

Chhattisgarh Rajya Sahakari Bank Maryadit
(CG-APEX BANK)

Plot No. 74, Sector 24, Atal Nagar, Nava Raipur (C.G.) - 492002



Request for Proposal

For

Supply, Installation, Commissioning and Maintenance of Video Conferencing Solution

(Hereafter called "RFP of VC Solution")

RFP Reference No: CSCB/IT/2022/02

RFP Document Fee: Rs.5000/-

EMD Amount: Rs. 2,00,000/-

RFP Document available on bank's website: 22/04/2022 to 11/05/2022

Pre-Bid Query: till 29/04/2022

Last Date for Bid Submission: 11/05/2022, 05:00 PM

Date of Technical Bid Opening: 12/05/2022, 03:00 PM

Date of Commercial Bid opening: 12/05/2022, 04:00 PM

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RFP Highlights

Sr. No	RFP Reference No. : CSCB/IT/2022/02	
1.	Purpose	"RFP of VC Solution"
2.	Cost of RFP Documents	Rs. 5,000/- (Rupees Five Thousand Only) To be submitted as Demand Draft/Pay Order in favour of "Chhattisgarh Rajya Sahakari Bank Maryadit", payable at Raipur.
3.	Earnest Money Deposit (EMD)	Rs.2,00,000/- (Rupees Two Lakh Fifty Thousand Only) To be submitted as Demand Draft/Pay Order in favour of "Chhattisgarh Rajya Sahakari Bank Maryadit", payable at Raipur.
4.	No. of Envelopes (Non-window, Sealed) to be submitted	Three (2) Envelopes Envelope 1 Containing: Technical Bid including Eligibility Criteria documents along with Demand Draft/Pay Order of RFP Fee and EMD Envelope 2 Containing: Commercial bid (Only one bid to be kept). *All above 2 envelopes are to be placed in one common Envelope which is then sealed and submitted to the bank.
5.	Date on which RFP Document will be available on bank's web site "www.cgapexbank.com"	22 nd April 2022
6.	Last Date and Time of Bid Submission	11 th May 2022; 05:00 PM
7.	Venue, Date and Time of Opening of Technical Bids.	12 th May 2022; 03:00 PM, Head Office, Chhattisgarh Rajya Sahakari Bank Maryadit, Plot No. 74, Sector 24, Atal Nagar, Nava Raipur (C.G.) – 492002

Chhattisgarh Rajya Sahakari Bank Maryadit

8	Address for Submission of Bids	The Managing Director Chhattisgarh Rajya Sahakari Bank Maryadit, Plot No. 74, Sector 24, Atal Nagar, Nava Raipur (C.G.) – 492002
9	Contact Persons: Designations: Email id: Phone Nos:	1. A. K. Shrivastava OSD cbs.it@cgapexbank.com 9425254090 2. Vinay Mishra Manager cbs.it@cgapexbank.com 9826199079

PART I – TECHNICAL BID

A. GENERAL INFORMATION AND INTRUCTIONS FOR BIDDERS

Introduction

Chhattisgarh Rajya Sahakari Bank Maryadit, Raipur is an APEX Bank of Chhattisgarh State. The bank is having 14 **branches and** Head Office at Naya Raipur. The Bank has computerized entire operation using Core Banking Solution of TCS/C-Edge to meet the present and future needs of the Bank.

Objective

The objective of this RFP is to select and finalize the vendor for the **Supply, Installation, Commissioning and Maintenance of Video Conferencing Solution** at 9 offices located at 1) CG-APEX Bank, Head Office at Nava Raipur 2) Office of Registrar of Cooperative Societies, Indrawati Bhawan, Nava Raipur 3) CG-APEX Bank, Nodal Office at Raigarh 4) DCCB, Raipur 5) DCCB, Durg 6) DCC, Rajnandgaon 7) DCCB, Jagdalpur 8) DCCB, Ambikapur 9) CG-APEX Bank, Nodal Office at Jashpur. The Proposed VC Solution should be scalable to more offices to be connected with this VC in future.

Purpose of RFP Document

The purpose of RFP Document is to short list Bidder for **Supply, Installation, Commissioning and Maintenance of Video Conferencing Solution** at 9 offices located at different locations in Chhattisgarh. To achieve this objective, CG-APEX bank is inviting proposals in sealed envelopes from reputed, authorized and experienced VC vendors who can **Supply, Install, Commission, Integrate and Maintain of Video Conferencing Solution**. The vendors would be evaluated based on following BID system.

- a) Technical BID.
- b) Commercial BID.

Information Provided

The RFP document contains statements derived from information that is believed to be relevant at the date but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether

or not to enter into a contract or arrangement with CG-APEX BANK. Neither CG-APEX BANK nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied, as to the accuracy or completeness of any information or statement given or made in this document.

Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, CG-APEX BANK and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RFP Document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of CG-APEX BANK or any of its officers, employees, contractors, agents, or advisers.

Costs to be borne by Respondents

All costs and expenses incurred by Respondents in any way associated with the development, preparation and submission of responses including but not limited to; the attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by CG-APEX BANK, will be borne entirely and exclusively by the Respondent.

No Legal Relationship

No binding legal relationship will exist between any of the Respondents and CG-APEX BANK until execution of a contractual agreement.

Recipient Obligation to Inform Itself

The Recipient must conduct its own investigation and analysis regarding any information contained in the RFP Document and the meaning and impact of that information.

Evaluation of Bids

Each Recipient acknowledges and accepts that CG-APEX BANK may in its absolute discretion apply selection criteria specified in the document for evaluation of proposals for short listing / selecting the eligible Audit firm(s). The RFP Document will not form part of any contract or arrangement, which may result from the issue of this document or any investigation or review, carried out by a Recipient.

Errors and Omissions

Each Recipient should notify CG-APEX BANK of any error, omission, or discrepancy found in this RFP Document.

Acceptance of Terms

A recipient will, by responding to CG-APEX BANK for RFP Document, be deemed to have accepted the terms of this Introduction and Disclaimer.

Bid Validity Period

The proposal must remain valid and open for evaluation according to their terms for a period of at least 6 months (180 days) from the time the Bid closes on the deadline.

Notification

CG-APEX BANK will notify all short-listed Respondents in writing as soon as practicable about the outcome of their Proposal. CG-APEX BANK is not obliged to provide any reasons for any such acceptance or rejection.

Disqualification

Any form of canvassing/lobbying/influence/query regarding short listing, status, etc. will be a disqualification.

Execution of Agreement:

The bidder should execute Service Level Agreement, which would include all the services and terms and conditions of the services to be as may be prescribed by the 'CG-APEX BANK' and Non-disclosure Agreement.

Professionalism: The Bidder should provide professional, objective and impartial advice at all times and hold the Bank's interests paramount and should observe the highest standard of ethics while executing the assignment.

Adherence to Standards: The Bidder should adhere to laws of land and rules, regulations and guidelines prescribed by various regulatory, statutory and Government authorities.

B. Broad Scope of Work (SoW)

- 1) The Bidder shall provide an end-to-end solution for the identified locations, including supply, installation, commissioning, integration, testing, maintenance etc. of the required Video Conferencing hardware, all necessary application

software and maintenance of the equipment supplied for a period of five years (hardware, system and application software, end point equipment etc.) with back to back support from the OEM.

- 2) The complete VC infrastructure to be supplied should be from the same OEM. However, display units, video recording devices can be from different OEMs subject to full support for all operations of the integrated unit from the bidder for the entire contract period.
- 3) The solution should have functionality for point to point and point to multi-point video / audio calling capability.
- 4) The solution should allow users inside the CG-APEX BANK network as well as outside the CG-APEX BANK network to join conferences. The bidder should implement VC solution in CG-APEX BANK's network. Necessary configurationally changes/Port Opening etc in the CG-APEX BANK Network shall be facilitated by CG-APEX BANK.
- 5) The Solution should have the functionality to connect to Cloud VC Software like Microsoft Teams. Necessary Licenses/Interop etc as detailed in the specifications shall be provided by Bidder.
- 6) The solution should have the functionality to connect mobile users (both Android &iOS) to a video conference.
- 7) The solution should be capable of connecting at least 10 Participants Conference which can be initiated by IP (Internet Protocol) Dialing System of department/ office/Officials. In case required to have more participants then the VC system should be possible to accommodate more users.
- 8) The system should be capable to dial out the participant to take them into a call in a hassle-free manner.
- 9) The bidder should provide the architecture for implementing the VC solution on Existing and New Network. It would be responsibility of the Bidder to coordinate with the Network Service Provider to ensure the VC solution is properly tested and made to work.
- 10) The bidder shall provide the detailed technical architecture comprising of hardware (including configuration) with operating systems and other application software in their technical bid.
- 11) The bidder shall provide on-site Support for the entire contract period. The bidder and OEM should have local support and service support number for troubleshooting. Details to be provided in the Technical Bid.
- 12) Supply of VC equipment [Hardware and software] as per technical specification specified in the RFP. Bidder to provide all necessary hardware and software required to make this solution work strictly as per the specifications. The specifications given are minimum. Bidders can quote equivalent or higher technical specifications to the CG-APEX BANK's requirements. However, no weightage would be given for higher configurations.

