

THE SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF VIDEO CONFERENCING SYSTEM IN IRDA

IRDA invites Expression of Interest (EOI) from eligible, reputed system Integrators for setting up of video conferencing facility at Insurance Regulatory and Development Authority. The specifications and general terms and conditions are mentioned in the following pages. The last date for submission of expression of interest is: 9th February 2012 by 3 pm

Joint Director (IT)

Hyderabad
28-01-2012

IRDA invites EOI (Expression of Interest) from OEMs/System Integrators having back to back support of Original Equipment Manufacturers (OEM), with proven capabilities in supply, installation, commissioning and maintenance of Video Conferencing system. The technical specifications of the proposed conferencing solution is enclosed vide 'Annexure-A'. The terms and conditions are enclosed vide Annex-'B'.

The following documents should be submitted along with the EOI:

- Company Profile and contact details
 - Copy of the registration certificate
 - Bidders must have the experience of successful completion of at least three Video Conferencing projects of similar kind comprising supply, installation and operationalization of Video Conferencing facility in the last three years. Copy of the POs and the installation certificates should be furnished
 - EMD for Rs.2. lacs
 - Proof for Authorised Service Provider for the video conferencing equipments for which the tenderer is planning to submit the technical and commercial proposal
- All bids (including prices) should be valid for a period of **three months** from the last date of submission.
 - The vendor should have sufficient expertise in maintenance of video conferencing facility at IRDA
 - IRDA Reserves rights to reject the tender bids (any or all) without assigning any reasons what so ever.
 - The prices should be firm and inclusive of all.
 - EMD amount of the unsuccessful tenderer will be returned after awarding of the contract against a letter of request addressed to the Joint Director (IT)
 - The EMD amount of the successful tenderer will be returned after successful installation and submission of BG valid for a period of 3 year from the date of installation.
 - The earnest money deposit (EMD) may be forfeited:
 - a. If the bidder withdraws its bid during the period of bid validity specified by the Bidder in the Bid Form
 - b. If the bidder does not accept the correction of its Bid
 - c. In the case of a successful bidder, if the bidder fails within the specified time limit to sign the Contract Agreement, or to furnish the required performance guarantee
 - d. If the bidder fails to produce sufficient proof for the information provided as part of response of technical bid evaluation
 - **Evaluation Criteria**
 - a. IRDA reserves the right to reject any / all bids with unbranded / sub-standard brands / un-certified brands of products even if they found to be lowest priced.
 - b. Bids without EMD will not be evaluated
 - c. Selection of vendor will be made by a committee based on the overall bid of the vendor based on following criteria
 - i. Whether the product meets the specifications
 - ii. Whether the terms of delivery, maintenance and warranty are agreeable
 - d. Whether any special features are offered in the product in terms of the configuration and functionality over and above those stated in the specifications
 - e. Price quoted

- Tenderer must submit the following information along with his bid
 1. Name of the firm
 2. Address
 3. Head Office
 4. Local Support Contacts
 5. PAN number
 6. TAN number
 7. TIN number
 8. Name, Address, Telephone Nos. and email of contact persons of the clients (including the clients based at Hyderabad) where the total solution is currently operational with details of installation and years of live operation of the projects completed
 9. Number of years' experience in providing Total Solution involving Video Conferencing Systems
 10. Details of support facility at Hyderabad.

Please submit your EOI in a sealed cover IN PERSON to the undersigned at the following address on or before 09th February 2012 before 3.00PM.

The Joint Director (IT), Insurance Regulatory and Development Authority,3rd floor, Parisrama Bhavan,Basher Baugh, Hyderabad- 500 004.

Please feel free to call the undersigned in case of any clarifications.

