

S.No.	Point/ Section #	Existing RFP clause	Bidders Query	OICL Reply
1	Section-4.30, Limitation of Liability	Bidder's cumulative liability for its obligations under the contract shall not exceed the total contract value and the Bidder shall not be liable for incidental / consequential or indirect damages including loss of profit or saving.	TechM requests that its liability should be capped at the fees received by TechM from OICL in preceding 12 months from the date of such claim.	As per the Terms of the RFP
2	Section-5.3, Bid Security	EMD of Rs. 30,00,000 shall be furnished by bidder.	TechM is a creditworthy organization. Hence, request deletion of this requirement.	As per the Terms of the RFP
3	Section-3.1.7, Performance Security	Within 15 days after the receipt of Notification of Award from OICL, the bidder shall furnish performance security to OICL as per Annexure - 6, which shall be equal to 10 percent of the value of the contract - valid till date of expiry of five year Contract period in the form of a bank guarantee from a nationalized/ scheduled bank as per the norms laid by the RBI.	TechM is a creditworthy organization. Hence, request deletion of this requirement.	As per the Terms of the RFP
4	Section-3.1.11, Payment Terms	Payment terms: The Bidder must accept the payment terms proposed by OICL. The financial bid submitted by the Bidder must be in conformity with the payment terms proposed by OICL. Any deviation from the proposed payment terms would not be accepted. OICL shall have the right to withhold any payment due to the Bidder, in case of delays or defaults on the part of the Bidder. Such withholding of payment shall not amount to a default on the part of OICL.	TechM proposes that it shall be paid within 30 days from the date of submission of the invoice to OICL. In case of delay in payment, a delayed payment interest @2% per month shall be levied on OICL. Furthermore, in case of any dispute in the invoices, the same shall be highlighted to TechM within 7 days, else the same shall be deemed to have been accepted.	As per the Terms of the RFP
5	Section-4.16, Liquidated Damages	Liquidated damages: If the Bidder fails to meet the Project Timelines as per Section 1.7, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the total contract price. Once the maximum is reached, OICL may consider termination of the contract.	TechM proposes that LD's shall only be paid in cases where the delay is solely attributable to TechM.	As per the Terms of the RFP
6	Section-4.17, Termination for Default	OICL may, without prejudice to any other remedy for breach of contract, by 30 calendar days written notice of default sent to the Bidder	TechM proposes that OICL should only terminate in cases of material breach only.	As per the Terms of the RFP
7	Section-4.20 Termination for Convenience	Termination for convenience: Either party may, by 30 calendar days written notice sent to the other party, terminate the contract, in whole or in part at any time of their convenience	TechM requests that in case of such termination, it shall be entitled to receive all committed and un-cancellable costs incurred on behalf of OICL.	As per the Terms of the RFP
8	Section-3.1.12, Mode of Payment	OICL shall make all payments only through Electronic Payment mechanism (viz. ECS).	The payment terms are not mentioned in RFP, request you to add the same, or highlight to me please.	Please refer section 3.1.11 Payment terms of the RFP.
9	Section-3.1.14, Currency of Payments	Payment shall be made in Indian Rupees (INR) only.	The credit period of thirty (30) days as per Tech M standards	As per the Terms of the RFP
10	General Query		Standard Deemed acceptance of invoice clause wherein customer must convey to Tech M in case of any issues with the invoice within 7 days from the date of issue of invoice post which it is deemed to be accepted.	As per the Terms of the RFP
11	General Query		Late payment interest charges 1% per month	As per the Terms of the RFP

S.No.	Point/ Section #	Existing RFP clause	Bidders Query	OICL Reply
12	Section-7.1.3, Service Level Criteria	The penalty would be deducted from the quarterly payouts and the cap on any penalty due during the Warranty period will be adjusted against the payments made for bills/invoices provided by the bidder quarterly penalty will be 15% of the quarterly payout. The overall cap on penalty will be 10% of the total contract value	Propose to delete penalty and not to be deducted from quarterly payout	As per the Terms of the RFP
13	Section-1.6 Eligibility Criteria, Point No 5	The Bidder should have successfully implemented/ have under implementation MCU based Video Conferencing solution with minimum 10 nos. of Video Conferencing Endpoints Units in minimum 2 BFSI with minimum 100 branches or offices /Govt./PSU sector in India	Propose to change this clause as follows: The Bidder/ OEM should have successfully implemented/ have under implementation MCU based Video Conferencing solution with minimum 10 nos. of Video Conferencing Endpoints Units in minimum 2 BFSI with minimum 100 branches or offices /Govt./PSU sector in India	As per the Terms of the RFP
14	Section-9.12 Annexure 12 Undertaking of back-lining from OEM	This is to confirm that M/S..... who will be bidding in your RFP has backline the support for Video Conferencing Solution and Equipment's for complete duration for 5 Year with us as per the terms of the RFP	We would like to submit that backling of AMC with the OEM will be done by the System Integrator/bidder post receipt of Purchase Order by the OEM. Hence, the attached undertaking cannot be given by the OEM at the time of bidding. We request authority to kindly remove this Annexure.	Revised Clause: Bidder to submit the backlining letter as per the format provided in Section 9.12.2 during the bid submission. Bidder before raising the first invoice has to submit the proof that bidder has backlined with the OEM for the entire contract period.
15	Section-9.13 Annexure 13: List of OICL offices	Locations for 20 Inch or Higher All in PC/Integrated Endpoint	The proposed specifications for Integrated Endpoint are proprietary to one OEM & no other manufacturer has an equivalent product. We request the authority to kindly remove Integrated Endpoint from the RFP & mandate all bidder's to quote All in One device with software client loaded on it & provide equal opportunity to all the OEM's/bidder's.	Clarification to the bidder : In the RFP, the Bidder is already provided with an option to quote either All In One Executive PC (20 Inch or higher) or the Integrated Endpoint(20 Inch or higher) for Video Conferencing. Specification for Inetgrated System and All In One Executive PC is already provided in RFP

S.No.	Point/ Section #	Existing RFP clause	Bidders Query	OICL Reply
16	Section-10.1 Appendix 1 Single 55 Inch or higher Integrated System	<p>11.2 - Automatic Speaker Tracking with face recognition capabilities. The camera and the codec must be able to focus on the participant who is speaking and must be able to frame all the participants properly.</p> <p>1) The Camera should be able to capture all the participants in the room with a room size of minimum 25ft*30ft</p> <p>2) The Camera should be able to focus on all the participants in the room without blurs , capture and focus of the participants shall be till the satisfaction of OICL officials</p> <p>3) The Content on the A4 Size Paper with a font size of 12 kept at a distance of 10 fts from the endpoint should be clearly focused without blur and should be readable for all the participant accessing the video conferencing</p>	<p>The camera specifications asked in RFP are very subjective and lead to qualifying a particular model of one particular OEM.</p> <p>You may be aware that the camera quality is measured by the type & power of zoom, pan & tilt it carries internally & is never measured by the size of room or ability to capture content of paper sheets.</p> <p>Also, there may be different views by different users and hence mentioning the room size will not help in sizing the camera. The intention should be capturing the active speaker in the room in full frame with minimum 10x optical zoom.</p> <p>We request authority to include camera with 10x optical zoom in the RFP to avoid blurs and also focus and capture on all participants in the room very clearly.</p>	<p>Revised Clause :</p> <p>11.2 - Automatic Speaker Tracking with face recognition capabilities. The camera and the codec must be able to focus on the participant who is speaking and must be able to frame all the participants properly.</p> <p>1) The Camera should be able to automatically speaker track on the person in the room at minimum distance of 25ft from the endpoint.</p>
17	Section-10.1 Appendix 1 MCU	<p>The central solution should support firewall traversal solution for Video Calling. At least 15 calls @ 512 Kbps, 1Mbps and even 2 mbps using H.460.18 and H.460.19 protocols. The above mentioned number is over and above the number of call that can be made or received by OICL registered users (150 VC Mobile Client and 143 Executives) to each others or MCU from the network or outside the network through internet or PSTN or ISDN.</p>	<p>The clause mentions that all personal endpoints and software clients (143+150 = 293) would be registered over OICL WAN and only 15 calls are required to be made on outside network.</p> <p>We request the authority to please clarify.</p>	<p>Clarification to the Bidder :</p> <p>OICL Executive PC/Integrated Endpoint (143) will be in OICL WAN .</p> <p>OICL Mobile User(150) will be connecting through the internet and will not be the part of OICL WAN. The call to be made outside/received from outside network will include all the OICL Mobile Clients and the 15 calls to/from external users as mentioned in the RFP</p>
18	Section-10.1 Appendix 1 MCU	<p>The Solution should be running on standard or Virtualized platforms. The hardware, software and virtualization software should be supplied and supported by a single bidder. All necessary hardware to support the required capacity needs to be supplied from day one. Each of the server supplied for the MCU must have a redundant power supply from day 1. The MCU Should support 90 Ports at minimum HD 1080p day one scalable to 180 ports by addition of hardware or through the same hardware.</p> <p>The Solution should be capable of connecting atleast 30 Concurrent Conferences.</p>	<p>As we understand, the requirement is to have 90 ports HD 1080p on a single hardware and appliance.</p> <p>We would request that the upgrade to 180 ports should also be on the same hardware and appliance without any cascading or stacking.</p> <p>You may be aware that multiple appliances/instances will be difficult to manage in case of cascading/clustering leading to loss of features/resources on the MCU.</p>	<p>As per the Terms of the RFP</p>

S.No.	Point/ Section #	Existing RFP clause	Bidders Query	OICL Reply
19	Section- 2.3 Detailed Scope of Work Point No.-vi	The MCU at DC should support 90 Ports at minimum HD 1080p day one scalable to 180 ports by addition of hardware or through the same hardware. However, the MCU should allow users to join the Conference at HD720p or even Audio as well through PSTN or ISDN.	<p>As we understand, the requirement is to have 90 ports HD 1080p on a single hardware and appliance.</p> <p>We would request that the upgrade to 180 ports should also be on the same hardware and appliance without any cascading or stacking.</p> <p>You may be aware that multiple appliances/instances will be difficult to manage in case of cascading/clustering leading to loss of features/resources on the MCU.</p>	As per the Terms of the RFP
20	Section- 2.3 Detailed Scope of Work,Point No.-iv	The Conferencing solution should be deployed in HA Architecture (Active Passive) at DC. Bidder is required to right size the requirement in order to meet the scope, SLA and other requirements stated in the RFP.	<p>We request the authority to confirm if HA has to be considered for each instance of each application i.e. MCU, Firewall Traversal, Call Manager etc.?</p> <p>if Yes, we would request the authority to consider a separate hardware for each application to prevent single point of failure. You may be aware that if the multiple applications are installed on a single hardware, failure of such hardware will lead to non-responsiveness of all the applications installed on it.</p> <p>Hence, request you to consider separate hardware's for each of the application types.</p>	<p>Clarification to the Bidder : In the RFP Section 2.3 Point No. iv it is already mentioned that bidder is required to provide HA (Active Passive) for the complete video conferencing solution at DC.</p> <p>Hardware Level redundancy is required for all the components proposed at DC.</p>
21	Section- 2.3 Detailed Scope of Work-Sub Section-Proof of Concept -Point No. -v	If the Quoted Product/model is found to be not meeting the OICL Requirements, till the satisfaction of OICL Officials, than the bidder is required to provide the higher model and perform the POC of the higher model quoted in the OICL Premise at no additional cost to OICL. No Additional Charges will be paid by OICL for the higher model.	<p>In case the proposed model is not meeting the requirements of the RFP/Specifications, Bidder should not be given a chance to change the model and should be technically disqualified.</p> <p>Hence we request authority to please remove the clause.</p>	<p>Revised Clause: If the Quoted Product/model is found to be not meeting the requirement stated in the RFP, proposal of the bidder will be rejected outright.</p>

