

Bid Number: GEM/2023/B/3526864
CORRIGENDUM- I

We refer to our GeM Bid Number: GEM/2023/B/3526864 dated 06.06.2023 for “SELECTION OF VENDOR FOR UPGRADATION OF EXISTING VC INFRA AND AMC OF VARIOUS VC DEVICES ALONG WITH FMS SUPPORT THROUGH GeM PORTAL” and pre-bid meeting held on 13.06.2023. In this regard, we issue clarification on certain queries raised by Vendors which is given as under:

SI No.	Point / Section	Page No.	Tender clause	Bidder's Query	Bank's Response
1	Payment Terms	Page 1 # 1685799605	The payment for AMC will be payable half-yearly for each device in advance	Payment term Annual advance with proof of VC entitlement	No Change
2	Service Levels & Uptime Guarantee	Page 2 # 1685800324	There should be 24 x 7 x 365 support for any technical issue	Proposed service Module - ESS WITH 8X5XNBD (Hardware Replacement/ TAC Support)	The replacement of devices/hardware should be completed by next business/working day. Also, there should be 24 x 7 x 365 TAC (Technical Assistance Centre) support available directly from the OEM for any technical issue for the supplied products.
3	Point 6 in Availability Service Level Default	Page 2 # 1685800324	If equivalent standby is provided that will not be considered as downtime to the maximum period of 7 working Days and after that the penalty will be applicable	Request bank to consider standby as no downtime	No Change
4	33/FORCE MAJEURE	Page 13 #1685799601	Force Majeure	Nothing in this clause shall operate as to exclude any payment obligations of the Parties.	No Change

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BID FOR SELECTION OF VENDOR FOR UPGRADATION OF EXISTING VC INFRA AND AMC OF VARIOUS VC DEVICES ALONG WITH FMS SUPPORT THROUGH GEM PORTAL Page 1 of 6

5	Penalties / Service Levels	Page 1 # 1685800324	Penalty on AMC of VC devices/Hardware	<p>Request bank to keep penalty clause for VC devices/hardware as for VC solutions for the faulty device</p> <p>Uptime Percentage (A) Penalty rate (On the cost of VC infra solution)</p> <p>A >= 99.9% No Penalty 99.5% =< A < 99.9% 1% 99% =< A < 99.5% 2% A < 99% Penalty at an incremental rate of 1% (in addition to a base of 2%) of the VC infra solution cost for every 0.5% lower than the stipulated uptime with an overall cap of 95%</p>	No Change
6	Project Experience and Qualifying Criteria Requirement & PQC	Page2# 1686038878 & 1686038869 (C-3)	The bidder should have implemented the AMC and FMS services for Video Conferencing Solution/infra in minimum 3 Organizations in the preceding 3 financial years with one implementation in an organization having minimum of -25- offices/locations.	<p>We request bank to Modify clause as below.</p> <p>The bidder should have implemented the AMC and FMS services for Video Conferencing Solution/infra in minimum 3 Organizations in the preceding 5 financial years with one implementation in an organization having minimum of -25- offices/locations.</p>	The bidder should have implemented the AMC and FMS services for Video Conferencing Solution/infra in minimum 3 Organizations in the preceding 5 financial years with one implementation in an organization having minimum of -25- offices/locations.
7	Scope of Work	Page 1 # 1686038856 (A)	The Bank has currently.....The appropriate hardware will be provided	<p>Does the successful bidder has to just install and integrate hardware given by bank?</p> <p>Is the device Procurement of new hardware is in bank's scope?</p>	The hardware (new and/or existing) will be provided by Bank and the prospective bidder will have to integrate and configure as new infra set up

8	Scope of Work	Page 1 # 1686038856 (A)	Replace the existing hardware which is.....	Can a successful bidder supply and integrate new purchased hardware?	The hardware (new and/or existing) will be provided by Bank and the prospective bidder will have to integrate and configure as new infra set up
9	Scope of Work	Page 1 # 1686038856		Need details like make & model of Hardware which needs to get installed to evaluate commercials and time estimate?	Already given in present set up in GeM GTC
10	Scope of Work	Page 2 # 1686038856	The tentative list for AMC....	Without Sr. No., OEM won't able to provide the price. Hence, please provide Sr. No. & Site Address for AMC commercial working.	Provided as Annexure A
11	Scope of Work	Page 3 # 1686038856	To provide updates and upgrades free of cost, as and when released by the OEM during contract period.	The updates and upgrades will be of software only	S/w or firmware as per the need
12	Scope of Work	Page 3 # 1686038856 (B)	Yearly preventive maintenance (if required) in consultation with the Banks team of all the equipment needs to be conducted which should interalia include cleaning of inside and outside of all equipment during AMC period. Preventive Maintenance will include replacement of worn-out parts etc. In case equipment is taken away for repairs, the Vendor shall provide a standby equipment (of equivalent or higher model), so that the work of the Bank is not affected. The	Is vendor has to do one PM in a year?	Half- Yearly preventive maintenance in consultation with the Banks team of all the equipment needs to be conducted which should interalia include cleaning of inside and outside of all equipment during AMC period. Preventive Maintenance will include replacement of worn-out parts etc. In case equipment is taken away for repairs, the Vendor shall provide a standby equipment (of