- 13) Bidder is required to supply, install, commission video conferencing equipment and display units, designing, providing all related accessories, configuration, maintenance support, monitoring and reporting, migration, training, documentation etc.
- 14) The equipment should also be compatible to work with any OEM equipment in IP dialing standards. Bidder should provide all components to enable successful implementation and functioning of VC Solution.
- 15) Bidder should ensure that the supplied Equipment will not be declared End of sale within 12 months of the bid submission and End of Support within 7 years from the date of commencement of contract.
- 16) Installation, commissioning and maintenance of VC equipment at all offices/ locations as mentioned in the RFP.
- 17) The Video conferencing solution should be IPV4 as well as IPV6 ready from day one.
- 18) The bidder shall provide the recording system to record in compressed format and replay video calls. The solution should also have the ability to record Video Conferencing meetings.
- 19) The solution should provide enough security from unauthorized participation of unsolicited members. CG-APEX BANK expects that the solution proposed facilitate necessary security checks and validation processes for ensuring full proof access to the systems. These security measures should be an integral part of the product.
- 20) The Equipment, Components, and Solution supplied should be in compliance to all the regulatory and statutory guidelines of Government of India. Bidder should make necessary modifications in the supplied solution/components in order to ensure that the supplied components, equipment and software is in compliance with regulatory and statutory guidelines of Government of India for the entire contract period at without any additional cost to CG-APEX BANK.
- 21) The bidder will maintain and manage VC hardware, software at all the locations and will make the system available to Head office/Regional Office/other locations.
- 22) The bidder will proactively monitor the whole system centrally for proper functioning of the systems. In case of any problem observed or reported by the Head Office/Regional Office/other location, the bidder should resolve the problem immediately. The bidder will repair / replace the equipment in case any problem arises out of it and during the warranty and support period.
- 23) Bidder shall carry out preventive maintenance at least once in quarter in consultation with the CG-APEX BANK team during the warranty period. Preventive Maintenance will include replacement of worn-out parts, checking diagnostic etc. In case equipment is taken away for repairs, the Bidder shall provide a standby equipment (of equivalent configuration or higher), so that

the work of CG-APEX BANK is not affected.

- 24) It is mandatory that the proposed solution provide multiple levels of access for users, managers, administrators etc., depending on their roles.
- 25) As per business needs, CG-APEX BANK may shift the equipment from one location to another during the contract period. The Bidder shall be responsible for Reinstalling / Commissioning of the solution & equipment and shall maintain equipment from the new location at no extra cost during the period of warranty & Support.
- 26) CG-APEX BANK will provide the network bandwidth for the in-scope solution. However, bidder is required to mention the bandwidth requirement separately for each Regional Office/ Head Office/Other Location. It is expected that the proposed solution to consume minimal bandwidth, so that it should not impact CG-APEX BANK's day to day business operations.
- 27) Bidder should bring all the tools and equipment (Including Fiber Cable, copper cables or any other cables required) for successful installation, commissioning, configuring of hardware and software for successful implementation of Solution at all offices.
- 28) Bidder should be responsible for performing all the adequate cabling activity (including laying of the cables) for successful commissioning of hardware and software.
- 29) In case the bidder has not indicated any peripherals /equipment in their proposed solution and these may be required for the successful implementation of the solution, the successful bidder has to provide the required peripherals/equipment/software at no additional cost to CG-APEX BANK.
- 30) The selected Bidder to extend the service to CG-APEX BANK locations/offices and shall be scalable to add new sites as and when required by CG-APEX BANK, at the contracted rate.
- 31) The Video Conference components should include all accessories like connectors, cables, power adapters etc. required to make the system fully functional. All required licenses and software must be included.
- 32) Bidder should right size the hardware, software and its related services/support in order to meet the requirement as mentioned in the RFP including the scalability for the entire contract. In case of shortfall, bidder is required to provide the additional hardware, software and its related services/support at without any additional cost to CG-APEX BANK in order to meet the requirement of the RFP for the entire contract period.
- 33) Bidder shall ensure after sales support and maintenance of the complete system to provide prescribed SLA. The bidder is to ensure that the OEM support service for VC equipment in the proposed solution is available for the entire contract period. In case of any support/software/equipment issue, Bidder shall not only inform CG-APEX BANK beforehand but also shall provide the

replacement solution/equipment of same/advanced model at no cost to CG-APEX BANK.

34)The VC solution should be scalable and free from any restriction of including other OEM VC solutions/equipment/MCUs/endpoints thus catering to such future needs of CG-APEX BANK.

35)The bidder shall impart training to the CG-APEX BANK identified officials, all offices as mentioned in the RFP. The training will be on Video Conference attending on the following areas:

- a. Deployed Solution Architecture and flow
- b. Configuring VC solution (HW/SW)
- c. Any other IT level feature which deemed necessary to use the proposed VC solution
- d. Basic user level troubleshooting
- e. The bidder will have to ensure that training is imparted in a professional manner through qualified personnel and course material would have to be provided for the same.

38. Bidder to provide regular updates/upgrades/patches released by the OEM during the entire contract period and shall document and provide the documents to CG-APEX BANK detailing all the changes in the solution and/or hardware. If required, bidder is required to provide the training to CG-APEX BANK Officials of all the changes made in the solution at no additional cost to CG-APEX BANK during the contract period.

39. The successful bidder has to ensure the availability of onsite support engineer at CG-APEX BANK, Head Office, Nava Raipur for setting up and administration of the VC solution at all the locations, providing support for all video conferencing needs of CG-APEX.

C. Expected Specifications and Configurations of VC solution:

Product specifications & Configuration	Offered VC Solution (Select the Make)	Quantity
<p>Interactive Panel Screen Screen size 75 inch Brightness : 350 nits Multi Touch Point : 20 Points (Max.) Interface : HDMI (3), RGB (1), Audio In (1), RS-232C In (1), RJ45 (1), USB 3.0 Type A (3), USB 2.0 Type A (3), Audio Out / Optical Output, Touch USB (2) Panel Technology IPS Back Light Type Direct Aspect Ratio 16:9 Native Resolution-3840x2160 (UHD) Refresh Rate 60Hz HW Internal Memory (32GB), SoC (Dual core</p>	<p>LG/ Samsung/ Sony/Panasonic</p>	<p>1</p>

<p>A73+Dual core A53 or better), DDR(3GB or more), Wi-Fi(Built-in, Slot type)</p>		
<p>Video Conferencing Solution with following specifications:</p> <p>Camera</p> <ul style="list-style-type: none"> • Smooth motorized pan, tilt and zoom controlled from remote or console • Pan +/- 90° • Tilt +35° / -45 • 10x lossless HD zoom • Field of View <ul style="list-style-type: none"> ▪ Diagonal: 90° ▪ Horizontal: 82.1° ▪ Vertical: 52.2° • Full HD 1080p 30fps • H.264 UVC 1.5 with Scalable Video Coding (SVC) • Autofocus • 5 camera presets • Far-end control (PTZ) of Conference Cam product (with supported services) • Kensington security slot • Video mute/unmute LED indicator • Standard tripod thread <p>Remote Control</p> <ul style="list-style-type: none"> • Camera, speakerphone, and call control • 5 camera presets • Docks on speakerphone • IR 8.5 m range • CR2032 battery (included) <p>SPEAKERPHONE</p> <ul style="list-style-type: none"> • Full-duplex performance • Acoustic echo cancellation • Noise reduction technology • Ultra-wideband audio • Pairs with mobile devices via Bluetooth and NFC • LCD for caller ID, call duration and other functional response • LEDs for speakerphone streaming, mute, hold, and Bluetooth • Tactile buttons for call answer/end, volume and mute, Bluetooth, and camera controls • 5 camera presets for pan, tilt, and zoom settings 	<p>Bidder must offer the best make/brand of VC cameras & allied components as specified in the technical specification.</p>	<p>9</p>