Thanking You

Yours faithfully

A.R.Nithyanantham
Joint Director (IT)

Schedule for submission of Bids

Issue of tender document	27-01-2012
Last date for submission of EOI	09-02-2012
Pre-bid meeting	15-02-2012
Last date for the issue of addendum, if any	22-02-2012
Last date for submission of tender	29-02-2012
Opening of tenders	29-02-2012

ANNEXURE-A

TECHNICAL SPECIFICATIONS AND SCOPE OF WORK

I. INTRODUCTION

- a) Insurance Regulatory and Development Authority (IRDA) is the regulatory body for Insurance Industry based at Hyderabad. IRDA desires to setup a video conferencing facility for the purpose of establishing conferencing facilities with its regulated entities (Insurance Companies etc.) in India and other regulatory bodies in India / International. For this purpose, IRDA invites tenders from OEMs/System Integrators having back to back support of Original Equipment Manufacturers (OEM), with proven capabilities in supply, installation, commissioning and maintenance of Video Conferencing system.
- b) Video Conferencing Systems means a set-up having one external control unit located centrally, and connecting a number of locations, with provisions for future upgradeability of multipoint interactive video conferencing.
- c) IRDA'S Video conferencing facility shall facilitate to connect up to 8 end points with a centrally controlled unit. All ports should support high definition. Control unit can be either inbuilt or separate, which will facilitate IRDA to conduct Multi-party conferencing.
- d) Bidders interested should meet the following e-eligibility criteria

1. Eligibility criteria

- a) The Bidder should be System Integrator having back to back support of Original Equipment Manufacturers (OEM).
- b) The bidder shall provide evidence that it is currently a legal entity and must be existing in this business during the last 5 years.
- c) Bidders must have the experience of successful completion of at least three Video Conferencing projects of similar kind comprising supply, installation and operationalisation of Video Conferencing facility in the last three years. Copy of the POs and the installation certificates should be furnished.
- d) Solution should work over ISDN / Internet (IP based) and MPLS connectivities
- e) The responses to this tender must be complete and comprehensive with explicit Documentary evidence in support of all the eligibility criteria mentioned herein above.
- f) The bidders should furnish full details/addresses of their service set ups at Hyderabad and also the service support details/addresses of the OEMs whose products are being offered by them from where comprehensive service/maintenance to the systems are proposed to be installed will be provided by them.
- g) The Bidder shall furnish relevant documentation supporting the above eligibility/ qualification criteria. In case of non-compliance to any of the eligibility criteria mentioned above the Bidder shall be liable to be disqualified without any notice and the bids of the bidder may not be processed further.

2. SCOPE OF WORK

- a. The Bidders has to provide complete solution on turnkey basis involving all aspects of required components, including but not limiting to, provide

Full High Definition Audio-Video Conferencing along with comprehensive responsibility of design, installation, Operationalization and Maintenance for the supplied equipments at IRDA, Hyderabad for a period of 3 years.

- b. HD VC systems with LCD screen having inbuilt camera and PC based HD VC systems is also under consideration which will be integrated with our corporate VC system.
- c. IRDA is looking for MCU enabled solution which should functionally work as follows:
 - i. Multiple screen layouts
 - ii. Voice Activation Detection in any combination of Video Conference (VC) Endpoint, device connected through ISDN, Internet and 2G/3G networks.
 - iii. The MCU should be able to integrate and display the output of various systems with different resolutions, bandwidth and protocols in the same
 - iv. Conference allowing participants from Desktop based software clients
 - v. There would be display systems i.e.) One of conferencing and another for displaying the presentations
 - vi. Recording facility for all Videos of Conferencing and editing and storage facility for recorded video should be provided.
- d. Appropriate tool for Managing and Monitoring the complete Audio and Video conferencing environments. The monitoring facility should facilitate the following
 - i. End-to-end visibility and isolation of video-related issues.
 - ii. On-line snapshot of conferences going on within the network and an estimate of the resource utilisation. This is required to correlate the bandwidth availability/utilisation on network.
- e. Deputing on-site engineer at least as and when required during the video conferencing. Approximately, two/ three video conferencing sessions are conducted in a month.