S.No.	Point/ Section #	Existing RFP clause	Bidders Query	OICL Reply
22	Section- 2.3 Detailed Scope of Work, Point No. -lxxi	The proposed x86 servers should be in latest report for Gartner's Leaders Quadrant or amongst top 3 in latest IDC report. In case, the bidder is proposing Unix servers, the same should be from leading Unix based Server OEMS like IBM, Oracle, HP etc.	<p>The OEM's of Video Conferencing Systems may not be manufactures of x86 servers. Also, the RFP clearly mentions qualifying criterion for Video Conferencing Systems.</p> <p>Hence, we request authority to kindly remove this clause.</p>	<p>Revised Clause: The proposed x86 servers should be in latest report for Gartner's Leaders Quadrant or amongst top 3 in latest IDC report. In case, the bidder is proposing Unix servers, the same should be from leading Unix based Server.</p> <p>The clause is applicable for any Server proposed by the bidder for successful implementation of the solution other than the Appliances of the Video Conferencing OEM to fulfil the RFP criteria.</p>
23	Section- 2.3 Detailed Scope of Work, Point No. - lxxiii	The Utilization of the proposed hardware including all the sub-components should not exceeds 80% utilization. In case the utilization exceeds 80%, the additional hardware has to be provided by the Bidder at no additional cost to OICL. Bidder is required to provide monthly report to OICL regarding the Utilization of hardware	<p>We request the authority to please confirm if the same is applicable for MCU as well, as asked in RFP.</p> <p>The MCU has been asked for 90 ports at HD 1080p day one, does it mean that we need to propose hardware supporting 90 + 20% additional ports to comply?</p>	<p>Clarification to the Bidder : Utilization threshold is applicable for all the Appliance and /or Server resources i.e. CPU, RAM , HDD etc. and is not applicable for the number of MCU Ports proposed.</p>
24	Section- 10.1 Appendix 1 Recording Solution S. No. 1	A central recording server must be able to record Conference calls at least 720 P resolution using MP4 formats. Audio, Video and Presentation must be recorded.	As the complete Video Conferencing Solution including MCU and Endpoints have been asked with HD 1080p resolution support, hence we request the authority to consider Recording as well on HD 1080p resolution.	As per the Terms of the RFP
25	Section- 10.1 Appendix 1 Recording Solution S. No. 3	The central recording server must store the recorded sessions in MP4 format and should have storage for at least 100 hours of video recorded in atleast 720P. It should have the capability to move the recorded files onto an external storage medium so that space can be freed on the recording server.	As the complete Video Conferencing Solution including MCU and Endpoints have been asked with HD 1080p resolution support, hence we request the authority to consider Recording as well on HD 1080p resolution.	As per the Terms of the RFP

S.No.	Point/ Section #	Existing RFP clause	Bidders Query	OICL Reply
26	Section- 10.1 Appendix 1 Call Control and Management S. No. 4	Proposed system architecture should be based on SIP technology. The proposed system should support SIP based applications, SIP trunks and / or terminals. If additional components are required for achieving SIP functionality across the architecture the same needs to be included in the proposal.	As per Standard, Video Conferencing Endpoints need to support H.323 as well, which is a standard protocol. Hence amended and recommended clause should be as below: Proposed system architecture should be based on H.323 & SIP technology. The proposed system should support SIP based applications, SIP trunks and / or terminals. If additional components are required for achieving H.323 and SIP functionality across the architecture the same needs to be included in the proposal.	As per the Terms of the RFP
27	Section- 10.1 Appendix 1 Call Control and Management S. No. 6	Proposed system should allow users to have multiple devices including smartphones and tablets. It should support Windows, iOS, Android OS.	In our case, Soft Client is not available on Windows Smartphones/Tablets. Hence we request authority to please remove Windows platform.	Revised Clause: Proposed system should allow users to have multiple devices including smartphones and tablets. It should support at least iOS and Android OS.
28	Section- 10.1 Appendix 1 Network - Feature	Must be customizable for enabling a user to have multiple devices attached to a URI or a number such that all the devices can be configured to be reached upon dialing the URI or number.	We request the authority to please remove this clause as the asked feature is not supported by us. Each Device linked to a User is assigned a different URI, however when the user is looked up on directory, it populates Directory number of each device on which the user is signed on.	Clarification to the bidder: Bidder can provide different URI/Number for different devices
29	Section- 10.1 Appendix 1 Call Control and Management	Advanced Collaboration Capability 1. The system should be able to integrate with existing Video Conferencing Infrastructure. Suitable additional components/servers may be provided.	The RFP mandates the replacement of entire existing VC Infra and Endpoints at OICL premises. Please explain the need to backward integration of the new proposed solution.	Revised Clause: The Clause Stands Deleted
30	Section- 10.1 Appendix 1 Call Control and Management	Management of Video Conferencing devices 3. The Scheduling tool must provide the ability to check the availability of the resources/Endpoints in a calendar format before booking them	The scheduling tool provides availability of the resources/ endpoints, however not in calendar format in our case. Hence request the authority to please change the same accordingly. 3. The Scheduling tool must provide the ability to check the availability of the resources/Endpoints in a calendar format before booking them	Revised Clause: Management of Video Conferencing devices 3. The Scheduling tool must provide the ability to check the availability of the resources/Endpoints before booking them
31	Section- 10.1 Appendix 1 Dual 65 inch or higher Integrated Screen	SET DELIVERED COMPLETE WITH: The system should deliver 1080p@60fps in motion and in sharpness video mode day one.	We request the authority to amend the clause as : The system should deliver 1080p@60fps in motion and in sharpness video mode day one. 60fps Frame Rate can only be achieved in Motion mode and not in sharpness mode in our case.	Revised Clause: The system should deliver 1080p@60fps in motion / sharpness video mode from day one.

S.No.	Point/ Section #	Existing RFP clause	Bidders Query	OICL Reply
32	Section- 10.1 Appendix 1 Dual 65 inch or higher Integrated Screen	4. VIDEO STANDARDS H.263, H.264	We request the authority to add H.264 High Profile as asked in MCU specs to provide measures for bandwidth saving as desired in SOW document page 17 xvi H.264 High Profile help save bandwidth upto 50% as compared to H.264 Base Profile.	As per the Terms of the RFP
33	Section- 10.1 Appendix 1 Dual 65 inch or higher Integrated Screen	7. VIDEO OUTPUTS The system should have an integrated LED/LCD/Plasma screen, which are at least 65 inches or higher. Additionally, the unit must have at least two HDMI/DVI outputs to connect additional displays.	The proposed system has been asked with 2 nos of integrated screens. The codec then does not support two additional outputs for additional displays. Hence request the authority to amend the clause as below: The system should have an integrated LED/LCD/Plasma screen, which are at least 65 inches or higher. Additionally, the unit must have at least two HDMI/DVI outputs to connect additional displays.	Revised Clause: 7. VIDEO OUTPUTS The system should have an integrated LED/LCD/Plasma screen, which are at least 65 inches or higher.
34	Section- 10.1 Appendix 1 Dual 65 inch or higher Integrated Screen	10. LIVE VIDEO RESOLUTIONS (ENCODE/DECODE) The system should supports Video resolutions 720p@30fps, 720p@60fps, 1080p@30fps and HD 1080p@60fps. The PC resolution should be WXGA or 720p	We request the authority to consider Full HD 1080p resolution for PC, as complete solution including Camera Resolution and MCU have been asked with 1080p resolution.	Clarifications to the bidder Bidder can also propose the PC resolution of WXGA or 720p or higher
35	Section- 10.1 Appendix 1 Single 55 Inch or higher Integrated System	2.1 Video Standards Latest video standards H.264	We request the authority to consider H.263, H.264 and H.264 High Profile as asked in Dual 65 inch or higher Integrated Screen - Page 117 and in MCU Specs. All products should support same set of Compression protocols to avoid interop issues.	As per the Terms of the RFP
36	Section- 10.1 Appendix 1 Single 55 Inch or higher Integrated System	6. Bandwidth H323/SIP upto 6 Mbps point-to-point.	As all endpoints have been asked with H.323 and SIP support, and H.323 is a standard for Video Conferencing, we request the authority to consider both H.323 and SIP.	As per the Terms of the RFP

S.No.	Point/ Section #	Existing RFP clause	Bidders Query	OICL Reply
37	Section- 10.1 Appendix 1 MCU	The MCU must support the concept of virtual meeting rooms to users who Hosts meeting frequently. Such meeting rooms should support dialing in from standard based video end points, internal and external users and browser based clients.The system should allow one Virtual meeting room per employee, however it should not consume resources when not in use.The MCU should be able to support 1080p, 720p and SD participants simultaneously without having to reboot or change any configuration.The MCU must have Web Conferencing through Web Browser/WebRTC capability from day one to allow clients to connect using browsers.The MCU should display a security icon on the endpoint if the conference is secure.The administrator should be able to specify maximum resolution for main video and content.Video conferencing endpoints deployed at other organization must be able to take part in video conferencing. The endpoints can be of various makes such as Polycom, Cisco, LifeSize etc using open standards.Interoperability with all organization must be possible using standards based dialing methodology using the Internet.The MCU should be able to integrate with Call Control system using SIP.	The clause mentions "one Virtual meeting room per employee", we request the authority to please confirm the No of employees, accordingly the Meeting rooms will be proposed. Additionally, the MCU should support both H.323 and SIP.	Clarification to the Bidder : Bidder solution should support at least 60 Meeting Rooms enabling the OICL officials to hosts meeting frequently. The MCU should be able to integrate with Call Control system using atleast SIP
38	Section- 10.1 Appendix 1 MCU	11. Security The MCU must support encryption for calls on SIP.	Encryption is required for both H.323 and SIP Calls, hence request authority to consider the same.	As per the terms of the RFP
39	Section- 10.1 Appendix 1 Software Client for Mobile and Desktop	5 Video Conferencing The video conferencing and IM & Presence capability should be part of the same client Desktop and iPad client to support high definition Video.	In our case, the Client available on IPAD does not support Instant Messaging, hence we request authority to restrict Instant Messaging on Windows Desktop and Mac PC Only.	Revised Clause: The video conferencing and IM & Presence capability should be part of the same client on Desktop to support high definition Video.
40	Section- 10.1 Appendix 1 Software Client for Mobile and Desktop	6.1 Audio standards supported G.711 (A-Law & μ -Law), G.722.1 or G.722.1C, standard must be supported..	We request the authority to consider either G.711 A-Law or G.711 μ -Law, as both are not supported in the proposed soft client in our case.	Revised Clause: 6.1 Audio standards supported G.711 (A-Law / μ -Law), G.722.1 or G.722.1C, standard must be supported.
41	Section- 10.1 Appendix 1 Software Client for Mobile and Desktop	14.1 - Presence Should Support publishing of presence information to the registrar so that the status of the client such as "busy" in a call, idle etc. can be seen by the other devices. Apart from desktop OS--MAC and Windows, the software client must also be available on smart phones such as Android and iOS.	In our case, the Client available on Mobile Devices and Tablets does not support Presence. Hence we request authority to restrict Presence on Windows Desktop and Mac PC Only.	Revised Clause: 14.1 - Presence Should Support publishing of presence information of the desktop client to the registrar so that the status of the client such as "busy" in a call, idle etc. can be seen by the other devices(Integrated Endpoint/Executive PCs atleast).