<ul style="list-style-type: none"> • Kensington security slot <p>Microphones</p> <ul style="list-style-type: none"> • Pickup Range: 6 m • Pickup range with expansion mics: 8.5 m • Four omnidirectional, beamforming microphones • Frequency response: 100Hz – 11KHz • Sensitivity: -28 dB +/-3dB • Distortion: <5% from 200Hz <p>HUB / CABLES / POWER</p> <ul style="list-style-type: none"> • Central Hub connects and powers all components • Under-table mounting adhesive included • One cable to camera: 5 m • One cable to speakerphone: 5 m • Extended cables available: 10 and 15 m • One USB cable for connection to PC/Mac: 2 m • AC Power adapter with regional plugs • Power cable: 3 m <p>MOUNT</p> <ul style="list-style-type: none"> • Dual-purpose bracket works for both wall mounting and tabletop elevation <p>COMPATIBILITY AND CERTIFICATIONS</p> <ul style="list-style-type: none"> • Plug-and-play USB connectivity • Certified for Skype for Business and ready for Teams • Zoom Certified • Fuze Certified • Microsoft Cortana® • Cisco Jabber® • Compatible with BlueJeans, BroadSoft, GoToMeeting, Vidy, and other video conferencing, recording, and broadcasting applications that support USB cameras 		
<p>Additional Extension Microphones with following specifications:</p> <ul style="list-style-type: none"> • Pickup Range: 6 mtr • Pickup range with expansion mics: 8.5 mtr • Four omnidirectional, beamforming microphones • Frequency response: 100Hz – 11KHz • Sensitivity: -28 dB +/-3dB • Distortion: <5% from 200Hz 	<p>Bidder must offer the best make/brand of VC cameras & allied components as specified in the technical specification.</p>	<p>18</p>
<p>Screen Size: 55 Inch</p>	<p>LG / Samsung / Sony/Panasonic</p>	<p>8</p>

DISPLAY

1. Size 55"
2. Resolution 3840 X 2160 (UHD)
3. Backlight Unit Type Direct
4. Brightness 400 nits
5. Dynamic Contrast Ratio 1,000,000:1
6. Static (Panel) Contrast Ratio 1300:1
7. Response Time (G to G) 14 ms
8. Refresh Rate 60Hz
9. Life Span 30,000 hrs
10. HDR_HDR 10 Pro Supported

AUDIO

Built-in Speakers 2.0 channel, 10W + 10W

BROADCASTING

- a. Broadcasting System ATSC, Clear QAM, Analog NTSC
- b. Global IPTV Support

SMART FEATURES

- a. Web Browser Support
- b. Wi-Fi 802.11ac
- c. Screen Share (Miracast)

OTHER FEATURES

1. HDMI-ARC: ARC, HDMI 2
2. USB Cloning Support
3. WOL-Yes
4. SNMP-Yes
5. SI Compatible Protocol
6. TV Link Tuner
7. Simplink (HDMI-CEC) 1.4
8. IR Out RS-232C
9. Multi-code IR Support
10. External Speaker Out: Int / Fixed, 3.5mm, Stereo, Single ended Type (GND, L+, R+), 2W with 8Ω
11. RJP (remote jack pack) Compatibility: Teleadapt/ Guestlink (HDMI CEC)

INTERFACES

1. HDMI In: 3 (v2.0)
2. RS-232C: 3.5mm Stereo Jack
3. USB 2.0: 1
4. RF In: 1
5. Optical Digital Audio Out: 1

<p>6. External Speaker Out: 3.5mm Stereo Jack 7. RJ45 (LAN): 1</p> <p>OTHERS: VESA MOUNT COMPATIBLE, WALL MOUNT ACCESSORIES SHALL BE PART of the PRODUCT.</p>		
<p>Fixed Desktop to operate VC 10th Generation Intel® Core™ i5-10400 8 GB DDR4 RAM Intel 630 Graphics Wireless Keyboard and Mouse 512 GB SSD (OS should be Installed on SSD) 1TB 7200RPM 3.5" SATA HDD 802.11ac 1x1 WiFi and Bluetooth Windows 10 PRO Edition or Higher 5 Years Warranty with Onsite Support</p>	Dell/HP/LENOVO	9
<p>VC Software License: Meeting Software Specifications- Unlimited group meetings for up to 30 hours. Up to 200 participants per meeting. Web and Mobile versions of client software support for scheduled meetings. Screen sharing.</p>	MS Team/ CISCO WebEx	1
<p>One Time Cost towards Installation, commissioning and training charges for the new supplied equipment including testing and interfacing with the existing infrastructure at all Client locations mentioned in RFP.</p>	-	1
<p>Onsite VC support engineer (As and when required for support at Central Location of CG-APEX bank at Nava Raipur and other Installation Locations)</p>	Skilled in VC Operations and Maintenance.	1

D. Instruction to fill & submit the RFP Document:

1. RFP must be filled & sealed in two separate envelopes –
 - a) Technical Bid,
 - b) Commercial Bid,

Later, all 2 envelops are to be in placed in one common envelope and sealed.

2. Common Envelope must be super-scribed as "RFP of Video Conferencing Solution".

3. Technical Bid Envelope must be super-scribed as "Technical bid for Video Conferencing Solution".
4. Commercial Bid Envelope must be super-scribed as "Commercial bid for Video Conferencing Solution".
5. RFP reference Number, Due Date, Name, Address & Contact Numbers of the vendor/bidder must be written on all envelopes.
6. All Envelopes must be sealed, signed & stamped.
7. The RFP Document must be addressed to and physically submitted to the office of:

**The Managing Director,
Chhattisgarh Rajya Sahakari Bank Maryadit,
Plot No. 74, Sector 24, Atal Nagar,
Nava Raipur (C.G.) – 492002**

E. Earnest Money Deposit and RFP Document fees:

1. Demand Draft of Rs. 2,00,000/- (Two Lakh rupees Only) as Earnest Money Deposit and Demand Draft/Pay Order of Rs. 5000/- (Five thousand rupees only) as RFP document fee, favoring Chhattisgarh Rajya Sahakari Bank Maryadit, payable at Raipur (Chhattisgarh).
2. EMD amount is non interest bearing.

F. Technical Eligibility Criteria

(Use following sequence for indexing the bid documents for technical bid)

S.N.	Eligibility Criteria	Self attested documents (Photo- Copies)
1	The Vendor/Bidder organization must a Indian legal entity and should be registered as per Shop & Establishment Act / Partnership Act/Company's Act in India.	Shops & Establishment certificate, Incorporation Certificate, Memorandum & Articles of Association, PAN, GST Registration Certificate should be submitted.
2	The Bidder must be Supplier of Video Conferencing (VC) solution and the Bidder must be authorized by 1) the respective OEM Or by 2) Authorized Distributor/Partner of the OEM to quote for this tender requirement to ensure OEM Support for after sales to CG-APEX Bank.	Submit the below MAFs in the for format given in Annexure-V 1. Manufacturers Authorization Form (MAF) from respective OEM or 2. Authorized Distributor/ Partner of the OEM
3	The Bidder must have minimum 5 years of experience in Supply, Installation and Maintenance of Video	Documentary evidence to be submitted with-- Work Order, Customer Certificates of

	Conferencing Systems.	successful implementation of Audio Video Projects
4	4k Screen panels used in this VC solution must be from LG/ SAMSUNG/ SONY/ Panasonic make only are eligible to bid.	Self declaration on Bidder's letter head with sign and stamp.
5	In this VC solution, CISCO WebEx or Microsoft Team Cloud based VC software only are eligible to bid.	Self declaration on Bidder's letter head with sign and stamp.
6	In this VC solution, bidder must provide Fix Systems of HP, DELL & LENOVO only are eligible to bid.	Self declaration on Bidder's letter head with sign and stamp.
7	The Bidder must have implemented at least 5 (Five) Audio Video Projects or Live Classroom Projects in any Public Sector Banks/BFSI Sector/Financial Institutions /Govt. Sector/Corporate sector.	Documentary evidence to be submitted with-- 1. Customer Certificates of successful implementation of Audio Video Projects in any Public Sector Banks/BFSI Sector/Financial Institutions/Govt. Sector/Corporate sector. 2. Work Orders
8	The Bidder must deliver and configure all equipment within Six (6) Weeks from date of Purchase Order date. The Bank will charge penalty as 1% of the order value on per day basis for late delivery (LD) and installation.	Self declaration on Bidder's letter head with sign and stamp.
9	The turnover of bidder should be at least Rs. 50 Lakh per year in last 3 financial years	Chartered Accountant audited copies of balance sheets and profit and loss should be attached.
10	The Product quoted unit price validity should be 180 days from tender opening date. As per Bank requirement, repeat order with same terms and conditions will be applicable within 180 days from tender opening date.	Self declaration on Bidder's letter head with sign and stamp.
11	The Bidder must have onsite support facility in Chhattisgarh.	1. Support Center/Office address proof to be submitted, Or 2. If in case, office is not there, Residence Engineer is to be available in Chhattisgarh for support services.