Specifications for the Video Conferencing Equipment (for each set) Parameter / Feature	Specification
Multi-party conferencing	To connect up to 8 locations
Display	Should support HD display on HD screen, laptop/projector with HDMI port
Video Resolution	1080p @ 30fps. Video resolution must not suffer significant degradation due to bandwidth fluctuations from 2Mbps to 512 Kbps
Video Standards	H.261, H.263, H.263+, H.264 and H.239
Video Inputs & Outputs	At least two video inputs and outputs (HD video and DVI) apart from camera

Camera	Should support HD images with ability to zoom, remote control with angle of rotation at least 45 degrees, auto focus etc.
Microphone	HD audio, High sensitivity to voice in a normal conference room, ability to filter noise, ability to mute microphone
Audio Standards	G.711, G.722, G.722.1, G.728, G.729
User Interface	Easy to use, manual dial, speed dial, address book, redial, remote control
Security	Password protection for admin and user, ability to block http, telnet, ssh services, ability to work from within firewall
Encryption Standards	H.235 AES
Interoperability	System should be able to interoperate with video conferencing equipment or other major vendors.
Communication Standards	Support from 128Kbps to 2Mbps, ISDN PRI support preferable, LAN 10/100 Mbps

TERMS AND CONDITIONS

1. General Instructions

System should be of Original Equipment Manufacturers (OEM) Equipment/Products only.

The equipment/products quoted should not be from the discontinued production line. In case of discontinuation of the production line, the vendor shall supply the next higher configuration on the same terms.

In case of any reduction in the price due to Government levies/duties/OEM prices, the price reduction has to be passed onto IRDA for the systems order, if not delivered within one week of the announcement of the price reduction.

IRDA reserves the right to cancel the order without assigning any reason.

2. Delivery Terms

2.1 Delivery Location

The hardware items along with the software packages mentioned in the Purchase order shall be delivered to:

Insurance Regulatory and Development Authority
3rd Floor, Parisram Bhavan
Basheer Bagh
Hyderabad.

In case of systems being shifted to any other location, warranty shall continue to be applicable. Systems may be relocated locally at new sites.

Vendor shall be responsible for ensuring proper packing, delivery and receipt of the hardware and software at the site(s). Sealed packs shall be opened in presence of IRDA.

The software (utilities, packaged software, etc. including complete set of manuals) should be delivered with the hardware. Any configuration, for which any component, of either the hardware or software, has not been delivered, or if delivered is not operational, shall be deemed incomplete and shall be unacceptable.

Vendor shall have to arrange for factory inspection of the systems, before dispatch, if desired by IRDA.

2.2 Delivery Period

Systems should be delivered within 4-6 weeks of receipt of purchase order.

IRDA would be the deciding authority as to the definition of 'acceptable configuration'.

The delivery period, for all the items, shall include time taken for all procurement and other procedures such as Government clearances, customs, octroi, transport etc.

2.3 Pre Shipment Inspections

IRDA reserves the right, but not the obligation, to undertake a pre-shipment inspection of the complete central system in a factory test environment. For this, IRDA's personnel shall visit the factory site at the vendor's cost.

3. Warranty

Vendor shall have to provide a comprehensive, on-site, post installation warranty of **thirty six months from the date of acceptance of the system.**

If the system does not correspond to the description/need of the IRDA, the IRDA shall have the right to repudiate the agreement and to claim the damages.

4. Installation and Commissioning

Vendor shall take the responsibility of installing, commissioning the new systems and making the system fully operational.

Every system supplied shall have a complete licensed copy of all the software installed in the system.

Installation and configuration of the systems at site(s), including unpacking of cartons/boxes, shall be the responsibility of the vendor.

Vendor shall have to install the system and hand it over to IRDA for acceptance testing within one week from the date of receipt of the system at the site.

IRDA reserves the right to install third party software/hardware or any other products in the systems.

