1+5 video sites plus at least 5 audio sites in the following mode--4 party Continuous presence, Voice switched and Chair control , Audio & video transcoding, rate matching, H.264 & H.239 in multipoint call. It should be possible to add multipoint calls on the fly without having to disconnect calls	
	When hosting a multipoint call, the system should not typically stop showing content when the fourth participant joins the call.	
	The IP and atleast 3 x BRI ports and data sharing support should be on the codec	
	The system should be capable of taking ISDN PRI	
	Meetings both point and point and multipoint , should be password protected and the same should be possible for H.323 and SIP networks	
	H.233, H.234, H.235. 'AES' encryption of IP and ISDN calls. Call should be encrypted end to end even in a multiconference.	
HD Camera	Should be 1/3" CMOS camera	
	Should have 7X zoom	
	Camera detached from codec	
	250° total horizontal field of view or more	
Other features	IPV6 and IPV4 dual standard	
	Additional HD camera support should be present	

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System Specifications for personal conferencing system (for Chairman & MD Desktop based) - HD Model			
Personal Video Conferencing system with integrated 17 to 21 inches LCD display screen with at least XGA clarity and inbuilt HD camera, microphone and speakers			
Make and Model Number:			
1	ITU-T standards supported		
	Video Conferencing	H.320, H.323	
	Far end camera control	H.281	
	Connection to MCU	H.231, H.243	
		SIP	
	Dual Video streams	H.239	
	Security - Encryption standards	H.233, H.234, H.235V3 encryption standards	
2	Video		
	Video Standards	H.261, H.263	
		H.263+, H.263++, H.264	
	Picture frequency	30 frames per second @ 168 kbps	
		60 fields per second @ 336 kbps	
		ITU 60 fields per second	
	Picture resolution	CIF, SIF, 4CIF (H.261 Annex D), 4SIF, VGA, SVGA, XGA	
	Still image transfer	Still image transfer capability	
	Video Format	PAL	
	Video inputs	PC using VNC (SoftPresenter) 1 x DVI-I: PC Input: 800 x 600 (@ 60, 72, 75, 85 Hz), 1024 x 768 (@ 60, 70, 75 Hz), 1280 x 720 (HD720P) (@ 50, 60 Hz), 1280 x 1024 @ 60/Hz Extended Display Identification Data (EDID)	
	Other features	Picture in picture and streaming facility	
	Presentation Features	It should be possible to show PC presentation during the Video call.	
		Presentation should be connected as per the H.239 standard.	
		The VC system should be able to display the PC presentation, Self View and the remote view simultaneously on the screen.	
		It should be possible to see the PC screen without showing it to the remote site	
3	Audio		
	Audio standards	G.711	
		G.722, G.722.1	
		G.728	
	Audio inputs	Inbuilt microphone	

	Audio outputs	Inbuilt speakers, Headphone output	
	Other features	Noise reduction	
		Automatic gain control	
4	Multiconferencing capabilities	Should be software upgradeable to do Multiconferencing to connect 1+3 Video sites plus at least 3 audio sites in the following mode--Continuous presence, Voice switched and Chair control.	
	Other Multi Conference facilities to be supported on upgrade to multi conferencing system	Dial In and Dial out Mode in IP networks should be supported	
		H.243 cascading of up to 10 sites with continuous presence and Voice activated switching.	
		Audio and Video Transcoding should be supported so that different sites can be connected in a multiConference with different audio and Video protocols.	
		Rate Matching should be possible so that sites at different bandwidths or speed can be connected in a multiConference.	
		Any of the end points should be able to show presentation in addition to the main Video (H.239) in a multipoint call	
		The multi point call can be encrypted (AES/DES encryption)	
		H.264 Video compression in a Multipoint call should be possible.	
		Should have H.243 Cascading.	
		30 fps from 192 Kbps in multiconferencing	
5	Camera		
	Camera specifications	The camera should support at least 15fps	
	Image Device		
	Minimum resolution	XGA (1024x768)	
	White balance	Automatic	
	Lens	Zoom Lens	
	Focus	Manual Focus	
	Field of View	60 degrees-Horizontal	
6	Other Features		
	Far End Camera Control		
	LCD Screen Size	Min 17" to Max 21"	
7	Network Interface		
		1 x LAN / Ethernet 10/100 Mbit	
8	Bandwidth		
	H.323 (IP)	Up to 2 Mbps	
	SIP	Up to 2 Mbps	
9	Network Capabilities		
		Full downspeeding support	
		Auto H.323 dialing	

		Programmable network profile.	
		Network Diagnostics Password Protection	
10	H.323/IP features	IP precedence, DiffServe (QoS) Type of service (TOS)	
		Auto gatekeeper discovery	
		Dynamic playout and lipsync buffering	
		IP adaptive bandwidth management	
11	System control	Intuitive handheld wireless remote. Streaming support in an off line call	
12	Other system features	Remote system management (Web access)	
		Remote control and system diagnostics using telnet	
		Software upgradeable (LAN/web/local)	
		Capability to display content (Video & audio) from the Streaming Server	
13	Display/monitor	Integrated LCD flat screen display with WXGA (1366 x 768) Resolution	
14	Power supply	100-250V AC, 50-60 Hz	
15	Power Consumption	120 Watts maximum	

Endpoints at Remote Site (HO, ROs, SO & TEs) - HD Model

Video conferencing equipment (Endpoints) with capability to work on ISDN or IP networks and also ability to support dual Video source transmission during Video call. Equipment upgradeable to multipoint Conference functionality through software up gradation. The endpoints should be equipped with:

Specifications for Group High Definition Video conferencing system.			
HD End-Point			
SL	Features	Specifications	Compliance (Yes / No)
Make and Model Number:			
1	Video		
	Video Standards	H.261, H.263, H.263 ++, H.264	
		H.264 in a Multipoint and Encrypted call should be possible.	
		H.264 in an Encrypted cal should be possible	
		H.264 should be possible when sending or receiving two live Video sources e.g. Presenter and Presentation.	
Video Frame Rate	30 fps --168 Kbps and above 60 fields per second @336 kbps and above.		
2	Video Features	Ability to send and receive two live simultaneous Video sources in a single call, so that the image from the main camera and VCR or document camera can be seen simultaneously.	
		Should support H.239 protocol	
		Should support PAL Monitor and VGA based projector connectivity simultaneously.	
		PC zoom feature so that the remote site/local site can zoom into the PC screen to view the details.	
		Side by Side layout so that two Video sources can be displayed on a single Plasma screen.	
3	Video Output	Should have atleast 1 DVI (Digital Video Interface)/ XGA output to connect display devices such as plasma and projectors. The system should also support Atleast 2 outputs, for monitor and VCR recording connectivity respectively.	
4	Video input	Should have DVI / XGA input to connect PC/ Laptop directly to the Video conferencing system and display a resolution of SXGA. The system should also support High definition camera input. The system should also support atleast 2 video inputs. 1 x for auxiliary camera input. 1 x for VCR.	