S.No.	Point/ Section #	Existing RFP clause	Bidders Query	OICL Reply
42	Section- 10.1 Appendix 1 Software Client for Mobile and Desktop	15 - Instant Messaging The software client must provide the ability to have an Instant Messaging session with other clients. The client must be able to intuitively search for the other clients using the users name or URI. Ability to add a user who may not be present in the directory using a URI. User can paste text and URLs into IM message before sending. Ability to control logging under administrator control only to assure full compliance	In our case, the Client available on Mobile Devices and Tablets does not support Instant Messaging. Hence, we request authority to restrict Instant Messaging on Windows Desktop and Mac PC Only.	Clarifications to the bidder: The IM feature is required on atleast desktop client.
43	Section- 9.17 Appendix 2 VC Hardware & Software Installation	The commercial format for VC Hardware, Software & Installation mentions yearly price.	We request the authority to kindly amend the commercial format as the prices of these components would be paid as One Time.	As per the terms of the RFP
44	Section- 2.3 Detailed Scope of Work, Point No xxvii	The Bidder should provide 143 Numbers Executive PCs -20" Display or higher for executive, with PC Solution for Video Conferencing , required OS its license, microphone ,camera, speakers and necessary capabilities or bidder should provide 143 Numbers Integrated HD Personal Video Conferencing system with necessary capabilities.	We request to kindly modify this clause as "The Bidder should provide 143 Numbers Executive PCs -19" Display or higher for executive, with PC Solution for Video Conferencing , required OS its license, microphone ,camera, speakers and necessary capabilities or bidder should provide 143 Numbers Integrated HD Personal Video Conferencing system with necessary capabilities."	As per the terms of the RFP
45	Section- 2.3 Detailed Scope of Work Point No - Ixvii-Sub Bullet Point No.-6	Executive PCs, 1080 P resolution (16:9), cameras, microphones and with speakers for audio output with VC Solutions or 20 Inch or Higher Integrated HD Personal Video Conferencing system(20 Inch or Higher).	We request to kindly modify this clause as " Executive PCs, 720p HD camera with microphone and with speakers for audio output with VC Solutions or 19 Inch or Higher Integrated HD Personal Video Conferencing system(20 Inch or Higher)."	Revised Clause: Executive PCs, 1080 P resolution (16:9), Camera-Inbuilt (HD or above), microphones and with speakers for audio output with VC Solutions or 20 Inch or Higher Integrated HD Personal Video Conferencing system(20 Inch or Higher).
46	Section- 10.1 Appendix 1 Executives PCs - Sno. 2 - Form Factor	All-in-One with TPM 1.2 security chip	We request to kindly modify this clause as "All-in-One Desktop/PC"	Revised Clause : All In One with TPM 1.2 or higher Security
47	Section- 10.1 Appendix 1 Executives PCs -Sno.4 - Processor	Intel® Core™ i5-7500T with Intel® HD Graphics or higher	We request to kindly modify this clause as "Intel Core 2 Duo or Intel Core i3 2 CPU's or Intel Core i5 2 CPU's or higher or Intel® Celeron as per application compatible"	Revised Clause: Intel® Core™ i5 -7500T or equivalent AMD Processor or higher

S.No.	Point/ Section #	Existing RFP clause	Bidders Query	OICL Reply
48	Section- 10.1 Appendix 1 Executives PCs -Sno.4 - Processor	Intel Core i5-7500T with Intel HD Graphics or higher	Processor asked is very high end. Request you to reduce to a minimum required processor for Video Conferencing i.e. Intel® Core™ i5-6500T with Intel® HD or higher	Revised Clause: Intel® Core™ i5 -7500T or equivalent AMD Processor or higher
49	Section- 10.1 Appendix 1 Executives PCs - Sno 5 - Chipset	Intel H270 of Higher	We request to kindly modify this clause as "Intel"	Revised Clause : Compatible Chipset with the proposed processor
50	Section- 10.1 Appendix 1 Executives PCs -Sno 6 - Motherboard	Motherboard make from the same OEM (OEM Logo sticker in the motherboard will not be accepted)	We request to kindly remove this clause as it is specific to an OEM	Revised Clause : Motherboard should be compatible with proposed processor and all-in one product
51	Section- 10.1 Appendix 1 Executives PCs -Sno 7 - Memory	8 GB DDR IV 2133 MHz or higher (upgradeable up to minimum 32 GB DDRIV 2133 MHz) with minimum 2 DIMM slots.	We request to kindly modify this clause as "4 GB RAM or higher."	Revised Clause : 4 GB DDR IV or higher (upgradeable up to 16 GB DDRIV) with minimum 2 DIMM slots.
52	Section- 10.1 Appendix 1 Executives PCs -Sno 9- Hard Drive	Min. 1 TB GB SATA 7200 RPM SMART IV or equivalent.	We request to kindly modify this clause as "Min. 500 GB or Higher"	Revised Clause : Min. 500 GB SATA 7200 RPM SMART IV or equivalent
53	Section- 10.1 Appendix 1 Executives PCs -Sno 10- Optical Drive	Min. 8X DVD +/- RW with dual layer write capabilities.	We request to kindly modify this clause as " DVD reader and writer"	Revised Clause : DVD Reader and writer
54	Section- 10.1 Appendix 1 Executives PCs -Sno 11 - Wireless Communication	Integrated wireless with BT	We request to kindly modify this clause as "Integrated wireless capability or equivalent provision using external adaptor"	Revised Clause : Wireless Capability : Integrated wireless capability or equivalent provision of wireless capability using external USB Adaptor Bluetooth Capability : Integrated Bluetooth capability or equivalent provision of Bluetooth capability using external USB Adaptor
55	Section- 10.1 Appendix 1 Executives PCs -Sno 12- Monitor	20 inch or higher TN LED Full HD with resolution of 1600x900 or Higher	We request to kindly modify this clause as "19 inch or higher HD with resolution of minimum 1440 x 900 or Higher"	Revised Clause : 20 Inch or Higher LED HD with resolution of 1600*900 or higher
56	Section- 10.1 Appendix 1 Executives PCs -Sno 13 - Keyboard	104 Keys or higher wired Keyboard	We request to kindly modify this clause as "Standard Key board of same MAKE/OEM"	Revised Clause : OEM USB or OEM wireless Keyboard
57	Section- 10.1 Appendix 1 Executives PCs -Sno 14 - Mouse	OEM Optical Scroll Mouse		Revised Clause : OEM USB or OEM wireless Mouse
58	Section- 10.1 Appendix 1 Executives PCs -Sno 15- Ports	Min. 4 USB 3.0 & 2 USB 2.0 or higher , 1 Display port, Onboard serial port, PS2 ports	We request to kindly modify this clause as "Min. 1 USB 3.0 & 2 USB 2.0 or higher , Display port"	Revised Clause : Min. 4 USB Ports with at least 2 Ports of 3.0 or higher, 1 Display port
59	Section- 10.1 Appendix 1 Executives PCs -Sno 20 -Power Supply	External adaptor based PSU with maximum of 120 W and minimum 89% energy efficiency	We request to kindly remove this clause.	Revised Clause : PSU with minimum 80% energy efficiency
60	Section- 10.1 Appendix 1	1)FCC/UL OR EQUIVALENT Certification for AIO	We request to kindly remove this clause.	Revised Clause : Clause Stands Deleted
61	Executives PCs -Sno 21 - Certification	2) Energy Star compliant, EPEAT INDIA REGISTERED, ROHS etc.	We request to kindly remove this clause.	As per the terms of the RFP
62		3) Windows 10 Certifications	We request to kindly remove this clause.	As per the Terms of the RFP

S.No.	Point/ Section #	Existing RFP clause	Bidders Query	OICL Reply
63	Section- 10.1 Appendix 1 Executives PCs -Sno 22 - Driver support	Drivers for the quoted product should be freely available in OEM website	We request to kindly modify this clause as "Drivers for the quoted product should be freely available "	Clarification to the bidder: Drivers for the quoted product should be freely available through OEM Website/OEM suggested website/OEM Redirected Website/ OEM authorized Website
64	Section 1.6 Eligibility Criteria Point 3	The bidder should have a minimum turnover of INR 100 Cr. per annum during last three financial years in India.	The bidder should have a average turnover of INR 50 Cr. during last three financial years in India.	As per the Terms of the RFP
65	Section 1.6 Eligibility Criteria Point 5	The Bidder should have successfully implemented/ have under implementation MCU based Video Conferencing solution with minimum 10 nos. of Video Conferencing Endpoints Units in minimum 2 BFSI with minimum 100 branches or offices /Govt./PSU sector in India.	The Bidder/OEM Bidder should have successfully implemented/ have under implementation MCU based Video Conferencing solution with minimum 10 nos. of Video Conferencing Endpoints Units in minimum 2 BFSI with minimum 100 branches or offices /Govt./PSU sector in India.	As per the Terms of the RFP
66	Section-1.7, Project Timelines	Deliver and Installation at OICL respective location by 16 weeks	WE would propose it make it for 12 weeks for Delivery and 8 weeks for Installation.	Revised Clause: Supply and delivery of Appliance, Software and Hardware at all locations - Deliver at OICL respective locations within 12 weeks from the date of issuance of Purchase Order Installation, configuration and commissioning of the solution and hardware at DC, DRS and all the specified locations -20 Weeks from issuance of Purchase Order
67	Section-1.7, Project Timelines	Training by 1 weeks	We propose to make it 2 weeks for training	As per the Terms of the RFP
68	Section-3.1.11 Payment terms	Payments Terms	We propose to make it 30 % with purchase order, 50% on delivery and remaining 20%on installation	As per the Terms of the RFP
69	Section- 4.16,Liquidated Damages	If the Bidder fails to meet the Project Timelines as per Section 1.7, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the total contract price. Once the maximum is reached, OICL may consider termination of the contract.	We propose to make it upto 5% maximum.	As per the Terms of the RFP
70	Section 10.1-Appendix 1, Executives PCs -Point no 12	20 inch or higher TN LED Full HD with resolution of 1600x900 or Higher	20 inch or higher Non- Touch LED Full HD with resolution of 1600x900 or Higher	Revised Clause : 20 Inch or Higher LED HD with resolution of 1600*900 or higher