			Vendor shall give an undertaking that sufficient quantity of spares will be kept as stock during the AMC period at their support office across the country.		equivalent or higher model), so that the work of the Bank is not affected. The Vendor shall give an undertaking that sufficient quantity of spares will be kept as stock during the AMC period at their support office across the country.
13	Scope of Work	Page 6 # 1686038856 (C)	The Bidder has to pay a minimum Salary of amount of Rs.3,50,000/- as annual CTC to each engineer. This amount has to be quoted as minimum amount in the price bid. Successful bidder has to submit Offer letter/Appointment letter indication CTC during joining of the engineer and Salary slip on quarterly basis of each engineer deployed.	As the FMS contract is for five years. Is there any increment decided by the bank on YOY basis. If not, then can we cap it to 10% increment YOY basis?	No Change
14	Payment Terms	Page 1 # 1685799605	Payment for onsite support will be released quarter after the end of each quarter.	As vendor has to provide monthly salary to the resource. Can we request to change the payment terms from quarterly arrears to monthly arrears.	No Change
15	Payment Terms	Page 1 # 1685799605	The payment for AMC will be payable half-yearly for each device in advance. The payment will be on production of original invoice against receipt of satisfactory report of previous half-year from Bank's Team. It is responsibility of the bidder to	What do you mean be each device in advance?	Each device means system / hardware falling under the AMC period.

			take confirmation from the Bank on the quantity of devices under AMC during the period of the billing cycle prior to actual bill generation. Bank's decision on the actual number of devices to be billed for the period shall be final and binding to the bidder.		
16	Payment Terms	Page 1 # 1685799605	It is responsibility of the bidder to take confirmation from the Bank on the quantity of devices under AMC during the period of the billing cycle prior to actual bill generation.	Will there be changes in the quantity every six months.	No Change
17	Project Experience and Qualifying Criteria Requirement & PQC	Page2# 1686038878 & 1686038869 (B-1)	The Bidder should have registered an average annual turnover of Rs.40.00 Crores (Rs.20 Crores for MSE) or above during the last three completed financial years – 2019-20, 2020-21 and 2021-22 (Not inclusive of the turnover of associate companies).	Can we submit our global turnover?	The Bidder should have an average annual turnover of Rs.40.00 Crores (Rs.20 Crores for MSE) or above during the last three completed financial years – 2019-20, 2020-21 and 2021-22 from Indian Business Operations as per audited balance sheet. (Not inclusive of the turnover of associate companies).
18	Project Experience and Qualifying Criteria Requirement & PQC	Page2# 1686038878 & 1686038869 (C-1)	Bidder should be minimum Cisco's Premier Integrator partner and Poly's Gold Partner	Can we submit the Poly Silver Partner Certificate?	No Change

19	Project Experience and Qualifying Criteria Requirement & PQC	Page2# 1686038878 & 1686038869 (C-1)	The Bidder and OEM should provide a declaration that all the technical problems reported would be resolved within 24 hrs.	We can submit the letter. We are doubt about OEM as there resolution will be as per there SLA	No Change
20	Penalties / Service Levels	Page 1 # 1685800324	Penalty on AMC of VC devices/Hardware	Can we request to keep change and penalty uptime from 99.9% to 95%	No Change
21	Quantifiable Specification / Standards of The Service/ BOQ	Page no. 1 & 3 #1686027949	Modification in quantities		Annexure B

1. Bidders are advised to consider and confirm the above points while submitting the bids.
2. The above shall be complementary in contents with the existing terms and conditions of the Tender/Bid unless otherwise explicitly superseded. All other terms and conditions of the Tender/Bid shall remain unchanged.
3. This Corrigendum – I shall form part of the Bid/Tender dated 06.06.2023.
4. The bidders have to submit “Unconditional Bid”. Conditional bids are liable to be rejected.