5	Audio		
	Audio standards supported	G.722, G.722.1, CD quality audio protocol for full 20 KHz audio.64 and 128 bit MPEG4 AAC-LD standard must be supported.	
	Other Desirable features	Noise Reduction, Automatic Gain control, GSM/ Black berry interference audio feature VCR ducking, Automatic Audio mixer	
6	Network Interfaces	4* ISDN BRI (RJ 45) ports or more.	
		The ISDN option for VC will be taken for locations not accessible on IP	
		Inbuilt Multiplexer for the ISDN lines is desirable	
		1 LAN /Ethernet--10/100 Mbps	
		1 PCMCIA card for wireless LAN 802.11b. Should support Cisco Aironet.	
7	Bandwidth	H.320 - 512Kbps	
		H.323 - 2 Mbps	
8	Network Capabilities	Full down speeding support over ISDN, call to continue even if the first B channel were to drop.	
		Analogue Telephony support-POTS based call through the system	
9	H.323/ IP Features	IP precedence(QOS), DiffServe.	
		Resource reservation protocol-RSVP	
		IP Type of Service-TOS	
		Auto Gatekeeper discovery	
		Auto Network Address Translation(NAT) support	
		Standards based- Packet Loss Recovery feature on H.323 call Should support URL Dialling	
10	Multiconferencing capabilities	Multiconferencing capability to connect 1+3 Video sites plus at least 3 audio sites in the following mode--Continuous presence, Voice switched and Chair control.	
		Dial In and Dial out Mode in IP and ISDN networks should be supported	
		Capability to mix IP and ISDN and Dial In & Dial out participants in the same call.	
		H.243 cascading of up to 10 sites with continuous presence and Voice activated switching.	
		Audio and Video Transcoding should be supported so that different sites can be connected in a multiConference with different audio and Video protocols.	
		Rate Matching should be possible so that sites at different bandwidths or speed can be connected in a multiConference.	

		Any of the end points should be able to show presentation in addition to the main Video (H.239) in a multipoint call	
		The multi point call can be encrypted (AES/DES encryption)	
		H.264 Video compression in a Multipoint call should be possible.	
		Should have H.243 Cascading.	
		30 fps from 192 Kbps in multiconferencing	
11	Control	1* data port-RS 232 for control.	
12	Security		
	Menu Control	Password protected system menu	
	Encryption of Video call	ITU-T standards based Encryption of the Video call	
		Call should be encrypted end-to-end on IP and ISDN call	
	ITU-T standards	H.233,H.234,H.235. 'AES' and ' DES' encryption of IP and ISDN calls. Call should be encrypted end to end even in a multiConference.	
		Ability to manually turn encryption On or OFF should be there.	
		Automatic key generation and exchange	
	Device Security	Kensington Lock	
13	Precision HD Camera	250° or more total field of view	
		Camera Daisy-chain support	
		Far-end camera control 15 or more near and far-end camera presets	
		1280 x 720 pixels progressive @ 30fps	
14	Streaming	In-Built streaming server. Should support streaming of a multi Conference also.	
	Native resolution	Should support native resolutions on all inputs	
	Web Browser Support	Internal web server	
	Should support HTTPS, Telnet and XML		
	Remote software upload		
15	Directory services	Should support Local and Global directories	
		Should support LDAP and H.350 protocols for directory transfer.	
16	External devices	Should have RS232 port for management.	
17	Device Security	Should have Kensington Lock	

Plasma Display Panels for all End Points

Specifications for 50" Full HD Plasma Display -

The Plasma Display Panels should be equipped with following features:

Sr. No.	Specification	Compliance (Yes/No)
Make and Model Number:		
01.	The Plasma Display should have diagonal size of 50" / 65"	
02.	The Plasma Display should have aspect ratio of 16:9.	
03.	The Plasma Display should support true resolution of 1920X1080 pixels.	
04.	The Plasma Display should have minimum contrast ratio of 10000:1.	
05.	The plasma Display should have crisp image with equivalent gradation of 4096 steps	
06.	The Plasma Display should have viewing angle of 170° both vertically and horizontally.	
07.	The Plasma Display should have minimum audio of 16W (8Wx2)	
08.	The Plasma Display should have anti-reflection coating to reduce the glare.	
09.	The Plasma Display should have minimum life span of 100,000 Hrs.	
10.	The Plasma Display should have minimum one fixed RGB Input for Computer connectivity.	
11.	The Plasma Display should provide following standard Video Input Connectors : a) Composite Video Input b) S-Video Input c) Component Video Input	
12.	The plasma display should support the following Video standards: a) NTSC b) Modified NTSC c) PAL d) PAL 60 e) SECAM	
13.	The Plasma display should have multi function slot in addition to fixed input interfaces. Following slot options should be available : a) PC Input (RGB and Component) b) PC Input (DVI for Digital RGB) c) Plug-in-PC (Computer for Slots in the Plasma) d) RGB Active through for creating multi-display e) Twisted Pair Cable f) HDMI DVD Signal g) Wireless Presentation Board	

14.	The Plasma Display should have following features: a) Dual Pictures Mode (Picture-in-Picture, Picture-out-Picture, Picture-and-Picture) b) Superimpose PC image with Video image and scrolling text information for digital signage application without using any software	
15.	The Plasma Display should have following functions: a) Digital Zoom (4x) b) Advanced Screen Saver function. c) Auto Power off d) Power Saver Mode	
16.	The Plasma Display should support various types of mounting accessories like: a) Wall Mount Bracket b) Mobile Stand c) Table Mount Stand d) Ceiling Hanging Bracket	
17.	The Plasma Display should have facility to convert the same into interactive board by adding additional touch board or Panel.	
18.	The Plasma display power consumption in watt	

Specifications for 65” Full HD Plasma Display -

The Plasma Display Panels should be equipped with following features:

Sr. No.	Specification	Compliance (Yes/No)
Make and Model Number:		
01.	The Plasma Display should have diagonal size of 65”	
02.	The Plasma Display should have aspect ratio of 16:9.	
03.	The Plasma Display should support true resolution of 1920X1080 pixels.	
04.	The Plasma Display should have minimum contrast ratio of 10000:1.	
05.	The plasma Display should have crisp image with equivalent gradation of 4096 steps	
06.	The Plasma Display should have viewing angle of 170° both vertically and horizontally.	
07.	The Plasma Display should have minimum audio of 16W (8Wx2)	
08.	The Plasma Display should have anti-reflection coating to reduce the glare.	
09.	The Plasma Display should have minimum life span of 100,000 Hrs.	
10.	The Plasma Display should have minimum one fixed RGB Input for Computer connectivity.	
11.	The Plasma Display should provide following standard Video Input Connectors : a) Composite Video Input b) S-Video Input c) Component Video Input	
12.	The plasma display should support the following Video standards: f) NTSC g) Modified NTSC h) PAL i) PAL 60 j) SECAM	
13.	The Plasma display should have multi function slot in addition to fixed input interfaces. Following slot options should be available : a) PC Input (RGB and Component) b) PC Input (DVI for Digital RGB) c) Plug-in-PC (Computer for Slots in the Plasma) d) RGB Active through for creating multi-display e) Twisted Pair Cable f) HDMI DVD Signal f) Wireless Presentation Board	

14.	<p>The Plasma Display should have following features:</p> <ul style="list-style-type: none"> a) Dual Pictures Mode (Picture-in-Picture, Picture-out-Picture, Picture-and-Picture) b) Superimpose PC image with Video image and scrolling text information for digital signage application without using any software 	
15.	<p>The Plasma Display should have following functions:</p> <ul style="list-style-type: none"> a) Digital Zoom (4x) b) Advanced Screen Saver function. c) Auto Power off d) Power Saver Mode 	
16.	<p>The Plasma Display should support various types of mounting accessories like:</p> <ul style="list-style-type: none"> a) Wall Mount Bracket b) Mobile Stand c) Table Mount Stand d) Ceiling Hanging Bracket 	
17.	<p>The Plasma Display should have facility to convert the same into interactive board by adding additional touch board or Panel.</p>	
18.	<p>The Plasma display power consumption in watt</p>	

Specifications for Large Screen (100” or more) Full HD Plasma Display

Srl. No.	Specification	Your Compliance
01.	The Plasma Display should have diagonal size of 100” or more	
02.	The Plasma Display should have aspect ratio of 16:9.	
03.	The Plasma Display should support true resolution of 1920X1080 pixels.	
04.	The Plasma Display should have minimum (typical) contrast ratio of 5000:1.	
05.	The plasma Display should have crisp image with equivalent gradation of 4096 steps	
06.	The Plasma Display should have viewing angle of 170° both vertically and horizontally.	
07.	The Plasma Display should have minimum life span of 100,000 Hrs.	
09.	The Plasma Display can be converted into a PC by using PC controller which can be fixed inside the multi function slot.	
10.	The plasma display should support the following video standards: k) NTSC l) Modified NTSC m) PAL n) PAL 60 o) SECAM	
11.	The Plasma display should have multi function slot in addition to fixed input interfaces. Following slot options should be available : a) PC Input (RGB and Component) b) PC Input (DVI for Digital RGB) c) RGB Active through for creating multi-display d) Twisted Pair Cable e) HDMI DVD Signal f) Wireless Presentation Board	
12.	The Plasma Display should support portrait and landscape type mounting	
13.	The Plasma Display should have following features: a) Dual Pictures Mode (Picture-in-Picture, Picture-out-Picture, Picture-and-Picture) b) Advance Dual Picture Mode: Superimpose PC image with Video image and scrolling text information for digital signage application without using any software	
14.	The Plasma Display should have following functions: a) 4x Digital Zoom b) Advanced Screen Saver function. c) Auto Power off d) Power Saver Mode	
15.	The Plasma Display must support various types of mounting accessories like: a) Wall Mount Bracket b) Pedestal Stand	
16.	The Plasma display should have power consumption not more than 1500W.	
17.	The plasma should have studio W/B Mode and Studio Gain Mode for color enhancements and contrast increment to eliminate whiteout.	

Specifications for 42” HD LCD

Srl. No.	Specification	Compliance (Yes/No)
Make and Model Number:		
01.	The LCD should have diagonal size of 42 inch or 107cm	
02.	The LCD should have aspect ratio of 16:9.	
03.	The LCD should support true resolution of 1366X768 pixels or more.	
04.	The LCD should have minimum (typical Measurement) contrast ratio of 1200:1.	
05.	The LCD should have minimum brightness level of 500 cd/m2 or 500 nits	
06.	The LCD should have viewing angle of 178° both vertically and horizontally.	
07.	The LCD should have minimum following audio features: a) Sound Effect: Virtual Dolby Surround b) Speaker: 10W x2 c) Audio Mode: Classic/ POP/ Jazz/ Rock/ Personal	
08.	The LCD should have minimum life span of 60,000 Hrs.	
09.	The LCD should support the following video standards: a) PAL b) SECAM	
10.	The LCD should have following input interfaces. a) PC Input (RGB and Component) b) HDMI c) S-Video d) Component Video e) Scart f) PC Audio g) Headphone h) Composite Video	
11.	The LCD should have following video features: a) Senseye technology b) Minimum 10 bit color processing c) Intelligent Noise reduction d) Sharpness enhancement e) Low Angle mode f) Motion Optimization g) Auto contrast enhancements h) 3d Comb filter i) De-interlacing j) Black extension k) Aspect ratio enhancements: 16:9/ 4:3/ Cinema/ Letterbox/ 16:9 Adjust l) Picture Modes: Movie/ Sport/ Game/ Standard/ Personal	

16.	<p>The LCD should have following additional features:</p> <ul style="list-style-type: none"> a) Backlight Eco Mode: Bright/ Medium/ Dark/ Auto b) PIC: Yes c) Picture Freeze: Yes d) Sensi-Light e) Swivel (-15~+15 degree) f) Auto Input Detection g) Soft Mute h) Steady Sound i) Sleep Timer 	
17.	<p>The LCD should support various types of mounting accessories like:</p> <ul style="list-style-type: none"> a) Wall Mount Bracket b) Table Mount Stand c) Ceiling Hanging Bracket a) d) Remote Accessories 	
19.	<p>The LCD should not have power consumption more than 250W.</p>	
20.	<p>The LCD should be HDTV Compatible 480i / 480p / 720p / 1080i/ 1080p(via HDMI and PC)</p>	

Multipoint Control Unit (MCU) - HD Model

The MCU should be a powerful multimedia conferencing bridge delivering high quality voice and Video. The endpoints and the MCU proposed should be from the same OEM. It should be equipped with:

<i>Specifications for High Definition Multipoint Control Unit (MCU)</i>			
40 Port HD MCU			
SL	Features	Specifications	Compliance (Yes / No)
Make and Model Number:			
1	General Feature	The MCU should be a powerful multimedia conferencing bridge delivering high quality voice and Video. The endpoints and the MCU proposed should be from the same OEM. There should be no loss of ports on encryption or during presentation	
2	Capability	System should support 40 Video sites. There should be no limit on the number of Conferences that can be created.	
		System should have inbuilt gatekeeper functionality as a backup.	
3	Video Standards	The system should support resolutions from QCIF up to 720p (1280 x 720) including interlaced iCIF and iSIF • 4:3 and 16:9 aspect ratios	
4	ITU-T Standards	The system should support H.261, H.263, H.263+, H.263++, H.264 Video standards	
5	Audio Standards	System should support G.711, G.722, G.723.1, G.728, G.729, MPEG-4 AAC-LC, MPEG-4 AAC-LD, Polycom® Siren14™ / G.722.1 Annex C audio standards or equivalent	
6	Call Bandwidth	The system should support per call bandwidth of Up to 5 Mbps with H.264 in all Conference modes including advanced (symmetric)continuous presence	
7	Web Control	System should support Complete configuration, control and monitoring of the system and Conferences through web browser	
8	MCU features		
		It should be possible to dial in and dial out from the MCU web server	
		System should support 20 customs layout or more.	
		The system should support FECC in a multi call from endpoints and through the MCU web browser	
		Active speaker selection using remote control or voice activated	
		Advanced continuous presence as standard on all ports	
		On-screen text messaging to individual or all sites	

		Built-in Conference scheduling and reservation	
		System should be capable of sharing Presentation	
		Dual Video using H.239	
9	Security		
		The MCU should support for access rights and privileges for use	
		Password-protected Conferences	
		Secure non-PC hardware and operating system	
		AES encryption, 128 bit key, H.235	
10	Interfaces		
		2 x RJ45 Ethernet, 10/100/1000 Mbps full/half duplex, manual or auto sensing	
		RJ45/ RS 232 serial port	
		Compact Flash socket for product activation	
11	Audio features		
		Wideband audio mixing	
		Built-in and uploadable auto attendant voice prompts	
		Automatic gain control, adjustable gain, power indication, individual audio mute using web pages	
12	Network features		
		Standard based technology providing intelligent Downspeeding, packet pacing and packet loss concealment to ensure optimum Video and audio quality	
		Dynamic jitter buffering	
13	Transcoding		
		The system should support universal transcoding combining SD and HD with in the same Conference	
		Any bandwidth, any resolution, any Video or audio codec can be used on any Video call within the same Conference	
14	HD performance		
		720p/1080p 30 fps H.264 5 Mbps continuous presence.	
		HD dual Video H.239	
		Comprehensive HD audio	

System for integrating IP and ISDN networks

It should seamlessly integrate IP and ISDN networks including support for HD. It should be equipped with:

<i>Specifications for system to integrate IP and ISDN networks</i>			
<i>ISDN Gateway</i>			
SL	Features	Specifications	Compliance (Yes / No)
Make and Model Number:			
1	Main feature	It should seamlessly integrate IP and ISDN networks including support for HD. The endpoints, MCU and the GW proposed should be from the same OEM	
2	Video Standards	The system should support H.261, H.263, H.264 Video standards	
3	Audio-Standards	The system should support G.711, G.722, G.728, G.722.1 Annex C audio standards	
4	Call Bandwidth	The system should support H.320/H.323 calls supported up to 2 Mbps	
5	Data Standards	The system should support H.239 for data from H.239 supporting endpoints	
6	ISDN Bandwidth	The system should support minimum 2 PRI and should be scalable to support additional PRIs without addition of external hardware.	
7	ISDN Calling Features	The system should support following H.320 calling features: -IVR/auto attendant -Direct Inward Dialing (DID) -Default (Operator) extension -Call routing to MCU/multipoint Conference bridge -Digit manipulation -Flexible dial plan	
8	IP Calling Features	The system should support following H.323 calling features: -IVR/auto attendant -Dial by E.164 address -Digit manipulation -Flexible dial plan -Dial from MCU with and without a gatekeeper	
9	Web Control	The system should support complete configuration, control and monitoring via web browser	
10	Interface	The following ports should be available: - at least 4 ISDN PRI ports -RJ45 Ethernet, 10/100/1000 Mbps full/half duplex, -Manual or auto sensing -RJ45 or RS232 serial port -Compact Flash socket for product activation	

11	Security		
		Administrator, User and Guest passwords Secure non-PC hardware and operating system The system should support ISDN bonding , H.221 aggregation, Automatic Downspeeding on loss of ISDN B channels	

Gatekeeper

The endpoints and the infrastructure products proposed should be from the same OEM. The Gatekeeper system should have the following features:

Specifications for Gatekeeper			
The endpoints and the infrastructure products proposed should be from the same OEM. The Management system should be a rack mountable device having following features			
SL	Features	Specifications	Compliance (Yes / No)
Make and Model Number:			
1	IP Standard	Standards supported : H.323 v4, SIP	
2	Capacity	Support for up to 50 users in the network at any point of time	
		Support for alias name, e.164 and IP address registration for H.323 users	
		Support IP address translation, user can make call using e.164 number	
3	Bandwidth Management	Support for bandwidth management - the gatekeeper must allow for the operator to initiate a call regardless of the end point used and independently of the availability of a bridge	
		Inter-RO bandwidth management	
4	Other Features	Monitors current number of on-call users	
		Monitors current number of online users	
		Monitors current used bandwidth	
		Simplified dial plan	
		Simple fault monitoring	
		Support alternate gatekeeper capability for live redundancy if second gatekeeper available	
5	Security	Registration restrictions - define rules for specifying the length of the e.164 alias, the alias prefix and the range of IP addresses with which the gatekeeper allows an endpoint to register	

System for Group Video conferencing Recording - HD Support

The Video recording and streaming server should enable you to preserve Video content for future viewing. It should be equipped with:

<i>Specifications for Group Video conferencing Recording system.</i>			
<i>Video Recorder</i>			
SL	Features	Specifications	Compliance (Yes / No)
Make and Model Number:			
1	Main Feature	The Video recording and streaming server should enable you to preserve Video content for future viewing. 2 Ethernet RJ45 interface supporting 10/100/1000 Mbps full/half duplex manual or auto sensing. The endpoints, MCU and the streaming server proposed should be from the same OEM	
		The Streaming Server should provide a quick and easy way to record Video meetings and view them live or on-demand from H.323 endpoints and computers/laptops.	
2	Video Standards	Support for H.261, H.263, H.263+, H.263++, H.264, MPEG-1 Video standards	
		Recording server should support resolutions from QCIF up to 720p	
3	Audio Stanadards	Support for G.711, G.722, G.723.1, G.728, G.729, MPEG-4 AAC-LD, Polycom® Siren14™ / G.722.1 Annex C audio standards or equivalent	
4	Call Bandwidth	The system should support calls upto 2 mbps bandwidth	
		The system should be able to transcode and translate Video and audio played back via H.323/SIP or streamed using a bandwidth and codec that can be different to the source. All recordings should get stored in native format with no loss in quality	
5	Streaming	The system should be able to stream live or recorded content	
		There should be a facility to pause, rewind and fast forward recorded playback	
		The system should support different viewing formats viz: using Windows Media Player™, Real Player™ or QuickTime™	
		The system should support third party streaming servers	
6	Recording	The system should be able to perform up to 5 simultaneous recordings	
		The recording should be possible from an endpoint, MCU or a Gateway	

		The system should support H.323/SIP dial in, or dial out from built-in web server	
7	Playback		
		It should be possible to play back the Video to an endpoint, MCU or gateway.	
		The functions of pause, rewind and fast forward should be possible from the endpoint remote	
		Export and import Video presentations supporting MPEG-1 standard	
		The system should have built in web server providing complete configuration, control and monitoring of the system and recordings	
8	Secutiry features		
		Should have Administrator, User and Guest passwords	
		should support Password protected streaming and content playback	
		Should support DTMF passards for H.323 endpoints	
9	Interfaces		
		2 x RJ45 Ethernet, 10/100/1000 Mbps full/half duplex, manual or auto sensing	
		RJ45/ RS232 serial port	
		Compact Flash socket for product activation	

Management Server

The endpoints and the infrastructure products proposed should be from the same OEM. The Management system should have following features:

Specifications for Management Server			
Management Server			
The endpoints and the infrastructure products proposed should be from the same OEM.			
SL	Features	Specifications	Compliance (Yes / No)
Make and Model Number:			
1	Network Management Hardware	Network status updates - MCU elements, call, bandwidth, end point information, error status	
		Conference View - MCU controlling the Conference, Conference ID, Conference type, Video and bandwidth settings, number of participants - including the current no., the number reserved and the no. of local participants	
		Centralized log management - for network and element type levels, log files for MCU elements and gateways, that do not maintain their own log files	
2	Web based Conference scheduling software should be a part of the same management server supporting the following functionality :	E-mail notification to attendees of date, time and topic of Conference Conference templates for personalized and easy scheduling Seamless Conference control on one screen - dynamically add new participants, disconnect or reconnect endpoints, change screen layouts, extend Conferences etc	
		The management server should support upto 50 systems including endpoints, MCUs, gateways and streaming servers	

35. Annexure – D (Unpriced Bid)

S NO	DEVICE	QTY	Quoted	Make	Model
			Yes / No		
End Points					
1	Video conferencing equipment (HD Camera) capable of working with both ISDN and IP network, multipoint (1+5) conference capability and ability to control additional Camera with all the specifications and features as mentioned in Annexure A (under the heading 'Conference Room on 7th Floor 'E' Wing at HO - HD Model'). Include Additional HD Camera and atleast 50 feet camera control cable with necessary accessories.	1			
2	Personal Video Conferencing system with integrated LCD display screen and High resolution Camera and capable of working with IP network with all the specifications and features as mentioned in Annexure - C (under the heading 'System specifications for personal conferencing system (HD Endpoints for Chairman & MD)'). Endpoint should be upgradable to multipoint (1+3) conference capability through software upgrade.	2			
3	Video conferencing equipment (Endpoints) (HD Camera) capable of working with both ISDN and IP network with all the specifications and features as mentioned in Annexure A (under the heading 'HD Endpoints at Remote Site (Zos, ROs' and other offices) Including a camera control cable of atleast 15 feet with necessary accessories. Endpoints should be upgradable to multipoint (1+3) conference capability through software upgrade.	36			
Plasma					
4	100" diagonal or more, Full HD Plasma Pedestal Stand and all the specifications and features as mentioned in Annexure A (under the heading 'Specifications for 100" or more Plasma')	1			
5	65" Full HD Plasma with Detachable Speakers and Wall mount kit and all the specifications and features as mentioned in Annexure A (under the heading 'Specifications for 65" Plasma')	27			
6	50" Full HD Plasma with Detachable Speakers and Wall mount kit and all the specifications and features as mentioned in Annexure A (under the heading 'Specifications for 50" Plasma')	8			
LCD					
7	42" HD LCD TV with Built-in Speakers, Wall mount bracket and all the specifications and features as mentioned in Annexure - C (under the heading 'Specifications for 42" HD LCD')	1			
MCU					
8	High Definition MCU 40 Port HD MCU with all the specifications and features as mentioned in Annexure A (under the heading 'Specifications for High Definition Multipoint Control Unit (MCU)')	1			
Gateway					

9	ISDN Gateway 2 PRI ISDN Gateway with all the specifications and features as mentioned in Annexure A (under the heading 'Specifications for system to integrate IP and ISDN networks') The Gateway should be upgradable to 4 PRI.	1			
Recording Server					
10	Streaming & Recording Server 5 Port with all the specifications and features as mentioned in Annexure A (under the heading 'Specifications for Group Video conferencing Recording system')	1			
Management Server					
11	Management Server with all the specifications and features as mentioned in Annexure A (under the heading 'Specifications for Management Server')	1			
Gatekeeper					
12	Gatekeeper with all the specifications and features as mentioned in Annexure A (under the heading 'Specifications for Gatekeeper')	1			
Others					
13	INSTALLATION & COMMISSIONING Charges	LUMPSUM		NA	NA
14	QUOTE AMC (POST WARRANTY Period)				
14.1	1ST YEAR (% OF Total Hardware Cost)	Vendor Name		NA	NA
14.2	2nd YEAR (% OF Total Hardware Cost)			NA	NA
15	Facility Management				
15.1	Quote for 1st Year	Vendor Name		NA	NA
15.2	Quote for 2nd Year			NA	NA
15.3	Quote for 3rd Year			NA	NA
16.1	ISDN lines (both PRI and BRI lines) procurement and commissioning charges	Vendor Name		NA	NA
16.2	Cost of NT-1 box for ISDN connectivity	Vendor Name		NA	NA
16.3	AMC charges per year for maintenance of ISDN lines (rate per line per year)	Vendor Name		NA	NA