S.No.	Point/ Section #	Existing RFP clause	Bidders Query	OICL Reply
71	Section-2.3 Detailed Scope of Work, Point No. -vi	The MCU at DC should support 90 Ports at minimum HD 1080p day one scalable to 180 ports by addition of hardware or through the same hardware. However, the MCU should allow users to join the Conference at HD720p or even Audio as well through PSTN or ISDN.	In 720p mode, what is the ports capacity that is expected. Is it 180 ports? Do we have to provide the capability to connect 180 calls @720p from day one?	Clarification to the Bidder: As per the RFP Section 2.3 Point no vi, Bidder is to propose the MCU of 90 Ports at minimum HD 1080p.
72	Section-2.3 Detailed Scope of Work, Point No. -viii	Bidder has to submit a detailed graphical and technical analysis on the proposed Video conferencing solution offered to OICL.	Kindly elaborate on the expectation	Clarification to the Bidder: Complete Architecture Diagram with Technical Documents of the proposed hardware and software's
73	Section-2.3 Detailed Scope of Work, Point No. -viii	Bidder has to submit a detailed graphical and technical analysis on the proposed Video conferencing solution offered to OICL.	Please elaborate	Clarification to the Bidder: Complete Architecture Diagram with Technical Documents of the proposed hardware and software's
74	Section-2.3 Detailed Scope of Work, Point No. -xxxii	The scheduling should automatically forward the e-mail to the participant of the conference along with the details of URLs and the meeting ID and password. The user should be able to join the conference just by clicking the URL provided in the mail.	Kindly suggest to modify the same as below -The scheduling should allow Host to forward the e-mail to the participant of the conference along with the details of URLs and the meeting ID and password. The user should be able to join the conference just by clicking the URL provided in the mail.	Revised Clause : The scheduling should automatically forward the e-mail to the host/initiator of the conference along with the details of URLs and the meeting ID and password. The user should be able to join the conference just by clicking the URL provided in the mail.
75	Section-2.3 Detailed Scope of Work, Point No. -xxxii	The scheduling should automatically forward the e-mail to the participant of the conference along with the details of URLs and the meeting ID and password. The user should be able to join the conference just by clicking the URL provided in the mail.	The confirmation mail along with conference details would be sent to the host of the conference. Not the other participants. Please do amend the same.	Please refer Query no. 74
76	Section 10.1 Appendix 1: Technical and Functional Specifications-Call Control and Management -Point No 2	The system must have PRI Gateways to terminate ISDN PRI lines for audio calls either directly or via MCU Gateway. System must allow Divisional Offices and Conference rooms to be able to make calls to the PSTN using these PRI lines.	As per TRAI, it is not recommended to make PSTN calls from central PSTN gateway, but local PSTN gateways must be deployed at each location. PSTN calls from different Telecom Circles cannot be connected over IP. E.g, callers coming through Mumbai PRI, Chennai PRI and Delhi PRI cannot be part of the same call if they are bridged on the MCU over IP. In this case callers would dial local numbers, but would reach STD destinations, thus causing TOLL_BYPASS	Clarification to the Bidder : Bidder is required to comply with all the GOI/TRAI Guidelines related to PSTN Requirement . OICL will abide by all the TRAI/GOI Guidelines, bidder to notify OICL about any such guidelines beforehand.
77	Section 10.1 Appendix 1: Technical and Functional Specifications-Call Control and Management -Point No 2	The system must have PRI Gateways to terminate ISDN PRI lines for audio calls either directly or via MCU Gateway. System must allow Divisional Offices and Conference rooms to be able to make calls to the PSTN using these PRI lines.	As per TRAI, it is not recommended to make PSTN calls from central PSTN gateway, but local PSTN gateways must be deployed at each location.	Clarification to the Bidder : Bidder is required to comply with all the GOI/TRAI Guidelines related to PSTN Requirement . OICL will abide by all the TRAI/GOI Guidelines, bidder to notify OICL about any such guidelines beforehand.

S.No.	Point/ Section #	Existing RFP clause	Bidders Query	OICL Reply
78	Section 10.1 Appendix 1: Technical and Functional Specifications-Call Control and Management -General Query	Call Control and Management	What is the size of the server? How many calls simulatenaously?	<p>Clarification to the Bidder : As per the RFP Section 2.3 Point Ixviii, Bidder to right size the requirement keeping in view the ports, users(143-Executive PCs and 150-Mobile Clients), concurrent session requirement stated in the RFP. This should also enable the users in performing one to one VC calls, as and when required.</p>
79	Section 10.1 Appendix 1: Technical and Functional Specifications-Single 55 Inch or higher Integrated System -Point No.11.2	The Content on the A4 Size Paper with a font size of 12 kept at a distance of 10 fts from the endpoint should be clearly focused without blur and should be readable for all the participant accessing the video conferencing	This is not possible from the Cisco VC solution since the ability to focus on a text on a paper requires epcialized camera -Document camera. The camera with the VC system is optimized for face detection and room experience. OICL can ask for an additional document camera which is recommended for the intended application. Request that the clause be modified to read "he Content on the A4 Size Paper with a font size of 12 kept at a distance of 10 fts from the endpoint should be clearly focused without blur and should be readable for all the participant accessing the video conferencing using a docment camera"	<p>Revised Clause: The statement stands deleted for updated clause refer query number 16</p>
80	Section 10.1 Appendix 1: Technical and Functional Specifications-Executives PCs- NOTE	*Bidder to either propose the HD Integrated System or Executives PC for Executives with required Video conferencing solutions and correspondingly provide the compliance to the specification as mentioned above.	The specifications for both are not comparable. This is especially more for the Camera, Video resolution and Audio output specs. Please do specify the Camera Specs in terms of capture and transmit resolutions, Document camera functionality, Wideband, Hi-Fi speakers with wattage or SPL specifications.	<p>Clarification to the bidder : In the RFP, the Bidder is already provided with an option to quote either All In One Executive PC (20 Inch or higher) or the Integrated Endpoint(20 Inch or higher) for Video Conferencing. Specification for Integrated System and All In One Executive PC is already provided in RFP</p>
81	Section-2.3 Detailed Scope of Work, Point No. -iv	The Conferencing solution should be deployed in HA Architecture (Active Passive) at DC. Bidder is required to right size the requirement in order to meet the scope, SLA and other requirements stated in the RFP.	Is the MCU only that will be in HA mode or all the central DC components be in HA mode?	<p>Clarification to the Bidder : In the RFP Section 2.3 Point No. iv it is already mentioned that bidder is required to provide HA (Active Passive) for the complete video conferencing solution at DC.</p> <p>Hardware Level redundancy is required for all the components proposed at DC.</p>

S.No.	Point/ Section #	Existing RFP clause	Bidders Query	OICL Reply
82	Section 10.1 Appendix 1: Technical and Functional Specifications-Single 55 Inch or higher Integrated System -Point No.1	The system should be an integrated system with Codec, HD 1080p camera with Automatic Speaker Tracking and face recognition of the people, Mic , Speakers, Touch panel/Wireless remote Control, cables and power supply , 55" LCD/LED or higher with Floor Mount/Wall Mount Kit The 55" or higher screen, codec, camera, microphones should be from same OEM with a single OEM part code. The system should not be a locally fabricated unit. The single User Interface (Touch Panel/Wireless Remote Control) must be able to control the VC features, Display as well as the Audio.	User intuitiveness is higher using a high touch panel and all OEM's can provide a touch panel. For example it is easier to dial a URI using a touch panel instead of a remote control or changing the layouts is easier using Touch panel instead of remote. Volume of the display can be controlled using the single touch panel. The Touch panle can also be used to control other peripherals such as Lights and AC instead of having other multiple remote controls. Such flexibility or intuitiveness can be obtained using the touch panel only. Request that a touch panel be made mandatory instead of "Touch panel/remote control".	As per the Terms of the RFP
83	Section 10.1 Appendix 1: Technical and Functional Specifications-Single 55 Inch or higher Integrated System -Point No.1	The system should be an integrated system with Codec, HD 1080p camera with Automatic Speaker Tracking and face recognition of the people, Mic , Speakers, Touch panel/Wireless remote Control, cables and power supply , 55" LCD/LED or higher with Floor Mount/Wall Mount Kit The 55" or higher screen, codec, camera, microphones should be from same OEM with a single OEM part code. The system should not be a locally fabricated unit. The single User Interface (Touch Panel/Wireless Remote Control) must be able to control the VC features, Display as well as the Audio.	All conference rooms may not have the facility to wall mount the unit e.g. wall is not re-inforced etc and hence request that the system must have capability of Floor Mount and wall mount. The clause can be modified as " 55" LCD/LED or higher with Floor Mount and should also support a wall mount kit."	Clarification to the Bidder: Bidder is required to provide the floor mount kit for all the locations of 55 inch or higher integrated system.
84	Section - 1.6 Eligibility Criteria, Point No. -5	The Bidder should have successfully implemented/ have under implementation MCU based Video Conferencing solution with minimum 10 nos. of Video Conferencing Endpoints Units in minimum 2 BFSI with minimum 100 branches or offices /Govt./PSU sector in India	We request the clause to be amended as: The Bidder should have successfully implemented/ have under implementation MCU based Video Conferencing solution with minimum 10 nos. of Video Conferencing Endpoints Units in minimum 2 BFSI /Govt./PSU sector organizations in India	As per the Terms of the RFP.