General Manager & Head
(FM, COA, RDP & PD)

Date: 15.06.2023
Place: Mumbai

BANK OF BARODA
FACILITIES MANAGEMENT DEPARTMENT
1st Floor, Baroda Corporate Centre,
C-26, G-BLOCK, BANDRA KURLA COMPLEX,
BANDRA (EAST), MUMBAI-400051

Annexure A
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Model	Quantity	Current Serial No.	AMC start date	AMC end date																																																																
Cisco Telepresence SX10	11	<table border="1"> <tr><td>FTT2017003L</td></tr> <tr><td>FTT203402DS</td></tr> <tr><td>FTT213101VE</td></tr> <tr><td>FTT203402DR</td></tr> <tr><td>FTT203402D4</td></tr> <tr><td>FTT2142004M</td></tr> <tr><td>FTT21420048</td></tr> <tr><td>FTT214101MA</td></tr> <tr><td>FTT2142004C</td></tr> <tr><td>FTT2142003T</td></tr> <tr><td>FTT2142004G</td></tr> </table>	FTT2017003L	FTT203402DS	FTT213101VE	FTT203402DR	FTT203402D4	FTT2142004M	FTT21420048	FTT214101MA	FTT2142004C	FTT2142003T	FTT2142004G	15.07.2023	31.01.2025																																																					
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	14	<table border="1"> <tr> <td>FOC2416PE9B</td> <td>FOC2431N6US</td> <td>FOC2431N6Y3</td> <td>FOC2431N7P1</td> </tr> <tr> <td>FOC2329NHZ5</td> <td>FOC2431N7YZ</td> <td>FOC2141NE19</td> <td>FOC2431N6D4</td> </tr> <tr> <td>FOC2431N7VZ</td> <td>FOC2431N6EH</td> <td>FOC2431N80Y</td> <td></td> </tr> </table>	FOC2416PE9B	FOC2431N6US	FOC2431N6Y3	FOC2431N7P1	FOC2329NHZ5	FOC2431N7YZ	FOC2141NE19	FOC2431N6D4	FOC2431N7VZ	FOC2431N6EH	FOC2431N80Y		14.10.2025	31.01.2026																																
FOC2416PE9B	FOC2431N6US	FOC2431N6Y3	FOC2431N7P1																																													
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FOC2431N7VZ	FOC2431N6EH	FOC2431N80Y																																														

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		FOC2431N7VZ	FOC2431N7X8	FOC2431N7T8			
1		FOC2150N17B				17.02.2024	31.01.2026
15		FOC2312NQHE	FOC2341N5KM	FOC2312NRWA	FOC2312NQQ9	02.06.2024	31.01.2026
		FTX2326306D	FOC2312NRN0	FOC2416PEKQ	FOC2134N1CJ		
		FOC2448N2KL	FOC2312NRP4	FOC2312NQPQ	FOC2225NJDA		
		FOC2312NRKC	FOC2312NRKD	FOC2312NRPX			
1		FOC2210NADG				15.07.2023	31.01.2026
1		FOC2244NNJ7				15.07.2023	31.01.2026
13		FOC2238N333	FOC2249PC8A	FOC2303PGCY	FOC2241NLPU	01.04.2024	31.01.2026
		FOC2238N2ZR	FOC2303PG0N	FOC2452P9YY	FOC2303PFBH		
		FOC1842N7NR	FOC2303PFWE	FOC2303PFJ9	FOC2241NMF2		
		FOC2303PFVH					
31		FOC2349N2Q4	FOC2349N2CY	FOC2349N111	FOC2349N19M	05.02.2025	31.01.2026
		FOC2349N2L9	FOC2349N1UL	FOC2349N1H2	FOC2349N17Y		
		FOC1903NU2W	FOC2349N1M0	FOC2349N10D	FOC2349N2CE		
		FOC2349N2HT	FOC2349N1FQ	FOC2349N1M3	FOC2349N146		
		FOC2349N2EC	FOC2349N1KR	FOC2349N2E0	FOC2349N172		
		FOC2349N2QS	FOC2249PBZ1	FOC2349N2CU	FOC2349N1LS		
		FOC2349N1DJ	FOC2349N1U1	FOC2349N13W	FOC2349N2Q4		
		FOC2349N2C7	FOC2349N1EF	FOC2349N11Q			
5		FOC2349N2BW FOC2349N2C4 FOC2349N13Z FOC2349N13B FOC2349N1RB				15.07.2023	31.01.2026
Cisco Webex Room Kit	1	FOC2310P7J1				11.04.2024	14.09.2028
	2	FOC2309NR9P FOC2310P7WG				18.04.2024	14.09.2028

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Poly RealPresence Group 500	15	8215224415C7CV	82154344AE09CV	821522441512CV	01.09.2024	14.09.2028
		8215224415D4CV	821407415BF7PV	82153544A226CV		
		8215214413AACV	8213100FDE51PV	821530442A33CV		
		821522441517CV	82154844BA4ECV	82152144135BCV		
		821522441504CV	82153544A1A0CV	8215224415B0CV		
Cisco IX5000	2	FOC2103N2CV			15.07.2023	31.10.2024
		FOC2220P93R				
Cisco CMS 1000 (M5)	1	WZP234217QW			15.07.2023	31.08.2026

Please note that serial nos. may change due to RMA replacement of VC devices in future during the contract period.