Signature & Seal of Tenderer

Date:

Place:

36. Annexure E : (Cost Matrix for Video-Conferencing Project)

SL	Locations	Products (Quantity only)											
		Video conference (Quantity)			Plasma Display			LCD Display	40 Port HD MCU	ISDN Gateway	Gatekeeper	Management Server	Recording server
		Conference Room Room based		Desktop based HD End Point with 1 + 1 capability	100+'' HD	65'' HD	50'' HD	42'' HD					
		HD End Point with 1 + 5 capability	HD End Points with 1 + 1 capability										
1	Mumbai	1	3	2	1	3	NIL	NIL	1	1	1	1	1
2	Hyderabad	NIL	1	NIL	NIL	1	NIL	NIL	NIL	NIL	NIL	NIL	NIL
3	Guwahati	NIL	1	NIL	NIL	1	NIL	NIL	NIL	NIL	NIL	NIL	NIL
4	Patna	NIL	1	NIL	NIL	1	NIL	NIL	NIL	NIL	NIL	NIL	NIL
5	Raipur	NIL	1	NIL	NIL	1	NIL	NIL	NIL	NIL	NIL	NIL	NIL
6	Ahmedabad	NIL	1	NIL	NIL	1	NIL	NIL	NIL	NIL	NIL	NIL	NIL
7	Simla	NIL	1	NIL	NIL	1	NIL	NIL	NIL	NIL	NIL	NIL	NIL
8	Jammu	NIL	1	NIL	NIL	1	NIL	NIL	NIL	NIL	NIL	NIL	NIL
9	Ranchi	NIL	1	NIL	NIL	1	NIL	NIL	NIL	NIL	NIL	NIL	NIL
10	Bangalore	NIL	1	NIL	NIL	1	NIL	NIL	NIL	NIL	NIL	NIL	NIL
11	Trivandrum	NIL	1	NIL	NIL	1	NIL	NIL	NIL	NIL	NIL	NIL	NIL
12	Bhopal	NIL	1	NIL	NIL	1	NIL	NIL	NIL	NIL	NIL	NIL	NIL
13	Pune	NIL	1	NIL	NIL	1	NIL	NIL	NIL	NIL	NIL	NIL	NIL
14	Lucknow	NIL	3	NIL	NIL	1	NIL	NIL	NIL	NIL	NIL	NIL	NIL
15	New Delhi	NIL	1	NIL	NIL	3	NIL	NIL	NIL	NIL	NIL	NIL	NIL
16	Bhubaneshwar	NIL	1	NIL	NIL	1	NIL	NIL	NIL	NIL	NIL	NIL	NIL
17	Chandigarh	NIL	1	NIL	NIL	1	NIL	NIL	NIL	NIL	NIL	NIL	NIL
18	Jaipur	NIL	1	NIL	NIL	1	NIL	NIL	NIL	NIL	NIL	NIL	NIL
19	Chennai	NIL	1	NIL	NIL	1	NIL	NIL	NIL	NIL	NIL	NIL	NIL
20	Dehradun	NIL	1	NIL	NIL	1	NIL	NIL	NIL	NIL	NIL	NIL	NIL
21	Kolkata	NIL	1	NIL	NIL	1	NIL	NIL	NIL	NIL	NIL	NIL	NIL
22	Port Blair	NIL	1	NIL	NIL	NIL	NIL	1	NIL	NIL	NIL	NIL	NIL
23	Itanagar	NIL	1	NIL	NIL	NIL	1	NIL	NIL	NIL	NIL	NIL	NIL
24	Panaji	NIL	1	NIL	NIL	NIL	1	NIL	NIL	NIL	NIL	NIL	NIL
25	Imphal	NIL	1	NIL	NIL	NIL	1	NIL	NIL	NIL	NIL	NIL	NIL
26	Shillong	NIL	1	NIL	NIL	NIL	1	NIL	NIL	NIL	NIL	NIL	NIL
27	Aizawl	NIL	1	NIL	NIL	NIL	1	NIL	NIL	NIL	NIL	NIL	NIL
28	Dimapur	NIL	1	NIL	NIL	NIL	1	NIL	NIL	NIL	NIL	NIL	NIL
29	Bolpur	NIL	1	NIL	NIL	1		NIL	NIL	NIL	NIL	NIL	NIL
30	Mangalore	NIL	1	NIL	NIL	1	NIL	NIL	NIL	NIL	NIL	NIL	NIL
31	Gangtok	NIL	1	NIL	NIL	NIL	1	NIL	NIL	NIL	NIL	NIL	NIL
32	Agartala	NIL	1	NIL	NIL	NIL	1	NIL	NIL	NIL	NIL	NIL	NIL
Total Quantity (A)		1	36	2	1	27	8	1	1	1	1	1	1

Annexure - E : Cost Matrix for Video-Conferencing Project

	Products (Quantity only)												
	Video conference (Quantity)			Plasma Display				LCD Display	40 Port HD MCU	ISDN Gateway	Gatekeeper	Management Server	Recording server
	Conference Room Room based		Desktop based HD End Point with 1 + 1 capability	100+'' HD	65'' HD	50'' HD	42'' HD						
	HD End Point with 1 + 5 capability	HD End Points with 1 + 1 capability											
Total Quantity (A)	1	36	2	1	27	8	1	1	1	1	1	1	
Unit Price (B)													
VAT on Unit Price (C)													
Unit price including VAT (D)=(B+C)													
Product wise total price (E) = (A x D)													
Sum of Prices of all products (F)													
OCTROI in Mumbai													
OCTROI in Mumbai (G) = 5.5% x No. of units in Mumbai x (D)													
VAT on OCTROI in Mumbai (H) = VAT% x (G)													
Total OCTROI and VAT on OCTROI in Mumbai (I)= Sum of OCTROI on all products in Mumbai (G) + Sum of VAT on OCTROI on all Products in Mumbai (H)													
OCTROI in Pune													
OCTROI in Pune (J) = 5.5% x No. of units in Pune x (D)													
VAT on OCTROI in Pune (K) = VAT% x (J)													
Total OCTROI and VAT on OCTROI in Pune (L)= Sum of OCTROI on all products in (J) + Sum of VAT on OCTROI on all Products in Pune (K)													
Installation and Commissioning (M)													
AMC Charges (POST Warranty)													
1st Year													
2nd Year													
3rd year													
Total AMC (N)													
Facility Management													
Quote for 1st Year													
Quote for 2nd Year													
Quote for 3rd Year													
Total Facilities Management (O)													
Service Tax (P) = % on (M+N+O)													
Total Tender Cost (Q) = (F+I+L+M+N+O+P) in figures													
Total Tender Cost (Q) in Words													