12	The bidder should not be blacklisted company in any of the government institution /bank.	Self declaration on Bidder's letter head with sign and stamp
13	Declaration to supply the VC solution to the specification as per Annexure-IV	Self declaration on Bidder's letter head with sign and stamp
14	Bidder must provide the Schedules of Supply and installation to implement this project after WO is received.	Submit the Project Implementation Plan on Bidder's letter head with sign and stamp to be attached
15	Original RFP Documents	Attach original RFP Document with the signing on each paper with impression of company seal.
16	Self Declarations for acceptance to the RFP Terms and Details of Vendor	Self declarations as per Annexure-I, II, III on Bidder's letter head with sign and stamp to be attached.

G. RFP Rejection Criteria:

- a) The bidder's details attached to RFP are not found as per eligibility criteria.
- b) Technical and commercial offers found in one single envelope.
- c) Price information provided anywhere other than 'Commercial Bid'
- d) Non-indexed documents attached to RFP document.
- e) RFPs without EMD & RFP Document fee – Pay Order or DD.
- f) Improper Demand Draft/Pay Order for RFP Document Fee or EMD
- g) RFP submitted with false and wrong information.
- h) The bid submitted by Telex / Fax / Telegrams / E-mail or any other similar way other than as mentioned in the RFP.
- i) Submission of more than one bid. In case, bidder is submitting more than one bid, all the bids submitted by the bidder shall be disqualified.
- j) Information requested by CG-APEX bank for this RFP process is not found in Technical and commercial Bid.
- k) Misconduct and influence if any to this RFP process by the bidder OR its representative/s will result into rejection of bid document. No further communication will be entertained in this regard.

H. Payment Terms and Pricing:

- i. Prices quoted should be exclusive of taxes and inclusive of delivery, installation, commissioning, training and support for 5 year.
- ii. 90 % on delivery, implementation and commissioning of VC solution at each location and signoff.
- iii. 10% against the maintenance cost spread across 5 years, payable yearly.

- iv. For Implementation of VC Solution, the Bank will make payment within 15 days of submission of the invoice (with all required supporting documents) or receipt of written clarifications on the invoice sought by the Bank whichever is later, after proper delivery of the complete order of VC Solution. Part payment shall not be allowed in case of partial delivery.
- v. The Bank shall have the right to withhold any payment due to the Selected Bidders, in case of delays or defaults on the part of the Selected Bidders. Such withholding of payment shall not amount to a default on the part of the Bank. TDS or any other applicable tax will be deducted at the applicable rate as per provisions of the applicable law.
- vi. The Bidder must accept the payment terms proposed by the Bank. The commercial bid submitted by the vendors must be in conformity with the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accepted. If any of the services as mentioned in the price bid is not taken up by the bank during the course of the assignment, the bank will not pay the cost quoted by the bidder in the price bid against such services. There shall be no escalation in the prices once the prices are fixed and agreed by the Bank and the vendors till completion of the contract period.
- vii. Any payments towards maintenance for each month/ quarter will be made only after the acceptance/verification of the invoice by the Bank for that month/Quarter. The Bank shall pay the amount due under this RFP and subsequent agreement.
- viii. The Bank shall pay each undisputed invoice raised in accordance with this RFP and subsequent agreement, within fifteen (15) Days after its receipt unless otherwise mutually agreed in writing, provided that such invoice is dated after such Fees have become due and payable under this RFP and subsequent agreement.
- ix. Upon settlement of disputes with respect to any disputed invoice(s), the Bank will make payment within fifteen (15) Days of the settlement of such disputes.

I. Bid Evaluation Process:

a. Preliminary check

The RFP document will not be construed as any contract or arrangement which may result from the issue of this RFP document or any investigation or review carried out by any Bidder. The Bidder acknowledges by submitting their response to this RFP document that it has not relied on any information, representation, or warranty given in this RFP document.

The Bids will be examined by the Bank Tender Committee to determine whether they are complete in all respects. A Bid determined as not substantially responsive will be rejected. The Bank may, at its discretion waive any minor non-conformity or irregularity in a Bid which does not constitute a material deviation.

After preliminary examinations and / or opening of the Technical Bids, some or all of the Bidders may be asked to make presentation / demo of the solution / services offered by them

b. The evaluation will be a Three-Phase process:-

Phase 1 – Eligibility Criteria

Phase 2 – Scoring Methodology Based Evaluation

Phase 3 – Commercial Bid Evaluation

The evaluation of the bids will be conducted by the Bank Tender Committee for the purpose of selection of the successful bidder.

The Bank may, in its absolute discretion, apply whatever criteria it deems appropriate in the selection of vendor, not limited to those selection criteria set out in this RFP document.

c. Bid evaluation methodology that the Bank would adopt is as given below:

Phase 1-Eligibility Criteria Evaluation:

The bidder needs to comply with all the eligibility criteria mentioned in Eligibility Criteria Section of this RFP Document. Non-compliance by the Bidder to any of these criteria shall result in outright rejection of the Bidder's proposal. The Bidder is expected to provide proof in line with the details mentioned.

Any credential detail mentioned for Evaluation of Eligibility Criteria that is not accompanied by relevant proof documents will not be considered for evaluation.

The decision of the Bank Tender Committee would be final and binding on all the Bidders to this document. The Bank may accept or reject an offer without assigning any reason what so ever. The technical and commercial bid documents of the non-qualified Bidder(s) will be retained by the Bank.

Phase 2: Bidder Assessment Scoring Methodology

The technical bids shall be evaluated based on the following scoring methodology. The details are as under:

Sr. No.	Scoring Pattern	Supporting Documents	Score
1	Bidder should have turnover of Rs. 50 Lakh per year or above for the past three financial years.	Audited financial statements of last three years are to be attached.	a. 50 Lakh to 1 Crore = 10 Marks b. 1 Crore to 10 Crores = 15 Marks c. More than 10 Crores=20 Marks
2	The Bidder must have implemented at least 5 (Five) Audio Video Projects or Live	Documentary evidence to be submitted with- 1. Customer Certificates	a. 5 projects = 10 Marks b. More than 5 Projects = 15 Marks

	Classroom Projects in any Public Sector Banks/BFSI Sector/Financial Institutions /Govt. Sector/Corporate sector.	of successful implementation of Audio Video Projects in any Public Sector Banks/BFSI Sector/Financial Institutions/Govt. Sector/Corporate sector. 2. Work Orders	
3	The bidder or OEM should have service center at Raipur (Chhattisgarh)	Documentary proofs to be attached.	a. Service Center in other than Raipur City in Chhattisgarh = 10 Marks b. Service Center in Raipur in Chhattisgarh = 15 Marks

Phase 3 - Commercial Bid Evaluation

The Bidders scoring a minimum of 60% score based on the detailed evaluation in Phase 2 i.e. Technical Proposal Evaluation, would be qualified and short listed for the Phase 3 i.e. Commercial Bid Evaluation.

The evaluation of the Commercial Bids will be done on Basic Cost offered (Without GST). Lowest bid will be declared as L1.

J. General Terms and Conditions.

1. The Bidder must deliver and configure all equipment within Six (6) Weeks from date of Purchase Order date.
2. The Bank will charge penalty as 1% of the order value on per day basis for late delivery and installation.
3. Proposals should follow the format established in this RFP Document.
4. All bid responses should be in English language.
5. Currency quoted must be in INR (Indian Rupee)
6. Consortium / joint bidding are not allowed
7. The prices offered shall be on a fixed price basis and should not be linked to variables like foreign exchange rate etc. The Bank shall not be responsible for any fluctuations in exchange rate or any other expenses factored in the pricing till the validity period of the contract.
8. The price should be uniform throughout the tenure of the contract. Bid submitted with adjustable price quotation will be treated as non-responsive and will be rejected.