S.No.	Point/ Section #	Existing RFP clause	Bidders Query	OICL Reply
85	Section-9.17 Appendix 2: Bill of Material, Point No. -4	Bidder has to quote the price for FM Cost, Trainings, Installation Cost and ATS Cost exclusive of all applicable taxes. The Prices for all the item in VC Hardware & Software tab shall be inclusive of all the taxes.	There is no column for Tax to be shown separately in the commercial format. Can we include a column for Tax for hardware and software tab?	<p>Clarification to the bidder: Bidder to not modify the Appendix 2 Bill of Material format and shall provide the quotes in the format provided only.</p> <p>Bidder to note that - If the bidder has not quoted for any line item mentioned in the Bill of Material, it will deemed considered that bidder has factored the cost for the item in the Bill of Material and No Additional charges will be paid other than the one mentioned in the Bill of Material .</p> <p>Bidder to make sure that the arithmetic computation and the value flow between the sheets are correct. OICL will not be responsible for any computation error by the vendor.</p> <p>Revised Clause: Bidder to please refer Annexure 2 of pre bid replies for revised VC Hardware & Software Tab of Appendix -2 Bill of Material</p>
86	Section-2.3 Detailed Scope of Work, Point No. -xxxiii	Bidder should integrate VC Solution with Existing Email Solution and Active Directory of OICL and bidder is required to factor in the required OEM effort to successfully integrate AD and Email Solution with the proposed VC solution.	On page 18 point xxxi it has been mentioned that 'The scheduling of the VC should be either through the calendar scheduling from email or through browser.'. Therefore, OICL is ok to have scheduling via browser. What is the 'integration with existing email solution' that OICL is referring in this clause here?	<p>Clarification to the Bidder : Bidder is required to ensure the integration of the proposed Video Conferencing Solution with the existing Email Solution and AD Solution, wherever required.</p> <p>Example: Email Solution integration is required where video conferencing scheduling mail and details of the conferencing have to be sent to the user.</p> <p>AD Integration is required in order to identify the OICL LDAP registered users and in order to select the participants of the conference.</p>

S.No.	Point/ Section #	Existing RFP clause	Bidders Query	OICL Reply
87	Section-2.3 Detailed Scope of Work, Point No. -xlix	Bidder should ensure that the supplied Equipment's will not be declared End of sale within 12 months of the bid submission and End of Support within the contract period.	Technological changes can happen at any time and its not possible for any OEM to predict that the end of sale may not happen in 12 months. However any OEM would provide support and services for the product during the contract period. Hence it is requested that the clause be amended to "Bidder should ensure that the supplied Equipment's will not be declared End of support within the contract period."	<p>Revised Clause: The hardware and software proposed as part of this contract</p> <p>a. should not reach end of support during the period of contract b. should not have been announced End of Life /Sales as on the date of bid submission.</p> <p>In the event if the proposed hardware and software reached end of support during the period of contract, in such case the Bidder is required to replace the end of support hardware/ software at no cost to OICL.</p>
88	Section 10.1 Appendix 1: Technical and Functional Specifications-Single 55 Inch or higher Integrated System -Point No.1	The system should be an integrated system with Codec, HD 1080p camera with Automatic Speaker Tracking and face recognition of the people, Mic , Speakers, Touch panel/Wireless remote Control, cables and power supply , 55" LCD/LED or higher with Floor Mount/Wall Mount Kit The 55" or higher screen, codec, camera, microphones should be from same OEM with a single OEM part code. The system should not be a locally fabricated unit. The single User Interface (Touch Panel/Wireless Remote Control) must be able to control the VC features, Display as well as the Audio.	All conference rooms may not have the facility to wall mount the unit e.g. wall is not re-inforced etc and hence request that the system must have capability of Floor Mount and wall mount. The clause can be modified as " 55" LCD/LED or higher with Floor Mount and should also support a wall mount kit."	<p>Clarification to the Bidder: Bidder is required to provide the floor mount kit for all the locations of 55 inch or higher integrated system.</p>
89	Section 1.6 Eligibility Criteria, Point No. -5	Bidder should have successfully implemented/ under implementation MCU based Video Conferencing solution with minimum 10 Nos of Video conferencing end point units in minimum 2 BFSI/Govt/PSU sector in India	RFP desires 178 Nos of Endpoints in totality. While as eligibilty covers not even 10% of the RFP requirement. Request OICL to consider Minimum 30 Nos of endpoints alongwith MCU for the eligibility. Also request OICL to consider only Implemented and functional solutions and not solutions under implementation.	As per the Terms of the RFP
90	Section 1.6 Eligibility Criteria, Point No. -11	OEM of the proposed Video conferencing Equipment should be ISO 9001 or 14001 or ISO 27001 Certified	Bidder has an equally important role as complete implementation falls under bidder. Hence Bidder should be ISO 9001 and 14001 and ISO 27001 Certified. Also all certifications should be asked from bidder as all have different relevances	As per the Terms of the RFP
91	Section 1.6 Eligibility Criteria, Point 3	The bidder should have a minimum turnover of INR 100 crores per annum during last three financial years in India.	We request for ammendment	As per the Terms of the RFP

S.No.	Point/ Section #	Existing RFP clause	Bidders Query	OICL Reply
92	Section 1.6 Eligibility Criteria, Point 3	The bidder should have a minimum turnover of INR 100 crores per annum during last three financial years in India.	The bidder should have a average turnover of INR 63 Cr. during last three financial years in India.	As per the Terms of the RFP
93	Section-2.3 Detailed Scope of Work, Point No. -xxiii	The Solution should be capable of connecting 90 or more concurrent End Points in a single or multiple conferences scalable to 180 End Points . The Solution should be capable of connecting atleast 30 Concurrent Conferences (Shared Multi Party Conference) which can be initiated by any department/ office/Officials.	Please elaborate on Shared Multi-Party Conference	Clarification to the Bidder : As per the RFP Section 2.3 Point xxiii, Shared Multi-party Conference here refers that the Video Conference can be initiated by any department/ office/Officials of OICL through Mobile Clients , Desktop or Dedicated Endpoints and can be joined by any user through Mobile Clients , Desktop or Dedicated Endpoints.
94	Section -6.5 Technical Evaluation Point 3-Past Experience	VC Solution Implemented - The Bidder should have successfully implemented MCU Based Video Conferencing solution in more than 2 Govt./PSU/BFSI sector in India in last 3 years with minimum 10 nos. of Video Conferencing Endpoints Units in each of the Govt./PSU/BFSI organization - 200 marks		Please refer Annexure 1 of the Prebid Replies
95	Section -6.5 Technical Evaluation Point 3-Past Experience	VC Solution Implemented - The Bidder should have successfully implemented MCU Based Video Conferencing solution in 2 Govt./PSU/BFSI sector in India in last 3 years with minimum 10 nos. of Video Conferencing Endpoints Units in each of the Govt./PSU/BFSI organization - 180 marks		Please refer Annexure 1 of the Prebid Replies
96	Section -6.5 Technical Evaluation Point 3-Past Experience	VC Solution Under Implementation - The Bidder should have under implementation MCU based Video Conferencing solution in more than 2 Govt./PSU/BFSI sector in India in last 3 years with minimum 10 nos. of Video Conferencing Endpoints Units in each of the Govt./PSU/BFSI organization - 160 Marks		Please refer Annexure 1 of the Prebid Replies
97	Section -6.5 Technical Evaluation Point 3-Past Experience	VC Solution Under Implementation - The Bidder should under implementation MCU based Video Conferencing solution in 2 Govt./PSU/BFSI sector in India in last 3 years with minimum 10 nos. of Video Conferencing Endpoints Units in each of the Govt./PSU/BFSI organization - 140 Marks		Please refer Annexure 1 of the Prebid Replies
98	Section-2.3 Detailed Scope of Work, Point No. -xx	xx The bidder shall provide the recording system do recording and replay of video calls. The solution should also have the ability to record Video Conferencing meetings.	Please provide the time period till which OICL has to keep the recording for future reference.	Clarification to the bidder: Please refer Appendix 1- Section 10.1-Recording Solution - Point Number 3 of the RFP

S.No.	Point/ Section #	Existing RFP clause	Bidders Query	OICL Reply
99	Section-2.3 Detailed Scope of Work, Point No. -iv	The MCU at DC should support 90 Ports at minimum HD 1080p day one scalable to 180 ports by addition of hardware or through the same hardware. However, the MCU should allow users to join the Conference at HD720p or even Audio as well through PSTN or ISDN.	We understand you need the similar setup in passive mode in DC which should meet SLA. Please confirm if our understanding is correct?	<p>Clarification to the Bidder : In the RFP Section 2.3 Point No. iv it is already mentioned that bidder is required to provide HA (Active Passive) for the complete video conferencing solution at DC.</p> <p>Hardware Level redundancy is required for all the components proposed at DC.</p>
100	Section-2.3 Detailed Scope of Work, Point No. -xxvi	The Bidder should provide 150 Mobile clients for the Mobile Users	Who are these people. Are they OICL employees or other person with the mobile client feature ?	<p>Clarification to the Bidder : All Mobile Client(150) Users are OICL designated/authorised officials connecting through Internet.</p>
101	Section-2.3 Detailed Scope of Work, Point No. -xxv	The solution should provide one window for each participant in a single screen during the conference. For example if there are 20 participants at a time, 16 windows should be viewed on the screen and the windows should be manageable for convenience.	Are you capping the screen to show the number of participants equal to 16 at a time and not more than that?	<p>Clarification to the Bidder : There is no capping. The proposed solution should enable at least 16 participants to be displayed on the screen.</p>
102	Section-2.3 Detailed Scope of Work, Point No. -xxxiii	Bidder should integrate VC Solution with Existing Email Solution and Active Directory of OICL and bidder is required to factor in the required OEM effort to successfully integrate AD and Email Solution with the proposed VC solution.	Please provide the existing email and active directory solution details.	<p>Clarification to the bidder : Bidder to Please Refer Annexure 10: OICL Present IT Setup of the RFP AD Solution -Microsoft Windows 2012 Existing Email Solution - Exchange 2013</p>
103	Section-2.3 Detailed Scope of Work, Point No. -xxxiv	Bidder will offer OICL for buyback of VC Equipment in working/non-working condition, the list of equipment is attached in the Annexure 16-Existing VC Infrastructure. The Quote for the same has to be provided in the Bill of Material. No Payment will be made by OICL to the bidder for any transportation or decommissioning of buyback hardware and software or any applicable taxes or any other applicable charges etc.	Please clarify if bidder has to buyback all the existing hardware working/non-working or can bidder exclude some hardware from buying	<p>Clarification to the bidder : Bidder cannot exclude any item from the buyback hardware/software list.</p>
104	Section- 2.3 Detailed Scope of Work,Point No.-iv	Installation, configuration and commissioning of the solution and hardware at DC, DRS and all the specified locations	do we need to quote redundant video Infrastructure setup at DC and DRS	<p>Clarification to the Bidder : In the RFP Section 2.3 Point No. iv it is already mentioned that bidder is required to provide HA (Active Passive) for the complete video conferencing solution at DC.</p> <p>Hardware Level redundancy is required for all the components proposed at DC.</p>