IRDA reserves the right to shift systems to new locations within Hyderabad. Vendor shall assist IRDA during the process.

All the above activities to be undertaken by the vendor. at its own cost and expenses.

5. Site Preparation

Vendor shall provide detailed guidelines for site preparation. It shall be IRDA's responsibility to ensure proper environment with suitable power conditioning.

6. Acceptance Terms

6.1 Acceptance Test

System acceptance test shall comprise:

- Physical verification of the equipment
- Benchmark tests, if any, conducted during evaluation.
- Other tests as may be deemed necessary by IRDA.

Acceptance tests would be required to run for a specified period non-stop, at the discretion of IRDA. The duration of the acceptance test shall be at the discretion of IRDA.

If any acceptance test fails at any stage, then it shall have to be repeated from the beginning.

Vendor shall be responsible for setting up and running the acceptance tests.

Exact procedures for system acceptance shall be worked out and finalised with the vendor at the time of delivery.

Vendor should successfully complete all the acceptance tests within two weeks from the beginning of the acceptance testing at site.

IRDA reserves the right to reject the system, if this delay exceeds a period of **one week**. In the event of the cancellation of the order, the vendor shall repay IRDA the full advance amount, and any other amounts paid to the vendor.

6.2 Acceptance

The warranty period shall commence from the date of acceptance of the system or device. In case of staggered delivery, the acceptance of the last system will be considered for commencing the warranty period for the entire order.

For the purpose of warranty period, installation of the entire order will be considered.

7. Maintenance

Maximum time to repair a reported breakdown should be twenty four clock hours (excluding holidays). Time for this purpose shall be measured as interval between the time of reporting the problem and the time when the problem is fully solved making the faulty components/functions fully operational.

Equipment standby system shall be provided till such time the problem is fully solved. Vendor shall assist in transferring the data to and from the standby system, wherever applicable.

Vendor shall arrange an equivalent system during such breakdowns, if IRDA so desires.

Vendor shall have to support the systems and any software supplied by him.

Vendor shall not be responsible for damage to the systems due to external circumstances such as earthquakes, floods, fires, riots, electrical anomalies, as well as rats cutting etc.

8. Uptime Guarantee

Vendor shall have to guarantee a minimum average uptime of 98% calculated on a quarterly basis. Uptime percentage shall be calculated as $(100 - \text{Downtime Percentage})$. Downtime percentage shall be calculated as $\frac{\text{Unavailable Time}}{\text{Total Available Time}}$, calculated on a quarterly basis. Total Available Time is two shifts a day for six days a week. c Unavailable Time is the time involved while any part of the core configuration or system software component is inoperative or operates inconsistently or erratically.

9. Support Strategy

9.1 Support

Vendor shall provide effective maintenance support to IRDA

The vendor shall inform in writing the contact person, address, phone nos. and fax nos. of the service centre

Vendor shall depute qualified and competent personnel for conducting video conferencing sessions

9.2 Upgrades

In case of any upgrade of the system during the proposed warranty period, the warranty shall also cover the upgraded system for the said contract period by the vendor.

10. Payment Terms

- a. 90% of the order value payable on successful installation.
- b. 10% of the order value payable on expiry of the warranty period or against bank guarantee valid for the warranty period for the same amount.
- c. All payment will be released against invoices raised by the vendor.

IRDA shall make payment in Indian Rupees Only.

The risk of currency fluctuation shall have to be borne by the vendor.

- Challan in duplicate shall accompany the delivery.
- Invoices shall be submitted in duplicate.

Delivery challan and invoice shall always quote our purchase order number.

All quotations, negotiations, formats, technical literature, correspondence, faxes etc. shall be considered as an integral part of the purchase order.

