

Tender Ref No. OICL/HO/ITD/VC/2015/01 dated 16th Mar 2015
Title: Supply, Implementation, Maintenance and Support Of Video Conferencing End-Points

SI No	Pg No in RFP	Section No in the RFP	Description	Query	OICL Response
1	15	Section No 1.9, Eligibility Criteria sub Section 1.9.4-	During the last five financial years, the bidder should have implemented at least three projects involving implementation of Polycom Video Conferencing solution. Information about the projects undertaken by the bidder should be submitted (as per Annexure-E provided). As documentary evidence, bidder should submit copy of Purchase orders or completion letters from the relevant clients for whom the solution was implemented.	In order to enable more bidders' participation, the clause may be revised as: "During the last five financial years, the bidder should have implemented at least three projects involving implementation of Polycom Video Conferencing solution or any other equivalent technologies . Information about the projects undertaken by the bidder should be submitted (as per Annexure-E provided). As documentary evidence, bidder should submit copy of Purchase orders or completion letters from the relevant clients for whom the solution was implemented."	As per RFP.
2	49	Annexure F-	DETAILS OF VC PROJECTS UNDERTAKEN IN LAST FIVE FINANCIAL YEARS table Column- Details of Project (Also mention explicitly if it was for SAP implementation)	Since SAP is in no way integratable to Hardware based VC systems and Polycom has a solution which has CMA to manage the video endpoints , we request to amend & remove the clause on SAP experience from ANNEXURE F – TABULAR COLUMN 4	The clause should be read as "Details of VC Projects"
3	55	Appendix 1	Table -1 -Tax Structure is not mentioned in Bill of Material.	Tax Structure for VAT/CST and Service Tax for AMC for 2nd and 3rd year not mentioend in table. Request OICL to amend the sheet and ask for Tax structure separately. The tax amount should be paid separately on actuals. Since Tax rate changes year on year as per Government policies, Bidder can not assume tax rate for future years.	Please refer Point 2 of Section 5.2
4	56	Appendix 2	List of existing VC Equipment	1. Model Numbers of items not mentioned in the list 2. Also status of health of these items not stated (Working/ out of order/ not known etc) Pls provide details of these.	1. Central infra details are on Page 56. All end points are HDX 7000 with LFD Display Samsung 650 MX at HO and Samsung 550 DX at regional offices. 2. All the equipment are in working condition and under AMC with M/s Tulip.
5	19	2.3	Support During AMC Period	We request the Authority to please include - Back to Back Support from OEM during the AMC Period of 3 Years for all equipments as mentioned in Appendix 2, to ensure timely resolution of the issue and availability of Spares/Software Updates/Security related patches etc from the OEM	Back to Back Support from OEM is required for the new endpoints.
6	43	Annexure A	S. No. 7 - Audio Input - 2x microphone (or in array), 2 x RCA/Phono: for input auxiliary, 1x 3.5 mm mini stereo / 1 x SPDIF for PC Audio	1. We request you to please consider 2 No of RCA/Phono/HDMI and 1x 3.5 mm mini stereo / 1 x SPDIF / RCA for PC Audio input. 2. Also we request authority to please confirm as how many mics need to be supplied day one along with the Endpoint	1. Accepted 2. 1 mic need to be supplied with the end-point
7	56 & 57	Appendix 2	S.N. 15 - RO Name - Jaipur, HDX7000 Serial No - ODED5220110524	We request the Authority to please re-confirm the Serial No of the HDX7000 Endpoint as the one provided is not a valid Serial NO.	Serial No of HDX 7000 at RO Jaipur is : 8211210DED52CN

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8	24	3.1.10	AMC charges will be paid quarterly in arrears.	We request to modify this clause as " AMC Charges will be Paid Upfront at the starting of the AMC Period" We request this because we being S.I needs to pay the whole Amount Upfront to the OEM, thus it bears significant financial cost.	As per RFP
9	19	2.3	Support During AMC Period	We request the Authority to please include - Back to Back Support from OEM during the AMC Period of 3 Years for all equipments as mentioned in Appendix 2, to ensure timely resolution of the issue and availability of Spares/Software Updates/Security related patches etc from the OEM	Back to Back Support from OEM is required for the new endpoints.
10	17	2.2.10	Further provided that OICL may, during the currency of the warranty, shift the goods wholly or in part to other location(s) within the Country and in such case the Supplier undertakes to continue to warrant or maintain the goods at the new location without any other additional cost to OICL.	Shifting of equipments will be in OICL scope or not? Also please clarify who will bear the re-installation charges?	Shifting of equipments shall be under OICL scope.
11	17	2.2.11	In case OICL desires to get the warranty services delivered by their appointed bidder or System Integrator, then the OEM shall transfer such warranty services to that preferred bidder at no additional cost to OICL.	Please clarify the meaning of this clause.	As per RFP, the warranty support should be back to back from OEM. As such, OICL expects OEM to provide warranty services at no additional cost in case bidder fails to deliver them .
12	19	2.3	Support During AMC Period	Please clarify and confirm whether back to back support is required from Polycom or not. In case of back to back support, you are requested to consider advance payment terms for AMC of all equipments. We would also like to inform you that existing displays are reaching end of support shortly from OEM. Hence, back to back terms with Samsung will become a challenge. Kindly advise on this.	As per RFP
13	19	2.3	Support During AMC Period	Back to Back warranty of your equipments expired in the month of June, 2012. In order to bring all equipments to the latest software platform, all equipments need to be upgraded. Hence, reactivation charges are applicable. Please confirm whether we have to include the same in our offer or not.	As per RFP
14	34	3.2.25	Price Fall	Request for Removal : Since only 2 endpoints are being procured by OICL under this RFP, the price cannot be compared with other RFPs, wherein requirement is of 30-40 or more endpoints. OICL would appreciate that discounts are available basis quantity of the equipment to be supplied. Hence, you are requested to remove this clause.	As per RFP