OPTIONAL ITEMS*

SL	Product	Unit Price
1	ISDN PRI Option for HD VC endpoint at 7th Floor 'E' Wing, HO. (For 1+5 multisite endpoint)	
2	ISDN BRI Option for HD VC endpoint at all other locations.	
3	Multi-Point upgrade (1+3 sites) for HD VC endpoints	
4	Multi-Point upgrade (1+3 sites) for Desktop based HD VC endpoint	
5	ISDN lines (both PRI and BRI lines) procurement and commissioning charges	
6	Cost of NT-1 box for ISDN connectivity	
7	AMC charges per year for maintenance of ISDN lines (rate per line per year)	

***NOTE: The prices for Optional items will not be considered to calculate Total Cost of Ownership.**

Signature & Seal of Tenderer

Date:

Place:

37. Annexure - F (Market Share)

NOTE: MARKET SHARE OF VENDOR / OEM CAN ONLY BE PROVIDED

S NO	DEVICE	Indian (in %)	Global (in %)
	End Points		
1.	Codec with 1+5 multi site VC system with capable of working with both ISDN and IP network with all the specifications and features as mentioned in Annexure - C under the heading 'Main site - Board Room at HO'		
2.	Personal Video Conferencing system with integrated LCD display screen and HD Camera and capable of working with IP network with all the specifications and features as mentioned in Annexure - C (under the heading 'System specifications for personal conferencing system (HD Endpoints for Chairman & MD)')		
3.	Video conferencing equipment (Endpoints) (HD Camera) capable of working with both ISDN and IP network with all the specifications and features as mentioned in Annexure - C (under the heading 'HD Endpoints at Remote Site (HO, ROs, SO & TEs) Endpoints should be upgradable to multipoint Conference capability through software upgrade.		
	Display Device		
4.	50" Full HD Plasma with Detachable Speakers, TV Tuner Card, Wall mount bracket and all the specifications and features as mentioned in Annexure - C (under the heading 'Specifications for 50" Plasma')		
5.	65" Full HD Plasma with Detachable Speakers, TV Tuner Card, Wall mount bracket and all the specifications and features as mentioned in Annexure - C (under the heading 'Specifications for 65" Plasma')		
6.	42" HD LCD TV with Built-in Speakers, TV Tuner Card, Wall mount bracket and all the specifications and features as mentioned in Annexure - C (under the heading 'Specifications for 42" LCD')		
	MCU		
7.	High Definition MCU 20 Port HD MCU with all the specifications and features as mentioned in Annexure - C (under the heading 'Specifications for High Definition Multipoint Control Unit (MCU)')		

	Gateway		
8.	ISDN Gateway 2 PRI ISDN Gateway with all the specifications and features as mentioned in Annexure - C (under the heading 'Specifications for system to integrate IP and ISDN networks')		
	Recording Server		
9.	Streaming & Recording Server 5 Port Recording with all the specifications and features as mentioned in Annexure - C (under the heading 'Specifications for Group Video conferencing Recording system')		
	Management Server		
10.	Management Server with all the specifications and features as mentioned in Annexure - C (under the heading 'Specifications for Management Server')		
	Gatekeeper		
11.	Gatekeeper with all the specifications and features as mentioned in Annexure - C (under the heading 'Specifications for Gatekeeper')		
NOTE: All Documentary Evidence needs to be provided.			

38. Annexure – G (List of Locations)

Names of Ros/SO/TEs/HO	Capacity of VC Room	Location City
Head Office		
Chairman's Mini Conference Room	20-30 persons	Mumbai
Conference Room on 7 th Floor E wing	20-30 persons	Mumbai
ED's Committee Room 7 th Floor C wing	20-30 persons	Mumbai
Conference Room at 4 th Floor D wing	20-30 persons	Mumbai
Bigger Ros		
Andhra Pradesh R O	20-30 persons	Hyderabad
Assam R O	20-30 persons	Guwahati
Bihar R O	20-30 persons	Patna
Chhattisgarh R O	20-30 persons	Raipur
Gujarat R O	20-30 persons	Ahmedabad
Himachal Pradesh R O	20-30 persons	Simla
J & K R O	20-30 persons	Jammu
Jharkhand R O	20-30 persons	Ranchi
Karnataka R O	20-30 persons	Bangalore
Kerala R O	20-30 persons	Trivandrum
Madhya Pradesh R O	20-30 persons	Bhopal
Maharashtra R O	20-30 persons	Pune
National Bank Staff College (NBSC)	20-30 persons	Lucknow
New Delhi R O	20-30 persons	New Delhi
Orissa R O	20-30 persons	Bhubaneshwar
Punjab & Haryana R O	20-30 persons	Chandigarh
Rajasthan R O	20-30 persons	Jaipur
Tamil Nadu R O	20-30 persons	Chennai
Uttar Pradesh R O	20-30 persons	Lucknow
Uttaranchal R O	20-30 persons	Dehradun
West Bengal R O	20-30 persons	Kolkata
Bankers Institute of Rural Development (BIRD)	20-30 persons	Lucknow
Small ROs / SO / TEs		
Andaman & Nicobar S O	8-10 persons	Port Blair
Arunachal Pradesh R O	8-10 persons	Itanagar

Goa R O	8-10 persons	Panaji
Manipur R O	8-10 persons	Imphal
Meghalaya R O	8-10 persons	Shillong
Mizoram R O	8-10 persons	Aizawl
Nagaland R O	8-10 persons	Dimapur
Regional Training College	8-10 persons	Bolpur
Regional Training College	8-10 persons	Mangalore
Sikkim R O	8-10 persons	Gangtok
Tripura R O	8-10 persons	Agartala

39. Annexure - H (Format of Performance Bank Guarantee)
(To be stamped)

THIS DEED OF GUARANTEE executed at Mumbai on this ____ day of ____ 2009 by ____ a banking company constituted under the ____ Act, having its Head Office at ____ (hereinafter referred to as 'the guarantor', which expression shall, unless repugnant to the context or meaning, include its successors and assigns).

IN FAVOUR OF

NATIONAL BANK FOR AGRICULTURE AND RURAL DEVELOPMENT, a body corporate established under the National Bank for Agriculture and Rural Development Act 1981, having its Head Office at Plot No. C-24, 'G' Block, Bandra-Kurla Complex, Bandra (East), Mumbai - 400 051 (hereinafter referred to as 'NABARD' which expression shall, unless repugnant to the context or meaning, include its successors and assigns).