9. Bidder shall not be entitled to charge any additional costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging etc.
10. The Bank ascertains and concludes that everything as mentioned in the RFP documents published for the Bidders and responded by the Bidders have been quoted for by the Bidders, and there will be no extra cost associated with the same other than the cost quoted by the Bidders.
11. The Bidder must provide and quote for all products and services as desired by the Bank as mentioned in this RFP. Any products / services not proposed to be provided by the Bidder will result in the proposal being incomplete, which may lead to disqualification of the Bidder.
12. Any contradictory information, conditional pricing, exclusion of any item in TCO (Total Cost of Ownership) computation or error in computation may lead to summary disqualification of the bid as per sole discretion of Bank.
13. All correspondence, unless otherwise mentioned, should be addressed to :

**The Managing Director,
Chhattisgarh Rajya Sahakari Bank Maryadit,
Plot No. 74, Sector 24, Atal Nagar,
Nava Raipur (C.G.) – 492002**

14. RFP document is not transferable.
15. **RFP Queries/Clarification/Questions:**
 - a) The Bidder Should carefully examine and understand the specifications /conditions of RFP, intent of the RFP and seek clarifications, if required, to ensure that they have understood all requirements/ specifications/conditions/intent of RFP.
 - b) Bidders shall have the opportunity to get their doubts clarified pertaining to the RFP, prior to finalizing their responses. All questions/Clarifications/queries are to be submitted to the Bank at e-mail address: cbs.it@cgapexbank.com. Questions should be submitted prior Date of bid query as mentioned in RFP highlights so that response shall be provided to all the vendors.
16. **Work Order:** The Bank will issue work order to the successful Bidder as per the terms of this RFP after completion of RFP process. Upon issuance of work order, the selected Bidders should submit written acceptance to the Bank within 2 working days of date of receipt of the work order.
17. The Commercial Offer should be quoted as per the given format as mentioned in PART-II Commercial Offer; no changes should be made in this RFP document/Format.
18. The vendor is not liberal to quote for new technical solutions or specifications separately.
19. By submitting a proposal, the Bidder agrees to promptly enter into an agreement with Bank for any work awarded to the Bidder. Failure on the part of the selected Bidder to execute a valid agreement with Bank within 30 days of receiving the work order will

- relieve Bank of any obligation to the Bidder, and the Bank will be at liberty to select another Bidder based on the selection process of Bank.
20. Sealed BID Document must reach Head Office as per the dates mentioned in RFP Highlights. Bids received after due date & time will not be accepted. Postal / courier delays will not be accepted.
 21. The bid submitted by Telex / Fax / Telegrams / E-mail or any other similar manner will not be accepted.
 22. The bid may not be withdrawn after submission and shall be valid for a period of 180 days.
 23. No Commitment to Accept Lowest bid or Any RFP – Bank shall be under no obligation to accept the lowest price bid or any other offer received in response to this RFP. Bank will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations in respect of the rejection.
 24. By submitting a proposal, the Bidder agrees to promptly enter into an agreement with Bank for any work awarded to the Bidder. Failure on the part of the selected Bidder to execute a valid agreement with Bank within 15 days of receiving the work order will relieve Bank of any obligation to the Bidder, and the Bank will be at liberty to select another Bidder based on the selection process of Bank.
 25. Bid Document must be arranged in organized, structured and indexed manner as per the sequence mentioned in Technical eligibility Criteria. Brochures / leaflets and other documents with index, if not organized in index manner and documents not found at the time of RFP scrutiny, bank will reject the RFP. No communication in this regards will be entertained.
 26. The vendors must identify by name, title, and telephone number, the person(s) in their organization to who Bank can address questions during the evaluation of proposals.
 27. An authorized officer of the vendor shall sign proposal(s) (supported by appropriate documentation). Any erasures or other changes included on any project submission shall bear the signature of the authorized officer only.
 - a) The proposal should be complete in all respects and contain all information asked for, along with all the technical/product details. The Proposal should include all items asked for in the attached Annexure.
 - b) Impression of company seal is required on each page of this RFP document and same should signed by company's authorized representative.
 - c) Each page of original RFP document must duly sign & stamped as a token of acceptance of terms & condition. Original RFP Document must be submitted along with the offer; otherwise the bid will be rejected.
 28. **Earnest Money Deposit:**
 - a) Demand Draft/Pay Order of Rs. 2,00,000/- (Two Lakh rupees Only) as Earnest Money Deposit and Demand Draft/Pay Order of Rs. 5,000/- (Five thousand rupees

- only) as RFP document fee, favoring Chhattisgarh Rajya Sahakari Bank Maryadit, payable at Raipur. EMD amount is non interest bearing.
- b) RFP made without EMD amount and RFP Document Fee will be rejected.
 - c) The EMD deposits is non-interest bearing. RFP Document fee is non-refundable.
 - d) The amount of EMD would be forfeited in following scenarios:
 - The EMD may be forfeited if a bidder withdraws his RFP during the period of bid validity.
 - In case of the successful bidder fails to accept and sign the agreement/ contract within the stipulated timeline for any reason whatsoever; or
 - e) EMD of unsuccessful bidders will be released in due course.
 - f) EMD of successful bidder will be discharged upon completion of project /the contract. This amount will be treated as Security/performance deposit.
 - g) The EMD of successful bidder will be forfeited if he fails to sign the contract on accordance with terms & conditions.
29. If, in the opinion of Bank, a proposal / quote/documents contain false or misleading statements or references that do not support a function, attribute, capability or condition as contended by the vendor, it shall be rejected.
30. The terms and conditions applicable to any resulting contract are those contained herein this RFP. Any different or additional terms contained in bidder's purchase order acknowledgement or other document, are unacceptable to Bank and may be rejected.
31. The bank reserves the right to contact any Vendor, Client/Bank for clarification or information submitted, to contact current and past customers of the vendor and to use other sources of obtaining information regarding the Vendor, which may be deemed appropriate and would assist in the evaluation
32. The bank reserves the right to enter into a contract based upon proposals received without further discussion on such proposals. Accordingly, proposal should be submitted with the vendor's best and competitive price, delivery and service capabilities. Bank may/if require, will negotiate on price with vendor/s.
33. The successful vendor has to start delivery of the VC Solution within 20 Days from the date of Work Order. The necessary media, documents should be provided by the vendor to bank.
34. At the discretion of the Bank, there will be Acceptance Test before delivery inspection as per procedure conducted by the vendor in presence of the bank officials. In case of serious discrepancy in VC Solution, Bank may cancel the entire work order and return the equipment back to the vendor.
35. The Successful Bidders should adhere to laws of the land and rules, regulations and guidelines issued by the various Regulatory, Statutory and Government authorities.
36. **Service Level Agreement (SLA):** The successful Bidder shall execute Service Level Agreement with the Bank upon signing of the contract agreement.
- Service Level Agreement, shall include overall terms of engagement, product level services, deliverables, clauses of confidentiality, non-disclosure, penalty, indemnity

for violation of IPR, trademark, indemnity and terms and conditions of the services to be extended, any other conditions as may be prescribed by the Bank etc. Scope of Service may be enhanced based on Bank's business needs/Regulatory requirement on an ongoing basis; and the effective date of Agreement would be the date from which the services of the selected bidder will be operationalized.

37. The Bank reserves the right to alter the any quantities specified in the RFP.
38. Any publicity by the vendor in which the name of bank is to be used should be done only with the explicit written permission of the bank.
39. The agreement shall be signed between Bank and the successful Vendor for proper installation, operations and maintenance of VC infrastructure.
40. **Expenses:** It may be noted that Bank will not pay any amount / expenses / charges / fees / travelling expenses / boarding expenses / lodging expenses / conveyance expenses / out of pocket expenses other than the "Agreed Professional Fee".
41. The bidder cannot change the 'Team Leader' during entire period of execution of the scope unless consented in writing by the Bank.
42. The bid should contain the resource planning proposed to be deployed for the project which includes, inter-alia, the number of personnel, skill profile of each personnel, duration etc.
43. **Termination:**
 - a) The Bank will also be entitled to terminate any subsequent agreement, if the Vendor breaches any of its obligations set forth in this RFP and any subsequent agreement and such breach is not cured within thirty (30) Days after Bank gives written notice; OR If such breach is not of the type that could be cured within thirty (30) Days and the Vendor fails to provide the Bank, within thirty (30) Days, a reasonable plan acceptable to the Bank to cure such breach.
 - b) Further, the Bank reserves the right to cancel the contract of the selected bidder and recover expenditure incurred by the Bank in the event of any of the defaults occurred and the same is not rectified within 30 days from the date of receipt of intimation from the Bank with respect of occurrence of such default in case of:
 - The selected bidder commits a breach of any of the terms and conditions of the RFP/contract.
 - The execution of the contract by the selected bidder is found to be unsatisfactory.
 - Supply of substandard material/services or delay in implementation, supply & services.
 - Any other appropriate reason.