S.No.	Point/ Section #	Existing RFP clause	Bidders Query	OICL Reply
105	Section 1, Introduction	These Data Centers are equipped with Rack Mounted Servers, Blade Servers, Enterprise Class Storage systems, Tape Libraries, SAN Switches, Backup Solution and other related tools and solutions.	Please Clarify,for the new VC solution OICL is going to use its existing infra like servers, storage, tape library, SAN Switch, Backup solution etc.?	Clarification to the Bidder : Bidder is required to propose all the required Infrastructure for successful implementation of the VC solution , Refer Point 56, 59 and 60 in the Section 2.3 of the RFP for the item that will be provided by OICL .
106	Section 1, Introduction	These Data Centers are equipped with Rack Mounted Servers, Blade Servers, Enterprise Class Storage systems, Tape Libraries, SAN Switches, Backup Solution and other related tools and solutions.	If above statement is accepted, kindly share the detailed inventory of the same	As per the Terms of the RFP
107	Section- 2.3 Detailed Scope of Work,Point No.-ii	The bidder should provide the architecture for implementing the VC solution on Existing and New Network	Please clarify What is the difference between existing network and new network? Both the networks are interegrated or separate from each other?	Clarification to the Bidder : As per the RFP Section 2.3 Point ii, If in future OICL moves its network to new ISP, then bidder has to integrate the VC solution with the new network as and when required by OICL.
108	Section 9.13, Annexure 13-List of OICL Offices, Sub-Section -b. Offices: Locations for 20 Inch or Higher All in PC/Integrated Endpoint	b. Offices: Locations for 20 Inch or Higher All in PC/Integrated Endpoint *the list is tentative, actual locations of offices and their addresses may differ, the actual details of the offices will be shared with the successful bidder, the bidder is required to deliver the VC Endpoints ,executives HD Integrated Personal Video Conferencing System/ Executives PCs with the VC Solution and other infrastructure for VC at the locations finalized by OICL.	But in the Detail Scope of Work you mentioned if the Bidder is short of any device then they have to provide the device without any cost to OICL. This is not possible with the tentative location details. Actual locations should be provided for exact number of endpoints.	Clarification to the Bidder : The Quantity of the Executive PC/ Integrated System to be supplied is fixed. The List of locations where the executive PCs/ Integrated Endpoints is to be deployed is provided in Annexure 3-Pre Bid Replies (List of OICL Offices for delivery of Executive PC/Integrated End points)
109	Section 1.7, Project Timelines	1. Supply and delivery of Appliance, Software and Hardware at all locations - Deliver at OICL respective locations within 8 weeks from the date of issuance of Purchase Order 2. Installation, configuration and commissioning of the solution and hardware at DC, DRS and all the specified locations - Within 16 Weeks from the date of issuance of purchase order 3. Trainings - All the trainings to be completed within 1 week from the date of request for training from OICL	Since the deliveries are required at multiple locations, request OICL to provide 12 weeks from PO acceptance date for delivery of material. Since Installation and commissioning is required at multiple locations, request OICL to provide 24 weeks from PO acceptance date to complete the installation. Request OICL to kindly confirm the locations for the training.	Please refer the query number 66 for revised timelines for Supply and delivery of Appliance, Software and Hardware at all locations and Installation, configuration and commissioning of the solution and hardware at DC, DRS and all the specified locations Training location will be New Delhi OICL Head Office

S.No.	Point/ Section #	Existing RFP clause	Bidders Query	OICL Reply
110	Section 3.1.11, Payment Terms	<p>1.Hardware, software & its sub component- Delivery of the Hardware, software & its sub component and submission of invoice with Proof of Delivery and other documents (after due inspection) - 70% Successful installation and acceptance of the hardware, software & its sub component by the OICL - 30%</p>	Request OICL to change the payment terms for Hardware, software & its sub component as 90% against delivery and 10% against implementation.	As per the Terms of the RFP
111	Section 4.7, Indemnity	<p>The Bidder should indemnify OICL (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from: a) Non-compliance of the Bidder with Laws / Governmental Requirements b) IP infringement c) Negligence and misconduct of the Bidder, its employees, and agents Indemnity would be limited to court awarded damages and shall exclude indirect, consequential and incidental damages. The Bidder shall not indemnify OICL for (i) Any loss of profits, revenue, contracts, or anticipated savings or (ii) Any consequential or indirect loss or damage however caused</p>	Request OICL to cap the bidders liability against this clause subject to a maximum cap of the annual contract value.	As per the Terms of the RFP
112	Section 4.16, Liquidated Damages	If the Bidder fails to meet the Project Timelines as per Section 1.7, OICL shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to 0.5% of the contract price for every week (seven days) or part thereof of delay, up to maximum deduction of 10% of the total contract price. Once the maximum is reached, OICL may consider termination of the contract	OICL has capped LD to 10% of Contract Value as per clause 4.16 and the penalties as per clause 7.1.3 are also capped at 10%. Bidder's understanding is that the total aggregate liability of the LD and penalties is capped at 10%. Kindly confirm.	Your Understanding is correct

S.No.	Point/ Section #	Existing RFP clause	Bidders Query	OICL Reply
113	Section 4.17, Termination for Default	<p>OICL may, without prejudice to any other remedy for breach of contract, by 30 calendar days written notice of default sent to the Bidder, terminate the contract in whole or in part:</p> <p>a) If the Bidder fails to deliver any or all of the Solution, Components and services within the time period(s) specified in the contract, or any extension thereof granted by OICL; or</p> <p>b) If the Bidder fails to perform any other obligation(s) under the contract</p> <p>In the event of OICL terminating the contract in whole or in part, pursuant to above mentioned clause, OICL may procure, upon such terms and in such manner, as it deems appropriate, goods and services similar to those undelivered and the Bidder shall be liable to OICL for any excess costs incurred for procurement of such similar goods or services (capped at 5% differential value). However, the Bidder shall continue performance of the contract to the extent not terminated</p>	<p>Bidder's understanding is that OICL will pay for the goods and services to the bidder for work performed till termination, including work in progress.</p> <p>Kindly confirm.</p>	As per the terms of RFP
114	Section 4.20, Termination for convenience	<p>Either party may, by 30 calendar days written notice sent to the other party, terminate the contract, in whole or in part at any time of their convenience. The notice of termination shall specify the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective.</p> <p>The goods and services that are complete and ready for shipment within 30 calendar days after the receipt of notice of termination by the Bidder shall be purchased by OICL at the contracted terms and prices. For the remaining goods and services, OICL may elect:</p> <p>i. To have any portion completed and delivered at the contracted terms and prices; and/ or</p> <p>ii. To cancel the remainder and pay to the Bidder a mutually agreed amount for partially completed goods and services and for materials and parts previously procured by the Bidder.</p>	<p>Bidder's understanding is that OICL will pay for the goods and services to the bidder for work performed till termination, including work in progress.</p> <p>Kindly confirm.</p>	<p>Clarification to the Bidder:</p> <p>As per the RFP Section 4.20, The goods and services that are complete and ready for shipment within 30 calendar days after the receipt of notice of termination by the bidder shall be purchased by OICL at the contracted terms and prices. For the remaining goods and services, OICL may elect:</p> <p>i. To have any portion completed and delivered at the contracted terms and prices; and/ or</p> <p>ii. To cancel the remainder and pay to the Bidder a mutually agreed amount for partially completed goods and services and for materials and parts previously procured by the Bidder.</p>

S.No.	Point/ Section #	Existing RFP clause	Bidders Query	OICL Reply
115	Section 4.24, Prices	The prices quoted (as mentioned in Appendix 2 - Bill of Materials submitted by the Bidder) for the solution and services shall be firm throughout the period of contract and shall not be subject to any escalation	<p>Bidder's understanding is that any price variation relating to increases/ decrease in Government levies/ taxes/ cess/ customs duty & excise duty including any newly introduced taxes shall be borne by OICL.</p> <p>Kindly confirm</p>	<p>Clarification to the bidder: Your Understanding is correct. However, bidder to quote the cost of all the items of VC hardware and software tab inclusive of all the applicable taxes as on the date of bid submission. Please refer Annexure 2 of pre-bid replies for revised VC Hardware & Software Tab of Appendix 2 Bill of Material</p>
116	Section 4.25, Taxes & Duties	The Bidder shall be entirely responsible for all taxes, duties, license fees, and demurrage charges etc., incurred until delivery of the contracted goods & services to OICL. However, local levies (if any), in respect of transaction between OICL and Bidder, will be reimbursed by OICL, on submission of proof of actual transaction. If there is any increase/decrease in taxes/ duties due to any reason whatsoever, after Notification of Award, the same shall be passed on to OICL.	<p>Bidders understanding is that in case there is any new levies of taxes/duties due to changes in law, it should be on account of OICL.</p> <p>Kindly confirm.</p>	<p>Clarification to the bidder: Your Understanding is correct. However, bidder to quote the cost of all the items of VC hardware and software tab inclusive of all the applicable taxes as on the date of bid submission. Please refer Annexure 2 of pre-bid replies for revised VC Hardware & Software Tab of Appendix 2 Bill of Material</p>
117	Section 4.28, Cancellation of the contract & compensation	<p>OICL reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred by the Company in the following circumstances:</p> <ul style="list-style-type: none"> i. The selected bidder commits a breach of any of the terms and conditions of the bid. ii. The selected bidder goes in to liquidation voluntarily or otherwise. iii. The progress made by the selected bidder is found to be unsatisfactory iv. If deductions on account of liquidated Damages exceeds more than 10% of the total contract price. 	<p>Bidder's understanding is that OICL will pay for the goods and services to the bidder for work performed till termination, including work in progress.</p> <p>Kindly confirm.</p>	As per the terms of the RFP

S.No.	Point/ Section #	Existing RFP clause	Bidders Query	OICL Reply
118	Section 7.1.3, Service Level Criteria	The penalty would be deducted from the quarterly payouts and the cap on any penalty due during the Warranty period will be adjusted against the payments made for bills/invoices provided by the bidder quarterly penalty will be 15% of the quarterly payout. The overall cap on penalty will be 10% of the total contract value.	Request OICL for overall cap on penalty to 10% of the defaulted portion of the total contract value only.	As per the Terms of the RFP
119	9.14 Annexure 14: Non-Disclosure Agreement , Point No 4- Term	This Agreement shall be effective from the date hereof and shall continue till expiration of the Purpose or termination of this Agreement by The Oriental Insurance Company Ltd, whichever is earlier	This Agreement shall be effective from the date hereof and shall continue till expiration of the Purpose or termination of this Agreement by The Oriental Insurance Company Ltd , either party whichever is earlier	As per the Terms of the RFP
120	Section 9.15 -Annexure 15- Integrity Pact	Integrity Pact Clause 6 : Sanctions for violation Clause 7: Fall Clause	Request OICL to delete Clauses 6.i.iv and 7	As per the Terms of the RFP
121	Section 9.15 -Annexure 15- Integrity Pact- Point No 6- Sanctions for violations	(vii) To debar the BIDDER from participating in future bidding processes of the Government of India for a minimum period of five year, which may be further extended at the discretion of the Buyer	Request OICL to remove de-bar clause as the same is a major deterrent to our participation in this bid.	As per the Terms of the RFP
122	Section 9.15 -Annexure 15- Integrity Pact- Point No 7- Fall Clause	The BIDDER undertakes that it shall not supply similar Product / systems or subsystems in comparable business circumstances at a price lower than that offered in the present bid in respect of any other Public Sector Banks/Insurance Companies in India and if it is found that within one year after the signing of contract that similar product / systems or sub systems is supplied by the BIDDER to any other Public Sector Banks/Insurance Companies in India at a lower price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded	Request you to kindly delete this fall clause as prices are dependent on multiple external factors including OEM discounts, Currency fluctuations, variation in scope of work etc. and the SI don't have much control on the same.	As per the Terms of the RFP
123	Section 10.1-Appendix 1, Executives PCs -Point no 16	Camera -Inbuilt camera		Refer Query Number 45