Annexure B
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**Technical Specifications for Licences and Maintenance of Video Conferencing
infra set up**

Details for Supply, Installation, Commissioning, Integration, Testing and maintenance of licences Multi conference Unit and Central Call Control Server:

Licences for Multi conference Unit (MCU):

Sl. No.	Licence Type	Specifications	Revised Qty.
1	Common Meeting Licence	Common meeting is defined as a meeting that is not tied or licenced to a named user/individual but to a common pool. Administrator can use this licence to conduct a meeting of any capacity restricted by the available hardware of the MCU.	12
2	Personal Meeting Licence	<p>A Personal meeting is a licence assigned to an individual so that the user can host a meeting on an ad-hoc basis without any prior scheduling and involvement of the administrator.</p> <p>The user would then be able to manage such a meeting from an app or VC device. Common functionalities must include but not restricted to are:</p> <p>Add and Disconnect Participants</p> <p>Mute and UnMute Participants</p> <p>View Participant Information</p> <p>Change Layout of conference</p> <p>Lock and unlock conference</p> <p>Change PIN</p>	30
3	Recording licence	Record a conference call. Audio, Video and presentation shared in the conference should get recorded onto the Recording Server. The recording server must be able to capture the layout as configured on the MCU conference by the administrator or by the user (for personal meeting). Encrypted conferences should also get recorded. The Recorded conference must be stored onto the pre-defined storage path	2

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		(on the server or external storage) in mp4 format.	
4	Soft Client Licence to Join MCU meetings.	<p>A licence for VC software client that would be installed on a computer (PC, Laptop etc) that will enable the users to:</p> <ol style="list-style-type: none"> 1) Join a MCU Meeting. Two way audio, video and presentation 2) Manage the conference: mute/unmute audio and video, volume, layout etc 3) See the participant list 4) Encryption of calls 	1200

Licences for the Central Call Control Server:

Sl. No.	Licence Type	Specifications	Qty
1	Registration of Conference Room based VC devices	<p>Licence on the Central Call Control server that enables:</p> <ol style="list-style-type: none"> 1) Registration, Authentication and Signalling for a VC device. 2) Enables the device to join into MCU meetings 3) Enable VC device to make calls to other VC device. 4) SIP/H.323 protocols must be supported. <p>Authentication to the call control server should be based on credentials configured locally on the Call Control server or using LDAP/AD.</p>	450

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2	Registration of Personal VC devices	<p>Personal VC Devices are devices that are assigned to named individual users. Models include: Cisco Deskpro, Cisco Video Phones, Cisco DX80.</p> <p>Licence on the Central Call Control server that enables:</p> <ol style="list-style-type: none"> 1) Registration, Authentication and Signalling for a VC device. 2) Enables the device to join into MCU meetings 3) Enable VC device to make calls to other VC device. 4) SIP/H.323 protocols must be supported <p>Authentication to the call control server should be based on credentials configured locally on the Call Control server or using LDAP/AD.</p>	240
3	Licence to Manage Device	<p>Device Management on the central servers should enable:</p> <ol style="list-style-type: none"> 1) Managing the configuration of the device. 2) Device back up 3) Diagnostics of the device 4) Real Time call monitoring 5) Centralized Directory control that is pushed onto the devices 	350
4	Firewall Traversal and Interworking Licence	<p>Licence on the Central Call control server that enables:</p> <ol style="list-style-type: none"> 1) VC device to make a SIP call to another device/bridge on the Internet in a secure manner (encrypted). H.460 18/19 2) Interwork VC call between SIP and H.323 protocols. 3) Interwork VC call between IPv4 and IPv6 	15
5	TURN Relay licence	<p>Licence on the central Firewall Traversal server that enables:</p> <ol style="list-style-type: none"> 1) VC devices registered from the internet to use TURN (Traversal Using Reverse NAT) for avoiding hair pinning of video traffic when two VC endpoints call each other (ICE Protocol) 2) One licence must enable at least 1200 connections. 	1

Bidders are required to submit the complete set/list of Bill of Materials (BoM) being supplied in the Additional Doc 1 (Requested in ATC) section.