- c) After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another vendor of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur to make alternative arrangements. This clause is applicable, if for any reason, the contract is cancelled.
- d) In the event of termination, VC infrastructure already procured as per Bank's required quality, Bank at its sole option may lift the stock at its own cost and the selected bidder shall co-operate for the same without any additional cost to the Bank.
- e) The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking EMD, if any, under this contract or any other contract/order.
- f) In addition to this the RFP and subsequent Agreement shall be deemed to have been terminated by either Party one day prior to the happening of the following events of default:
- The other Party becomes unable to pay its debt as they fall due or otherwise enters into any composition or arrangement with or for the benefit of its creditors or any class thereof;
 - A liquidator or a receiver is appointed over all or a substantial part of the undertaking, assets or revenues of the other Party and such appointment continues for a period of twenty one (21) days;
 - The other Party is subject of an effective resolution for its winding up other than a voluntary winding up for the purpose of reconstruction or amalgamation upon terms previously approved in writing by the other Party; or
 - The other Party becomes the subject of a court order for its winding up.
 - An attachment is levied or continues to be levied for a period of 7 days upon effect of the bid.
- g) The bidders agree and undertake that an exit by the selected bidder at any point in time resulting due to termination of this RFP and subsequent Agreement for any reason whatsoever would be a time consuming process over a period and only after completion of the Vendor's obligations under a transition mechanism. During this period of Transition, the Vendor shall continue to provide the Deliverables and the Services in accordance with this RFP and subsequent Agreement and shall maintain the agreed Service levels.

- h) Immediately upon the date of expiration or termination of the RFP and subsequent Agreement, Bank shall have no further obligation to pay any fees for any periods commencing on or after such date.
- i) Without prejudice to the rights of the Parties, upon termination or expiry of this RFP and subsequent Agreement, Bank shall pay to Vendor, within thirty (30) days of such termination or expiry and date of receipt of clear undisputed invoice whichever is later, all the undisputed fees outstanding till the date of termination;
- j) Upon the termination or expiry of this contract and subsequent Agreement, the rights granted to Vendor shall immediately terminate.

44. Effect of Termination

- a) The Bank expects the benefits from any un-anticipated decrease in supply or service costs over the term of the contract due to reduction of prices, efficient use of IT infrastructure / reduction of statutory charges, to be passed on to bank through re-negotiation. No conflict between the Selected Bidder and the Bank will cause cessation of services due to this. Only by mutual consent the services can be withdrawn. This would include a transition mechanism, which would normally require 3 to 6 months for migrating to alternate Service Provider.
- b) Notwithstanding termination of the contract in whole or in respect of any part of the Services for any reason, the contract continues in force to the extent necessary to give effect to those of its provisions which expressly or implicitly have effect after termination; and
- c) Where Bank terminates any Part of the contract, the parties shall continue to perform their respective obligations under the contract in respect of other parts where there has been no termination.
- d) In the event of partial termination, amounts will be payable for portions of the supplies/ services not terminated and being provided by the selected vendor after partial termination. However, this payment will be made after providing the supply /services as per the payment terms.

45. Intellectual property rights

- a) The selected bidder shall ensure that it has obtained appropriate rights to provide the Deliverables as per the terms and conditions contained in this RFP.
- b) The selected bidder shall be responsible for obtaining all necessary authorizations and consents from third party licensors of Software used by selected bidder in performing its obligations under this contract.
- c) If a third party's claim endangers or disrupts Bank's activities, the Vendor shall at no further expense, charge, fees or costs to the Bank, obtain a license/

authorization so that the Bank may continue avail services in accordance with the terms of this RFP and subsequent Agreement.

46. **Insurance Coverage:** Selected bidder needs to insure any damage/loss to bank's assets stored at their premises. Also selected bidder need to obtain the transit insurance in case there is a movement of VC Infrastructure from different locations.
47. **No outsourcing by selected bidder:** The selected bidder will undertake to provide the services required in this RFP to the Bank and will not outsource or subcontract any of the core activities of the contract to any firm/LLP/company.
48. The bidder is expected to quote for the prices of the services exclusive of taxes. All taxes and duties are extra.
49. Conditional price bid will be liable to rejected
50. This RFP is subject to standard Force Majeure and the bank reserves the rights to reject one or all RFPs without assigning any reason.
51. For any dispute, Raipur in Chhattisgarh state will be the sole jurisdiction.

Annexure-I

Declaration for acceptance to the RFP Terms
(This letter must be printed on vendor's letter head)

To
The Managing Director,
Chhattisgarh Rajya Sahakari Bank Maryadit,
Plot No. 74, Sector 24, Atal Nagar, Nava Raipur (C.G.) – 492002

Date:

Sub: Acceptance to the term mentioned in the RFP.

Dear Sir,

We undersigned, offer to supply, implement, commission the Video Conferencing Solution as mentioned in this RFP. We are fully aware with RFP conditions mentioned in this RFP document. In accordance with your RFP dated We are hereby submitting our proposal, which includes this Technical Proposal and Commercial proposal, sealed under a separate envelope and placed in a common envelope.

We hereby declare that we have read the instructions/conditions mentioned in this RFP document and included in the RFP document, and abide by the same. We declare that we are binding on process mentioned in the RFP document and the decisions made by "Chhattisgarh Rajya Sahakari Bank Maryadit"

We hereby declare that all the information and statements made in this proposal are true and accept that any misleading information contained in it may lead to our disqualification. We confirm that all personnel and/or details named in the RFP will be available to undertake the services.

We undertake, if our proposal is accepted, to initiate the services related to the assignment immediately on signing of contract.

We understand you are not bound to accept any RFP and proposal you receive.

Yours faithfully,

Authorized Signature with stamp

Name and Title of Signatory

Place:

Date:

Annexure II:
Details of the Vendor

(This letter must be printed on vendor's letter head)

S.N.	Particulars of information	Response
1	Name of Firm/LLP/Company	
2	Date of incorporation	
3	Company Head Office and registered office address	
4	Telephone and Fax numbers	
5	Name and designation of the person authorized to make commitments to the Bank	
6	Email Address	
7	Ownership structure (e.g. Proprietorship, Partnership, Pvt. / Pub Ltd Company)	
8	Company Sales Tax Number, VAT registration number & GST number.	
9	Company PAN & TIN number	
10	Support center (s):	
11	Number of employees Supporting the Project and Technical support	
12	Whether adequate number of Engineers can be provided for taking care of every Locations.	

*** Self attested copy PAN, GST Number, Registration Certificate should be enclosed.**

Authorized Signatory (Signature & Stamp)

Name:

Designation:

Annexure-III

Declaration for conformity to the Video Conferencing Solution and RFP document attachments

(To be submitted on bidder's letter head)

To

Date:

The Managing Director,

Chhattisgarh Rajya Sahakari Bank Maryadit,

Plot No. 74, Sector 24, Atal Nagar, Nava Raipur (C.G.) – 492002

Subject: Declaration for conformity to the Video Conferencing Solution and RFP document attachments

We ___ hereby undertake to agree to abide by all the terms & conditions stipulated in the RFP document Ref no.....dated.....

We certify that the Bid Bided by us conform to the requirements of Video Conference Solution as per the RFP.

The following documents/items are enclosed –

S.N.	Eligibility Criteria	Self attested documents (Photo- Copies)
1	The Vendor/Bidder organization must be a Indian legal entity and should be registered as per Shop & Establishment Act / Partnership Act/Company's Act in India.	Shops & Establishment certificate, Incorporation Certificate, Memorandum & Articles of Association, PAN, GST Registration Certificate should be submitted.
2	The Bidder must be Supplier of Video Conferencing (VC) solution and the Bidder must be authorized by 1) the respective OEM Or by 2) Authorized Distributor/Partner of the OEM to quote for this tender requirement to ensure OEM Support for after sales to CG-APEX Bank.	Submit the below MAFs in the for format given in Annexure-V 1. Manufacturers Authorization Form (MAF) from respective OEM or 2. Authorized Distributor/ Partner of the OEM
3	The Bidder must have minimum 5 years of experience in Supply, Installation and Maintenance of Video Conferencing Systems.	Documentary evidence to be submitted with-- Work Order, Customer Certificates of successful implementation of Audio Video Projects
4	4k Screen panels used in this VC solution must be from LG/ SAMSUNG/ SONY/ Panasonic make only are	Self declaration on Bidder's letter head with sign and stamp.