Annexure -1

Section 6.5 Technical Evaluation

Point 3-Past Experience

Category	No. of Credential	Marks
VC Solution Implemented	The Bidder should have successfully implemented MCU based Video Conferencing solution with minimum 10 nos. of Video Conferencing Endpoints Units in more than 2 BFSI with minimum 100 branches or offices /Govt./PSU sector in India	200
	The Bidder should have successfully implemented MCU based Video Conferencing solution with minimum 10 nos. of Video Conferencing Endpoints Units in 2 BFSI with minimum 100 branches or offices /Govt./PSU sector in India	180
VC Solution Under Implementation	The Bidder should have Under Implementation MCU based Video Conferencing solution with minimum 10 nos. of Video Conferencing Endpoints Units in more than 2 BFSI with minimum 100 branches or offices /Govt./PSU sector in India	160
	The Bidder should have Under Implementation MCU based Video Conferencing solution with minimum 10 nos. of Video Conferencing Endpoints Units in 2 BFSI with minimum 100 branches or offices /Govt./PSU sector in India.	140

S.No	Details	Description (Details of the Hardware & Software including the details of make, model, version & edition etc.)	Qty	Year 1		Year 2		Year 3		Year 4		Year 5		Tax Type	Tax Percentage	Tax Amount	Total Cost for 5 years
				Rate	Total Cost	Rate	Total Cost	Rate	Total Cost	Rate	Total Cost	Rate	Total Cost				
	Personal VC System or executive PC																
6	Software based video conferencing solution for Mobile		150														
7	Any Other, Please Specify																
8	Any Other, Please Specify																
Total (B)																	
Total (A+B)																	

The Bidder is required to right size the requirement and propose the hardware and software in order to meet the requirement (Scope , SLA and other Terms of the RFP), In case the proposed hardware and software is unable to meet the OICL requirement for the entire contract period. Bidder is required to provide the additional hardware and/or software at no additional cost to OICL.

Annexure 3-Pre Bid Replies -List of OICL Offices for delivery of Executive PC/Integrated End points

<u>S.No</u>	<u>Office Name</u>	<u>Address</u>	<u>Address 2</u>	<u>Address 3</u>	<u>State</u>	<u>City</u>
1	Head Office	ORIENTAL HOUSE	A-25/27	ASAF ALI ROAD, Dariyaganj	DL	DELHI
2	RO I Mumbai	ORIENTAL HOUSE, 2ND FLOOR,	7,JAMSHEDJI TATA ROAD,	CHURCHGATE MUMBAI - 400020	MH	MUMBAI
3	RO-II Mumbai	ORIENTAL HOUSE,	7TH FLOOR,	7-J TATA ROAD, CHURCHGATE - 400020	MH	MUMBAI
4	Mumbai Regional Office-III	601-605.TOWN CENTRE-1,	ANDHEARI KURLA ROAD, MAROL	NEAR SAKI NAKA ANDHERI(E) , Mumbai-400059	MH	MUMBAI
5	RO AHMEDABAD	NAVJIVAN TRUST BUILDING, 3RD FL., B/H	VIDHYAPETH,OFF. ASHRAM ROAD	GUJARAT ,380014	GJ	AHMEDABAD
6	RO INDORE	IDA BUILDING, 4TH FLOOR	7, RACE COURSE ROAD	INDORE, 452003	MP	INDORE
7	RO PUNE	MAY FAIR TOWERS, 1ST FLOOR, WAKDEWADI,	PUNE-MUMBAI ROAD, SHIVAJI NAGAR,	PUNE-411005	MH	PUNE
8	RO VADODARA	MEZZANINE FLOOR, A.G. CHAMBERS,	UNIVERSITY ROAD	FATEHGUNJ VADADORA - 390002	GJ	VADODARA
9	RO NAGPUR	REGIONAL OFFICE, 4TH FLOOR	S.K. TOWERS, NELSON SQUARE	CHHINDWARA ROAD - 440013	MH	NAGPUR
10	RO RAIPUR	IST FLOOR, R.K.PLAZA, PANCHPEDI NAKA,	RING ROAD 1,RAIPUR (CG)	RAIPUR,492001	CG	RAIPUR
11	RO1 NEW DELHI	10TH FLOOR	HANSALYA BUILDING	BARAKHAMBA ROAD,NEW DELHI	DL	DELHI
12	RO LUCKNOW	REGIONAL OFFICE , JEEVAN BHAWAN, 43,	HAZRATGANJ	LUCKNOW	UP	LUCKNOW
13	RO CHANDIGARH	SCO-109-110-111	SECTOR 17D	CHANDIGARH- 160017	CH	CHANDIGARH
14	RO JAIPUR	III FLOOR, ANAND BHAWAN	S .C. ROAD	JAIPUR - 302001	RJ	JAIPUR
15	RO Dehradun	3RD. FLOOR, NCR PLAZA, 24-A, NEW CANTT. ROAD.,	HATHIBARKALA	DEHRADUN	UC	DEHRADUN
16	RO2 NEW DELHI	SCOPE MINAR CORE 1, IST FLOOR	DISTRICT CENTRE	LAKSHMI NAGAR - 110092	DL	DELHI
17	RO Calcutta	4 LYONS RANGE	CALCUTTA	PIN: 700001	WB	CALCUTTA
18	RO Guwahati	G S ROAD	ULUBARI	GUWAHATI – 781007	AS	GUWAHATI

S.No	Office Name	Address	Address 2	Address 3	State	City
19	RO PATNA	PIRMOHANI	RAJENDRA PATH	PIN : 800003	BH	PATNA
20	RO Chennai	U.I.L BUILDING	IV FLOOR, NO 4 ESPLANADE.	BROADWAY CHENNAI - 600 108	TN	CHENNAI
21	RO Bangalore	44/45,LEO SHOPPING COMPLEX	1ST FLOOR	RESIDENCY ROAD CROSS	KA	BANGALORE
22	RO HYDERABAD	6-3-871, SNEHALATHA BUILDING, P B NO. 45	GREENLANDS ROAD, BEGUMPET	HYDERABAD - 500 016	TS	HYDERABAD
23	RO COIMBATORE	82, Cheran Towers 3rd Floor	Govt Arts College Road	Coimbatore -641018	TN	COIMBATORE
24	RO- VISAKHAPATNAM	SRI NITYA COMPLEX, 2ND FLOOR	OPP : KARNATAKA BANK, RAMA TALKIES ROAD	CBM COMPOUND Pin-530013	AP	VISAKHAPATNAM
25	R O HUBLI	SUMANGALA COMPLEX, II FLOOR,	OPP. H D M C LAMINGTON ROAD, Dist: DHARWAD	HUBLI-580020	KA	HUBLI
26	RO Madhurai	The Oriental Insurance Company Limited,	Regional Office, 2nd Floor, Ramalinga Radiance	No.78, Thiruparankundram Road, Andalpuram Madurai 625002	TN	MADURAI
27	CBRO DELHI	4TH FLOOR, REAR PORTION	JEEVAN VIHAR BUILDING	PARLIAMENT STREET, NEW DELHI	DL	DELHI
28	CBRO CHENNAI	NO.7, ROSY TOWERS, 2ND FLOOR	UTTHAMAR GANDHI SALAI, NUNGAMBAKKAM	CHENNAI - 600034	TN	CHENNAI
29	CBRO MUMBAI	ORIENTAL HOUSE, 3RD FLOOR	7, JAMSHEDJI TATA ROAD	CHURCHGATE - 400020	MH	MUMBAI
30	Oriental Staff Training College	SECTOR - 11, BATA MORE, MATHURA ROAD	FARIDABAD	PIN: 121 006	HR	FARIDABAD
31	SVC MRO2 MUMBAI	MAKER BHAVAN NO.1	6TH FLOOR	NEW MARINE LINES- 400020	MH	MUMBAI
32	SVC MRO 3	601-605 Town Centre -1 ,6th Floor, Andheri Kurla Road	Opposit Times Square Building Marol	Mumbai 400059	MH	MUMBAI
33	SVC Ahmedabad	1ST FLOOR, KALIDAS CHAMBERS	NR DINBAI TOWER LALDARWAJA	Ahemdabad, PIN: 380001	GJ	AHMEDABAD
34	SVC Indore	575/11 OPPOSITE TI	MG ROAD	Indore PIN: 452003	MP	INDORE
35	SVC Bhopal	CHITTOD COMPLEX ZONE1	M.P .NAGAR,	Bhopal , PIN: 462011	MP	BHOPAL

S.No	Office Name	Address	Address 2	Address 3	State	City
36	SVC Jabalpur	678, DUTT RESIDENCY, NORTH CIVIL LINE	OPPOSITE RAILWAY STADIUM	Jabalpur, PIN: 482001	MP	JABALPUR
37	SVC New Delhi	10th Floor, Hansalya Building,	Barakhamba Road, Connaught Place,	New Delhi-110001	DL	DELHI
38	SVC KANPUR	17/3, MEGHDOOT BLDG. THE MALL	KANPUR	PIN: 208001	UP	KANPUR
39	SVC ALLAHABAD	16 A,MG MARG, CIVIL LINES	ALLAHABAD	PIN:211001	UP	ALLAHABAD
40	SVC LUCKNOW	8, BALMIKI MARG, LAL BAGH	LUCKNOW	PIN: 262802	UP	LUCKNOW
41	SVC JAIPUR	II FLOOR, ANANAD BHAWAN,	S . C. ROAD	JAIPUR	RJ	JAIPUR
42	SVC Ghaziabad	54A-MODEL TOWN WEST, MATRIS SQUARE, 2ND. FLOOR, OPP. NAVRANG CINEMA, G.T. ROAD, GHAZIABAD	GHAZIABAD	GHAZIABAD	UP	GHAZIABAD
43	SVC, NRO-2	AZADBHAWAN 4E/14	JHANDELWALAN BHAVAN	PIN: 110055	DL	DELHI
44	SVC, KOLKATA	4, LYONS RANGE, 2 ND FLOOR	Kolkata	PIN: 700001	WB	KOLKATA
45	SVC GUWAHATI	Saswata Building	B.Baruah Road	Ulubari Chariali - 781007	AS	GUWAHATI
46	SVC PATNA	2ND FLOOR, SUDAMA PALACE	MAIN ROAD	KANKERBAGH ROAD- 800020	BH	PATNA
47	SVC BHUBANESWAR	75, Third Floor	Buddha Nagar	Bhubaneswar- 751006	OR	BHUBNESWAR
48	SVC BANGALORE	#44/45, LEO SHOPPING COMPLEX	4TH FLOOR	RESIDENCY ROAD CROSS	KA	BANGALORE
49	SVC HYDERABAD	H NO: 6-1-349, 1st & 2nd FLOOR, PADMARAO NAGAR	ADJACENT TO ANUSHA ROYAL HOTEL	SECUNDERABAD - 500 025	TS	HYDERABAD
50	SVC MADURAI	MADURAI 3rd FLOOR, BANGUR DHARMASALA BUILDING	6-A, WEST VELI STREET,	MADURAI- 625 001	TN	MADURAI
51	SVC COIMBATORE	No.1, RVR Building, II Floor, No.4, Head Quarters Road	P.B.No.3857	Coimbatore 641 018	TN	COIMBATORE