WHEREAS

1. NABARD is desirous of setting up the Video Conferencing Facility in 37 locations at 34 centres as per the list enclosed in Annexure-G (hereinafter referred to as "said work of setting up the Video Conferencing Facility in NABARD") and for that purpose invited tenders.
2. Pursuant to the acceptance by NABARD of the tender dated ____ submitted by ____ (hereinafter referred to as "the said constituents" which expression shall, unless repugnant to the context and meaning, includes its successors and assigns), NABARD has issued Purchase Order bearing no. NB.DIT/____/DIT-43(VC)/2008-09 dated ____.
3. It is one of the terms of the said Purchase Order that our said Constituents shall furnish to NABARD a performance bank guarantee for a sum of Rs.____/- (Rupees ____ only) equivalent to ____% of the value of Purchase Order for setting up the Video Conferencing Facility in NABARD from Nationalised / Scheduled Bank against any defect in respect of the said work of setting up the Video Conferencing Facility in NABARD" which shall be valid for a duration of 60 months from the date of Virtual Completion Certificate of the said work of setting up the Video Conferencing Facility in NABARD.
4. At the request of the said constituents, the guarantor has agreed to furnish the said guarantee.

NOW THEREFORE THIS DEED OF GUARANTEE WITNESSETH THAT

In consideration of the NABARD, at request of the guarantor to issue purchase order and award the said work to the said constituents against the bank guarantee issued by the guarantor for a sum of Rs.____/- (Rupees ____ only), equivalent to ____% of the value of Purchase Order, we, ____ the guarantor hereby unconditionally and irrevocably guarantee unto the NABARD that our said Constituents will diligently, efficiently and satisfactorily perform all their obligations pertaining to the rectification of defects both in respect of materials and workmanship which defects may arise during a period of ____ months from the date of successful completion of the work of setting up the Video Conferencing Facility in NABARD the said constituents as per the specifications, terms and conditions of the said Purchase Order dated ____ failing which we ____, the guarantor, ____ shall, on demand and without demur, pay unto NABARD the sum of Rs.____/- (Rupees ____ only) at the Head Office of NABARD at Mumbai.

THE GUARANTOR HEREBY FURTHER COVENANTS THAT

1. The guarantor shall pay the aforesaid sum to NABARD on demand in writing by NABARD without reference to the said constituent and notwithstanding any dispute or difference that may exist or arise between the NABARD and the said constituent.

2. That this guarantee shall be continuing guarantee and shall not be revoked by the guarantor without prior consent in writing of NABARD.
3. The decision of NABARD on the breach of any of the terms & conditions of the said contract / tender by our said constituent or their failure to perform obligations or discharge their duties under the said Purchase Order shall be final and binding on the guarantor and shall not be disputed by the guarantor inside or outside the court, tribunal, arbitration or other authority.
4. The notice of demand in writing issued by NABARD shall be conclusive proof as regards the amount due and payable to NABARD under this guarantee and it shall not be disputed by the guarantor either insider or outside the court, tribunal or arbitration or other authority.
5. Any neglect or forbearance on the part of NABARD in enforcing any of the terms and conditions of the said Purchase Order or any indulgence shown by NABARD to our said constituents or any variation in the said Purchase Order made by mutual agreement between NABARD and our said constituents or any other act or deed on the part of NABARD which but for this clause may have the effect of discharging the guarantor under the law relating to the guarantees shall not discharge the guarantor from its obligations herein and the guarantor shall be discharged only by compliance by the said constituent of all their obligations and duties under the said Purchase Order.
6. This guarantee shall not be affected by any infirmity or absence or irregularity in the exercise of the powers by or on behalf of our said constituent to submit the said tender and enter into the said contract or any change in the constitution or dissolution of the said constituent's firm or change in the name of the said firm.
7. It shall not be necessary for NABARD to exhaust its remedies against the said constituent before invoking this guarantee and the guarantee herein contained shall be enforceable against the guarantor notwithstanding any other security which the NABARD may have obtained or may obtain from the said constituent, may at the time when this guarantee is invoked be outstanding and unrealised.
8. The guarantor hereby agrees that this guarantee shall be valid and be in force for a period of ___ months i.e., upto _____ and the guarantor hereby agrees to renew this guarantee at the request of NABARD in the event of work given to the said constituents under the said Purchase Order is not completed.
9. Any claim arising under this guarantee shall be preferred by NABARD within a period of six months from the aforesaid date of expiry of this guarantee or in the event of any renewal, such renewal date and unless the claim is so preferred against the guarantor, the guarantor shall stand discharged of all its liabilities hereunder.

IN WITNESS WHEREOF the within named guarantor has caused these presents to be executed on its behalf by the hand of its duly authorised official on the date and the place first hereinabove written.

Signed and Delivered for
and on behalf of
(Bank), the guarantor herein by the
hand of Shri _____
its duly authorised official

40. Annexure – I (Letter Of Indemnity And Undertaking)
(To be stamped)

The Chief General Manager
National Bank for Agriculture and Rural Development
Head Office, DIT
C-24, 'G' Block,
'Plot No. C-24, Bandra-Kurla Complex
Bandra (East), Mumbai
PINCODE 400 051

Dear Sir

Sale of software to be used for Video Conferencing System

In consideration of the National Bank for Agriculture and Rural Development, a body corporate established under the National Bank for Agriculture and Rural Development Act, 1981 (hereinafter referred to as 'NABARD') agreed to purchase software to be used in all the Video Conferencing equipments for the various functions as per the Schedule hereunder written and which are hereinafter for brevity sake referred to as 'the said systems package', subject to our furnishing declarations submit indemnity as contained hereafter.

NOW THEREFORE THIS LETTER OR INDEMNITY WITNESSETH THAT :

We, the _____ Limited hereby declare and certify that we are the rightful owners/licencees of the said systems package offered for sale to NABARD and that the sale of the said systems package to the National Bank by us and the use thereof by the National Bank does not infringe the property or other intellectual property or copy rights of any other person and that the same does not infringe the Copy of Rights Act, 1957 or any other Act for the time being in force.

We, the _____ Ltd., hereby agree to indemnify and keep indemnified NABARD which includes its successors and assigns from all claims, suits, actions, losses, damages, judgements, costs and expenses sustained by NABARD for an infringement of a Covered Country patent, trademark or copyright by the licensed Product.

In witness whereof the _____ has put his hands and seal the month and year first hereinabove mentioned

Schedule

(i)

(ii)

Yours faithfully

(Name and Designation)
of Authorised Official

Signed and delivered by _____

The within named _____

In the presence of _____ (i) Witness