Chhattisgarh Rajya Sahakari Bank Maryadit

	eligible to bid.	
5	In this VC solution, CISCO WebEx or Microsoft Team Cloud based VC software only are eligible to bid.	Self declaration on Bidder's letter head with sign and stamp.
6	In this VC solution, bidder must provide Fix Systems of HP, DELL & LENOVO only are eligible to bid.	Self declaration on Bidder's letter head with sign and stamp.
7	The Bidder must have implemented at least 5 (Five) Audio Video Projects or Live Classroom Projects in any Public Sector Banks/BFSI Sector/Financial Institutions /Govt. Sector/Corporate sector.	Documentary evidence to be submitted with-- 1. Customer Certificates of successful implementation of Audio Video Projects in any Public Sector Banks/BFSI Sector/Financial Institutions/Govt. Sector/Corporate sector. 2. Work Orders
8	The Bidder must deliver and configure all equipment within Six (6) Weeks from date of Purchase Order date. The Bank will charge penalty as 1% of the order value on per day basis for late delivery (LD) and installation.	Self declaration on Bidder's letter head with sign and stamp.
9	The turnover of bidder should be at least Rs. 50 Lakh per year in last 3 financial years	Chartered Accountant audited copies of balance sheets and profit and loss should be attached.
10	The Product quoted unit price validity should be 180 days from tender opening date. As per Bank requirement, repeat order with same terms and conditions will be applicable within 180 days from tender opening date.	Self declaration on Bidder's letter head with sign and stamp.
11	The Bidder must have onsite support facility in Chhattisgarh.	3. Support Center/Office address proof to be submitted, Or 4. If in case, office is not there, Residence Engineer is to be available in Chhattisgarh for support services.
12	The bidder should not be blacklisted company in any of the government institution /bank.	Self declaration on Bidder's letter head with sign and stamp
13	Declaration to supply the VC solution to the specification as per	Self declaration on Bidder's letter head with sign and stamp

Annexure-IV		
14	Bidder must provide the Schedules of Supply and installation to implement this project after WO is received.	Submit the Project Implementation Plan on Bidder's letter head with sign and stamp to be attached
15	Original RFP Documents	Attach original RFP Document with the signing on each paper with impression of company seal.
16	Self Declarations for acceptance to the RFP Terms and Details of Vendor	Self declarations as per Annexure-I, II, III on Bidder's letter head with sign and stamp to be attached.

Authorized Signatory (Signature & Stamp)

Name:

Designation:

Date:

Place:

Annexure-IV

Declaration for conformity to the Technical Specification of VC Solution

(To be submitted on bidder's letter head)

To

Date:

The Managing Director,

Chhattisgarh Rajya Sahakari Bank Maryadit,

Plot No. 74, Sector 24, Atal Nagar, Nava Raipur (C.G.) – 492002

Subject: Declaration for conformity to the Technical Specification of VC Solution

We___hereby undertake to agree to abide by all the terms & conditions and Technical Specifications as stipulated in the RFP document Ref no.....
dated.....

We certify that the Bid Bided by us conforms to the TECHNICAL SPECIFICATIONS & CONFIGURATION as specified in the Video Conference Solution as per the RFP. We have marked our remark against each of items of Technical Specifications-

Product specifications & Configuration	Offered VC Solution (Select the Make)	Quantity
<p>Interactive Panel Screen Screen size 75 inch Brightness : 350 nits Multi Touch Point : 20 Points (Max.) Interface : HDMI (3), RGB (1), Audio In (1), RS-232C In (1), RJ45 (1), USB 3.0 Type A (3), USB 2.0 Type A (3), Audio Out / Optical Output, Touch USB (2) Panel Technology IPS Back Light Type Direct Aspect Ratio 16:9 Native Resolution-3840x2160 (UHD) Refresh Rate 60Hz HW Internal Memory (32GB), SoC (Dual core A73+Dual core A53 or better), DDR(3GB or more), Wi-Fi(Built-in, Slot type)</p>	<p>LG/ Samsung/ Sony/Panasonic</p>	<p>1</p>
<p>Video Conferencing Solution with following specifications: Camera • Smooth motorized pan, tilt and zoom controlled from remote or console • Pan +/- 90° • Tilt +35° / -45 • 10x lossless HD zoom • Field of View ▪ Diagonal: 90°</p>	<p>Bidder must offer the best make/brand of VC cameras & allied components as specified in the technical specification.</p>	<p>9</p>

- Horizontal: 82.1°
- Vertical: 52.2°
- Full HD 1080p 30fps
- H.264 UVC 1.5 with Scalable Video Coding (SVC)
- Autofocus
- 5 camera presets
- Far-end control (PTZ) of Conference Cam product (with supported services)
- Kensington security slot
- Video mute/unmute LED indicator
- Standard tripod thread

Remote Control

- Camera, speakerphone, and call control
- 5 camera presets
- Docks on speakerphone
- IR 8.5 m range
- CR2032 battery (included)

SPEAKERPHONE

- Full-duplex performance
- Acoustic echo cancellation
- Noise reduction technology
- Ultra-wideband audio
- Pairs with mobile devices via Bluetooth and NFC
- LCD for caller ID, call duration and other functional response
- LEDs for speakerphone streaming, mute, hold, and Bluetooth
- Tactile buttons for call answer/end, volume and mute, Bluetooth, and camera controls
- 5 camera presets for pan, tilt, and zoom settings
- Kensington security slot

Microphones

- Pickup Range: 6 m
- Pickup range with expansion mics: 8.5 m
- Four omnidirectional, beamforming microphones
- Frequency response: 100Hz – 11KHz
- Sensitivity: -28 dB +/-3dB
- Distortion: <5% from 200Hz

HUB / CABLES / POWER

- Central Hub connects and powers all components
- Under-table mounting adhesive included
- One cable to camera: 5 m
- One cable to speakerphone: 5 m
- Extended cables available: 10 and 15 m

<ul style="list-style-type: none"> • One USB cable for connection to PC/Mac: 2 m • AC Power adapter with regional plugs • Power cable: 3 m <p>MOUNT</p> <ul style="list-style-type: none"> • Dual-purpose bracket works for both wall mounting and tabletop elevation <p>COMPATIBILITY AND CERTIFICATIONS</p> <ul style="list-style-type: none"> • Plug-and-play USB connectivity • Certified for Skype for Business and ready for Teams • Zoom Certified • Fuze Certified • Microsoft Cortana® • Cisco Jabber® • Compatible with BlueJeans, BroadSoft, GoToMeeting, Vidyo, and other video conferencing, recording, and broadcasting applications that support USB cameras 		
<p>Additional Extension Microphones with following specifications:</p> <ul style="list-style-type: none"> • Pickup Range: 6 mtr • Pickup range with expansion mics: 8.5 mtr • Four omnidirectional, beamforming microphones • Frequency response: 100Hz – 11KHz • Sensitivity: -28 dB +/-3dB • Distortion: <5% from 200Hz 	<p>Bidder must offer the best make/brand of VC cameras & allied components as specified in the technical specification.</p>	<p>18</p>
<p>Screen Size: 55 Inch DISPLAY</p> <ol style="list-style-type: none"> 1. Size55" 2. Resolution3840 X 2160 (UHD) 3. Backlight Unit Type Direct 4. Brightness 400 nits 5. Dynamic Contrast Ratio1,000,000:1 6. Static (Panel) Contrast Ratio1300:1 7. Response Time (G to G)14 ms 8. Refresh Rate60Hz 9. Life Span30,000 hrs 10. HDR_HDR 10 Pro Supported <hr/> <p>AUDIO</p> <p>Built-in Speakers2.0 channel, 10W + 10W</p> <hr/> <p>BROADCASTING</p>	<p>LG / Samsung / Sony/Panasonic</p>	<p>8</p>

<p>c. Broadcasting System ATSC, Clear QAM, Analog NTSC</p> <p>d. Global IPTV Support</p> <p>SMART FEATURES</p> <p>d. Web Browser Support</p> <p>e. Wi-Fi 802.11ac</p> <p>f. Screen Share (Miracast)</p> <hr/> <p>OTHER FEATURES</p> <ol style="list-style-type: none"> HDMI-ARC: ARC, HDMI2 USB Cloning Support WOL-Yes SNMP-Yes SI Compatible Protocol TV Link Tuner Simplink (HDMI-CEC) 1.4 IR Out RS-232C Multi-code IR Support External Speaker Out: Int / Fixed, 3.5mm, Stereo, Single ended Type (GND, L+, R+), 2W with 8Ω RJP (remote jack pack) Compatibility: Teleadapt/ Guestlink (HDMI CEC) <hr/> <p>INTERFACES</p> <ol style="list-style-type: none"> HDMI In: 3 (v2.0) RS-232C: 3.5mm Stereo Jack USB 2.0: 1 RF In: 1 Optical Digital Audio Out: 1 External Speaker Out: 3.5mm Stereo Jack RJ45 (LAN): 1 <hr/> <p>OTHERS:</p> <p>VESA MOUNT COMPATIBLE, WALL MOUNT ACCESSORIES SHALL BE PART of the PRODUCT.</p>		
<p>Fixed Desktop to operate VC</p> <p>10th Generation Intel® Core™ i5-10400</p> <p>8 GB DDR4 RAM</p> <p>Intel 630 Graphics</p> <p>Wireless Keyboard and Mouse</p> <p>512 GB SSD (OS should be Installed on SSD)</p> <p>1TB 7200RPM 3.5" SATA HDD</p> <p>802.11ac 1x1 WiFi and Bluetooth</p> <p>Windows 10 PRO Edition or Higher</p> <p>5 Years Warranty with Onsite Support</p>	<p>Dell/HP/LENOVO</p>	<p>9</p>

<p>VC Software License: Meeting Software Specifications- Unlimited group meetings for up to 30 hours. Up to 200 participants per meeting. Web and Mobile versions of client software support for scheduled meetings. Screen sharing.</p>	<p>MS Team/ CISCO WebEx</p>	<p>1</p>
<p>One Time Cost towards Installation, commissioning and training charges for the new supplied equipment including testing and interfacing with the existing infrastructure at all Client locations mentioned in RFP.</p>	<p>-</p>	<p>1</p>
<p>Onsite VC support engineer (As and when required for support at Central Location of CG-APEX bank at Nava Raipur and other Installation Locations)</p>	<p>Skilled in VC Operations and Maintenance.</p>	<p>1</p>

Authorized Signatory (Signature & Stamp)

Name:

Designation:

Date:

Place:

Annexure -V
Manufacturer's Authorization Form (MAF)
[to be submitted along with Technical Bid]

Ref. No:.....