S.No	Office Name	Address	Address 2	Address 3	State	City
52	SVC VIJAYAWADA	SBH COMPLEX	BESIDE EENADU,	PATAMATA	AP	VIJAYAWADA
53	SVC, MADURAI	MADURAI 3rd FLOOR, BANGUR DHARMASALA	BUILDING 6-A, WEST VELI STREET,	MADURAI, PIN: 625 001	TN	MADURAI
54	TP HUB Ahmedabad	3 RD FLOOR ,NAVDEEP BUILDING,	NEAR INCOMETAX CHAR RASTA	Ahmedabad , PIN: 380014	GJ	AHMEDABAD
55	TP HUB INDORE	IDA BUILDING, 4TH FLOOR	7, RACE COURSE ROAD	INDORE	MP	INDORE
56	TP Hub Jabalpur	VIDYA BHAWAN, 840, NAPIER TOWN,	DR. BARAT ROAD, RUSSDL CHOWK	Jabalpur,PIN: 482001	MP	JABALPUR
57	TP Hub Bhopal	11 B INDRAIPURI BHEL	Bhopal	PIN: 462022	MP	BHOPAL
58	TP HUB GWALIOR	PHOOL BAGH CHAURAHA	3rd FLOOR, HOTEL AMAR PALACE	Gwalior	MP	GWALIOR
59	TP HUB VADODARA	THIRD FLOOR,SUN ENCLAVE	OPP. JALARAM TEMPLE, KARELIBAAG	VADODARA , PIN: 390018	GJ	VADODARA
60	TP HUB NAGPUR	15, A D COMPLEX, MOUNT ROAD	SADAR	NAGPUR, PIN: - 440013	MH	NAGPUR
61	TP Hub New Delhi	F-14/20, United Life Building	Connaught Place	New Delhi - 110001	DL	DELHI
62	TP HUB LUCKNOW	3RD FLOOR, JEEVAN BHAVAN	43, HAZRATGANJ	Lucknow , PIN: 226001	UP	LUCKNOW
63	T P HUB, KANPUR	17/3, MEGHDOOT BUILDING, THE MALL	KANPUR	PIN: 208001	UP	KANPUR
64	TP HUB, ALLAHABAD	16 A,MG MARG, CIVIL LINES, ALLAHABAD	ALLAHABAD	PIN : 211001	UP	ALLAHABAD
65	TP HUB AJMER	GANESH BHAWAN, KACHERY ROAD,	OPP HP PETROL PUMP	AJMER	RJ	AJMER
66	TP HUB JAIPUR	III FLOOR, ANAND BHAWAN	S . C. ROAD	Jaipur	RJ	JAIPUR
67	TP HUB JODHPUR	637/ B, BHANSALI TOWER,	IIIRD FLOOR	RESIDENCY ROAD, Jodhpur	RJ	JODHPUR
68	TP HUB GHAZIABAD	54A-MODEL TOWN WEST, MATRIS SQUARE	2ND. FLOOR, OPP. NAVRANG CINEMA, G.T. ROAD	GHAZIABAD	UP	GHAZIABAD
69	TP HUB MEERUT	346, ANAND BHAWAN,	KHAIR NAGAR ROAD	MEERUT	UP	MEERUT
70	TP HUB JAMMU	TOWN HALL BUILDIN	1ST FLOOR, ADMIN. BLOCK	PIN: 180001	JK	JAMMU

S.No	Office Name	Address	Address 2	Address 3	State	City
71	TP HUB	LIC BUILDING, SANJAY PALACE	2nd FLOOR	AGRA	UP	AGRA
72	TP HUB, KOLKATA	4, LYONS RANGE, 4TH FLOOR	CALCUTTA	PIN: 700001	WB	CALCUTTA
73	TP HUB GUWAHATI	G S ROAD	ULUBARI	GUWAHATI , PIN : 781007	AS	GUWAHATI
74	TP HUB BHUBANESWAR	4TH FLOOR, ALOK BHARATI TOWERS	SAHID NAGAR	BHUBANESWAR , PIN: 751007	OR	BHUBNESWAR
75	TP HUB CHENNAI / TP HUB PONDY	ORIENTAL HOUSE	II FLOOR. N.NO.216.O.NO/115	PRAKASAM SALAI. CHENNAI , PIN: 600104	TN	CHENNAI
76	TP HUB BANGALORE	4TH FLOOR	#44/45, LEO SHOPPING COMPLEX,	IV FLOOR, RESIDENCY ROAD CROSS	KA	BANGALORE
77	TP HUB MYSORE	NEW MUSLIM HOSTEL COMPLEX	OPP. FIREBRIGADE, I MAIN	SARASWATHIPURAM	KA	MYSORE
78	TP HUB HYDERABAD	6-3-871, III FLOOR, SNEHALATHA BUILDING	GREENLANDS ROAD, BEGUMPET	HYDERABAD , PIN: 500 016	TS	HYDERABAD
79	TP HUB KURNOOL	# 40-383, BHUPAL COMPLEX	PARK ROAD	KURNOOL , PIN: 518 001	AP	KURNOOL
80	TP HUB COCHIN	Metro Palace,	North Railway Station Road,	Ernakulam, PIN: 682018	KL	COCHIN
81	TP HUB TRIVANDRUM	ST. MARY VILLA,	Medical college PO,	ULOOR, TRIVANDRUM, PIN: 695011	KL	TRIVANDRUM
82	TP HUB ERODE	II Floor, PARIMALAM COMPLEX	NO.11 EVN ROAD,	ERODE , PIN : 638011	TN	ERODE
83	TP HUB COIMBATORE	3rd FLOOR CHERAN TOWERS	No. 78 GOVT ARTS COLLEGE ROAD	ATT COLONY, COIMBATORE - 641018	TN	COIMBATORE
84	TP Hub Trichy	II nd Floor, No. 4,	Bharathidasan Salai,Cantonment	Trichy , PIN: 620001	TN	TRICHY
85	TP HUB VIJAYAWADA	1ST FLOOR,OPP HOTEL ADHIKARI, NEAR D.V.MANOR HOTEL	LABBI PET, ABOVE KOTAK MAHINDRA BANK	M.G.ROAD , Vijayawada, PIN: 530010	AP	VIJAYAWADA
86	TP HUB VISAKHAPATNAM	D.NO. 28-1-1- BALAJI	DABA GARDENS	VISAKHAPATNAM, PIN: 530020	AP	VISAKHAPATNAM
87	T P HUB UDUPI	VISHNU PRAKASH, III FLOOR, COURT ROAD,	UDUPI, KARNATAKA	UDUPI- 576101	KA	UDUPI

S.No	Office Name	Address	Address 2	Address 3	State	City
88	TP HUB, MADURAI	K.J.R. COMPLEX	16 NORTH VELI STREET	MADURAI , PIN: 625001	TN	MADURAI
89	SVC MRO2 MUMBAI	MAKER BHAVAN NO.1	6TH FLOOR	NEW MARINE LINES-400020	MH	MUMBAI
90	SVC MRO 3	601-605 Town Centre -1 ,6th Floor, Andheri Kurla Road	Opposit Times Square Building Marol	Mumbai,PIN: 400059	MH	MUMBAI
91	SVC Ahmedabad	1ST FLOOR, KALIDAS CHAMBERS	NR DINBAI TOWER LALDARWAJA	Ahmedabad, PIN: 380001	GJ	AHMEDABAD
92	SVC Indore	575/11 OPPOSITE TI	MG ROAD	Indore , PIN: 452003	MP	INDORE
93	SVC Bhopal	CHITTOD COMPLEX ZONE1	M.P .NAGAR,	Bhopal, PIN: 462011	MP	BHOPAL
94	SVC Jabalpur	678, DUTT RESIDENCY, NORTH CIVIL LINE	OPPOSITE RAILWAY STADIUM	Jabalpur, PIN: 482001	MP	JABALPUR
95	SVC New Delhi	10th Floor, Hansalya Building,	Barakhamba Road, Connaught Place,	New Delhi, PIN : 110001	DL	DELHI
96	SVC KANPUR	17/3, MEGHDOOT BLDG. THE MALL, KANPUR	KANPUR	PIN: - 208001	UP	KANPUR
97	SVC ALLAHABAD	16 A,MG MARG, CIVIL LINES, ALLAHABAD	ALLAHABAD	PIN: - 211001	UP	ALLAHABAD
98	SVC LUCKNOW	8, BALMIKI MARG, LAL BAGH, LUCKNOW	LUCKNOW	PIN: - 262802	UP	LUCKNOW
99	Service Centre, Chandigarh	SURENDRA BUILDING,	SCO 109-110-111, SECTOR 17D,	CHANDIGARH-160017	CH	CHANDIGARH
100	Service Centre Ludhiana	1st Floor, SONA COMPLEX,	MILLERGANJ, NEAR FIRE BRIGADE, GT ROAD, LUDHIANA	PIN: 141003	PB	LUDHIANA
101	SVC JAIPUR	II FLOOR, ANANAD BHAWAN,	S . C. ROAD	JAIPUR	RJ	JAIPUR
102	SVC Ghaziabad	54A-MODEL TOWN WEST, MATRIS SQUARE, 2ND. FLOOR, OPP. NAVRANG CINEMA, G.T. ROAD, GHAZIABAD	GHAZIABAD	GHAZIABAD	UP	GHAZIABAD
103	SVC, NRO-2	AZADBHAWAN 4E/14	JHANDELWALAN BHAVAN	PIN: - 110055	DL	DELHI

<u>S.No</u>	Office Name	Address	Address 2	Address 3	State	City
104	SVC, KOLKATA	4, LYONS RANGE, 2 ND FLOOR	Kolkata	PIN: 700001	WB	KOLKATA
105	SVC GUWAHATI	Saswata Building	B.Baruah Road	Ulubari Chariali - 781007	AS	GUWAHATI
106	SVC PATNA	2ND FLOOR, SUDAMA PALACE	MAIN ROAD	KANKERBAGH ROAD- 800020	BH	PATNA
107	SVC BHUBANESWAR	75, Third Floor	Buddha Nagar	Bhubaneswar- 751006	OR	BHUBNESWAR
108	SERVICE CENTRE Chennai	ORIENTAL HOUSE	II FLOOR. N.NO.216.O.NO/115	PRAKASAM SALAI. CHENNAI - 600104	TN	CHENNAI
109	SVC BANGALORE	#44/45, LEO SHOPPING COMPLEX	4TH FLOOR	RESIDENCY ROAD CROSS	KA	BANGALORE
110	SVC HYDERABAD	H NO: 6-1-349, 1st & 2nd FLOOR, PADMARAO NAGAR	ADJACENT TO ANUSHA ROYAL HOTEL	SECUNDERABAD - 500 025	TS	HYDERABAD