11. Penalty

Vendor shall have to pay liquidated damages to IRDA @ one percent (1%) per week on the unexecuted value of the order inclusive of all taxes, duties levies etc., per week or part thereof, for late delivery beyond the delivery period as mentioned in Clause 3.2. There shall be an upper ceiling of ten percent of the gross amount for the penalty to be deducted for any orders. The penalty applicable on the entire order amount shall be deducted from the payment amount due after acceptance of the systems. The performance bank guarantee shall be Ten percent of the order value irrespective of the penalties levied.

If delay exceeds one week from due date of delivery, IRDA reserves the right to cancel the entire order or part thereof. In case the vendor is unable to complete the delivery of any items ordered, IRDA shall procure the same through other sources and recover the consequent costs and damages from the vendor.

Necessary taxes like TDS (Tax Deducted at Source) if any, shall be deducted from the payments by IRDA.

12. Training

Vendor shall provide basic training free of charge for IRDA end users, whenever required to so by IRDA.

13. Documentation

Vendor shall have to supply all necessary documentation and for the use system. The documentation should be in English.

14. Language for Communication

This document and all responses shall be in English Only.

15. Transportation and Insurance

All the costs mentioned in the Order should include cost, insurance and freight (c.i.f.) till point of entry/border points. However, the vendor has the option to use transportation and insurance cover from any eligible source. Insurance cover should be provided till the items are accepted by IRDA. Insurance shall be payable in Indian rupees to facilitate replacement of damaged or lost goods. The vendor should also assure that the goods shall be replaced with no cost to IRDA in case insurance cover is not provided.

16. Force Majeure

Should either party be prevented from performing any of its obligations under this proposal by reason of any cause beyond its reasonable control, the time for performance shall be extended until the operation or such cause has ceased, provided the party affected gives prompt notice to the other of any such factors or inability to perform, resumes performance as soon as such factors disappear or are circumvented. If under this clause either party is excused performance of any obligation for a continuous period of ninety (90) days, then the other party may at any time hereafter while such performance continues to be excused, terminate this agreement without liability, by notice in writing to the other.

17. Arbitration

In the event of a dispute or difference of any nature whatsoever between IRDA and the vendor during the course of the assignment arising as a result of this proposal, the same shall be referred for arbitration to a Panel of Arbitrators. This board shall be constituted prior to the commencement of the arbitration and shall comprise two arbitrators and an umpire. IRDA and Vendor shall each nominate an arbitrator to the Board and these arbitrators shall appoint the umpire. Arbitration shall be carried out at IRDA's Hyderabad Office. The provisions of Indian Arbitration Ordinance 1990 shall apply to the Arbitrator.

18. Jurisdiction

The jurisdiction for the purpose of settlement of any dispute of differences whatsoever in respect of or relating to or arising out of or in any way touching this contract or the terms and conditions thereof or the construction and/or interpretation thereof shall be that of the appropriate court in Hyderabad. The jurisdiction of any other court in any place other than Hyderabad is specifically excluded.

19. Indemnity

The vendor shall, during the subsistence of the agreement, indemnify and keep indemnified harmless the IRDA from and against all the claims, losses and damages caused by the negligence of vendor's personnel to any person or

Property arising out of the use or possession of the equipment or location by vendor or its personnel, as also arising out of any defect in title to the goods.

20. Confidentiality

The vendor shall keep confidential any information obtained under the contract and shall not divulge the same to any third party. In case of non-compliance of the confidentiality agreement, the contract is liable to be repudiated by IRDA. IRDA shall further have the right to regulate vendor staff.

The vendor shall not divulge to any person handling other divisions, subsidiaries or groups of Vendor. and its service support agency any information obtained by it in the course of its execution of its work and all the information gathered by the vendor shall be treated as professional communication and confidential. Any violation of this clause, shall be liable to cancellation of the contract and invoking the bank guarantee without notice to the vendor.

21. Publicity

The vendor shall not advertise or publicly announce that he is undertaking work for IRDA.

22. Standards

All standards to be followed shall adhere to Bureau of Indian Standards (BIS) specifications or other acceptable standards like ANSI, IEEE, ISPO, X/open etc.