Dated :.....

To,

The Managing Director,

Chhattisgarh Rajya Sahakari Bank Maryadit,

Plot No. 74, Sector 24, Atal Nagar, Nava Raipur (C.G.) – 492002

Dear Sir,

Sub: RFP No..... Dated..... for implementation of Video Conference Solution.

Wewho are established and reputable manufacturers (OEM) / Authorized Partner of OEM ofhaving factories at and do hereby authorize M/s[Name and address of Supplier/vendor] to submit a bid and sign the contract with you for the goods manufactured by us against the above RFP No..... dated We hereby extend our full guarantee and warranty as per the clauses of contract based on the terms and conditions of the RFP for the goods and services offered for supply by the above firm against the RFP.

Yours faithfully

[Authorized Signatory and stamp of OEM/Authorized Partner/Distributor of OEM]

Name of the manufacturer

Note: This letter of authority should be on the letterhead of the OEM/Authorized Partner of OEM and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the bidder in its bid

PART : II - COMMERCIAL OFFER

Annexure-VI

COMMERCIAL OFFER FORMAT

(The commercial offer to be given on Bidder's Letter head)

A. Commercials for Video Conferencing Solution (5 years Contract)

VC Solution + Support Option (5 years)					
Product specifications	Offered VC Solution (Select the Make)	Qty.	UNIT PRICE	Product Warranty cost excluding standard warranty to complete 5 years cover	TOTAL Cost
<p>Interactive Panel Screen Screen size 75 inch Brightness : 350 nits Multi Touch Point : 20 Points (Max.) Interface : HDMI (3), RGB (1), Audio In (1), RS-232C In (1), RJ45 (1), USB 3.0 Type A (3), USB 2.0 Type A (3), Audio Out / Optical Output, Touch USB (2) Panel Technology IPS Back Light Type Direct Aspect Ratio 16:9 Native Resolution-3840x2160 (UHD) Refresh Rate 60Hz HW Internal Memory (32GB), SoC (Dual core A73+Dual core A53 or better), DDR(3GB or more), Wi-Fi(Built-in, Slot type),</p>	<p>LG/ Samsung/ Sony/ Panasonic</p>	<p>1</p>			
<p>Video Conferencing Solution with following specifications:</p> <p>Camera</p> <ul style="list-style-type: none"> • Smooth motorized pan, tilt and zoom controlled from remote or console 	<p>Bidder must offer the best make/brand of VC cameras & allied components as specified</p>	<p>9</p>			

<ul style="list-style-type: none"> • Pan +/- 90° • Tilt +35° / -45 • 10x lossless HD zoom • Field of View <ul style="list-style-type: none"> ▪ Diagonal: 90° ▪ Horizontal: 82.1° ▪ Vertical: 52.2° • Full HD 1080p 30fps • H.264 UVC 1.5 with Scalable Video Coding (SVC) • Autofocus • 5 camera presets • Far-end control (PTZ) of Conference Cam product (with supported services) • Kensington security slot • Video mute/unmute LED indicator • Standard tripod thread Remote Control • Camera, speakerphone, and call control • 5 camera presets • Docks on speakerphone • IR 8.5 m range • CR2032 battery (included) SPEAKERPHONE • Full-duplex performance • Acoustic echo cancellation • Noise reduction technology • Ultra-wideband audio • Pairs with mobile devices via Bluetooth and NFC • LCD for caller ID, call duration and other functional response • LEDs for speakerphone streaming, mute, hold, and Bluetooth • Tactile buttons for call answer/end, volume and mute, Bluetooth, and camera controls • 5 camera presets for pan, tilt, and zoom settings • Kensington security slot Microphones • Pickup Range: 6 m • Pickup range with expansion 	<p>in the technical specification</p>				
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<p>mics: 8.5 m</p> <ul style="list-style-type: none"> • Four omnidirectional, beamforming microphones • Frequency response: 100Hz – 11KHz • Sensitivity: -28 dB +/-3dB • Distortion: <5% from 200Hz <p>HUB / CABLES / POWER</p> <ul style="list-style-type: none"> • Central Hub connects and powers all components • Under-table mounting adhesive included • One cable to camera: 5 m • One cable to speakerphone: 5 m • Extended cables available: 10 and 15 m • One USB cable for connection to PC/Mac: 2 m • AC Power adapter with regional plugs • Power cable: 3 m <p>MOUNT</p> <ul style="list-style-type: none"> • Dual-purpose bracket works for both wall mounting and tabletop elevation <p>COMPATIBILITY AND CERTIFICATIONS</p> <ul style="list-style-type: none"> • Plug-and-play USB connectivity • Certified for Skype for Business and ready for Teams • Zoom Certified • Fuze Certified • Microsoft Cortana® • Cisco Jabber® • Compatible with BlueJeans, BroadSoft, GoToMeeting, Vidy, and other video conferencing, recording, and broadcasting applications that support USB cameras 					
<p>Additional Extension Microphones with following specifications:</p> <ul style="list-style-type: none"> • Pickup Range: 6 mtr • Pickup range with expansion 	<p>Bidder must offer the best make/brand of VC</p>	<p>18</p>			

Chhattisgarh Rajya Sahakari Bank Maryadit

<p>mics: 8.5 mtr</p> <ul style="list-style-type: none"> • Four omnidirectional, beamforming microphones • Frequency response: 100Hz – 11KHz • Sensitivity: -28 dB +/-3dB • Distortion: <5% from 200Hz 	<p>cameras & allied components as specified in the technical specification</p>				
<p>Screen Size: 55 Inch DISPLAY</p> <ol style="list-style-type: none"> 1. Size55" 2. Resolution3840 X 2160 (UHD) 3. Backlight Unit Type Direct 4. Brightness 400 nits 5. Dynamic Contrast Ratio1,000,000:1 6. Static (Panel) Contrast Ratio1300:1 7. Response Time (G to G)14 ms 8. Refresh Rate60Hz 9. Life Span30,000 hrs 10. HDR_HDR 10 Pro Supported. 	<p>LG/ Samsung/ Sony/ Panasonic</p>	<p>8</p>			
<p>Fixed Desktop to operate VC</p> <p>10th Generation Intel® Core™ i5-10400 or Higher 8 GB DDR4 RAM Intel 630 Graphics Wireless Keyboard and Mouse 512 GB SSD (OS should be Installed on SSD) 1TB 7200RPM 3.5" SATA HDD 802.11ac 1x1 WiFi and Bluetooth Windows 10 PRO Edition or Higher 5 Years Warranty with Onsite Support</p>	<p>Dell/HP/Lenovo</p>	<p>9</p>			

<p>VC Software License: Meeting Software Specifications- Unlimited group meetings for up to 30 hours. Up to 200 participants per meeting. Web and Mobile versions of client software support for scheduled meetings. Screen sharing.</p>	<p>MS Team/ CISCO WebEx</p>	<p>1</p>			
<p>One Time Cost towards Installation, commissioning and training charges for the new supplied equipment including testing and interfacing with the existing infrastructure at all Client locations mentioned in RFP.</p>	<p>-</p>	<p>1</p>			
Total Cost					
GST 18%					
Total Amount Payable (inclusive of Tax) INR					

Terms and Conditions:

- a) VC infrastructure delivery and dispatch and expenses required for the same will be done by the selected Vendor/bidder at the locations as mentioned in the RFP.
- b) Applicable Taxes will be at current rate. Calculate the product wise GST applicable to respective products and services at the rates applicable. Extra sheet can be attached for GST calculated in respective to each product item.
- c) Internet connections to the PC, Stabilized power supply etc will be provided by the CG-APEX Bank.
- d) All other payment and general terms and conditions as mentioned in the RFP are applicable.

Signature of Authorized Signatory & stamp

Name:

Designation:

Place:

Date: