

THE STATE TRADING CORPORATION OF INDIA LTD. (STC)

Implementation of Video Conferencing Solution on Turnkey Basis

Reference No. STC/MSD/VC/RFQ/2014/1

Dated 21.11.2014

A. Request for Quotation (RFQ) for Implementation and Support of Video Conferencing Solution on Turnkey Basis

STC requests for quotations from reputed companies having relevant experience of implementation and support of video conferencing Solutions on turnkey basis.

Organizations interested in responding to this RFQ must submit their bids in the prescribed formats along with all necessary documents and information requested herein. The bids shall be submitted in two parts namely the Technical Bid and the Financial Bid. Both the Technical Bid and the Financial Bid should be submitted on company letterheads in two separate sealed covers. All pages, including enclosures, must be serially numbered and signed by the authorized signatory.

An Earnest Money Deposit (EMD) of Rs. 50,000/- (Rupees Fifty thousand only) in the form of Demand Draft drawn in favour of "The State Trading Corporation of India Limited" and payable at New Delhi must be submitted alongwith the Technical Bid. No Bank Guarantee will be accepted in lieu of the Demand Draft. The EMD of unsuccessful bidders shall be refunded without any interest at the earliest opportunity after award of contract. The EMD of the successful bidder shall be retained as interest free security deposit towards satisfactory performance and shall be refunded only after the successful completion of the project.

The duly completed Technical Bid, sealed in an envelope alongwith EMD and other enclosures, should be superscribed "TECHNICAL BID FOR **Video Conferencing Solution**". Similarly, the duly completed Financial Bid should be sealed in an envelope and superscribed "FINANCIAL BID FOR **Video Conferencing Solution**". Both the envelopes should then be put into a third envelope, sealed and superscribed "BID FOR **Video Conferencing Solution**" and the same should be dropped in the Tender Box on 23rd floor at the following address so as to reach on or before 03:00 PM on 08.12.2014.

The State Trading Corporation of India Ltd.,
Jawahar Vyapar Bhawan,
Tolstoy Marg,
New Delhi-110001

STC shall not be responsible for non-receipt / non-delivery / delayed receipt of the bid documents prior to the stipulated tender closing deadline due to any reason whatsoever.

Technical bids will be opened in the presence of willing bidders or their authorized representatives on the same day at 03:30 PM in the STC office. Date of opening of price bids will be separately communicated to technically qualified bidders.

B. Description of Requirement:

STC proposes to set-up Video Conferencing (VC) facilities (HD Quality) between its Corporate Office at New Delhi and following six branches:-

- Ahmedabad
- Bangalore
- Chennai
- Hyderabad
- Kolkata
- Mumbai

The addresses and contact details of STC offices are available on its website (www.stc.gov.in).

C. Scope of Work:

1. The Selected Bidder will be responsible for execution of the entire Video Conferencing solution envisaged and detailed in this RFQ document in a turnkey manner including user training and maintenance for a period of five years from the date of Go-Live.
2. VC should also be accessible to by two external users via their Mobile Phone, Desktop, Laptop or Tablets.

The Selected Bidder will be required to procure, install and commission necessary hardware and software licenses (for 5 years) and to provide the Bandwidth required by the Corporate Office and the branches of STC as per the proposed solution. However, only front end hardware such as display, codec, cameras, speakers / mics, etc. need to be offered on an outright sale basis whereas other hardware like MCU, Server, etc. may be offered on rental / sharing basis and need not essentially be installed at STC premises.

VC in the Corporate Office shall be set up in the Board Room which has a seating capacity of 30-35 persons. However, about 15 officials shall be using the VC simultaneously. A display unit, other front end equipment such as camera, mic, speakers, codec and also necessary software will need to be provided. Camera, mic, speakers and codec should be from single OEM. Display unit at Corporate Office should be directly connected via HDMI cable

from codec. Presently, no internet or MPLS connectivity is available in the Board Room.

The Branches will use available Desktop(s) / Laptop(s) already available with them for display / connectivity of VC. Equipment such as camera, mic, speakers and necessary software will need to be provided.

STC will be responsible only for maintenance of existing hardware such as Laptop(s) and Desktop(s). The Selected Bidder will be responsible for all other services including networking, application software licenses, running of applications, bandwidth for lag-free video conferencing etc.

The scope of VC services includes the following:

- Supply, installation and commissioning of all necessary hardware and software as specified in the preceding paragraphs.
- Integration of the hardware and software with the display unit at CO and existing laptops/desktops at the branches.
- Installation of systems, fixing, termination and inter-cabling, etc. as per the best international standards and practice.
- Testing the complete Video Conferencing system.
- User training at all locations.
- Maintenance and support services for a period of five years including hardware maintenance, trouble shooting and software licenses / upgrades, etc.
- Providing Software Clients for accessing VC through two Mobile devices such as smartphones, tablets, ipads, laptops, etc.

D. Important Terms and Conditions

1. Softwares forming part of the solution should be licensed to “The State Trading Corporation of India Limited”. All documents, manuals, administration manuals and software CDs/DVDs (at least two sets) should be submitted to STC before commissioning the systems.
2. Bandwidth Sizing (only MPLS connectivity) to be done by the bidder. However, indicative bandwidth sizing is as follows:
 - Corporate Office : 4 MBPS
 - Branch : 1 MBPS (at each location)

3. The selected bidder will ensure the HD quality (minimum 1080P 30f at Corporate Office and minimum 720p, 30f at branches) Video Conferencing with 99.5 % uptime.
4. The system provided must comply to ITU standards.
5. It should also support document sharing and interoperability with other ITU Standard VC units.
6. Solution offered by the Bidder must meet the Technical Specifications as given in Annexure-A

E. Time Frame:

1. Supply, Installation, Testing, Commissioning and User Training must be completed within 40 days of date of placement of order.
2. The Maintenance and Support Phase will run for a period of five years after Go-Live.

F. Technical Evaluation:

Parties satisfying all the following requirements will be treated as Technically Qualified:

1. The Bidder should be a company registered in India under the Companies Act 1956.
2. The Bidder should have successfully implemented at least three projects of VC Solution, each connecting at least five locations during the last two years and at least one of the three projects should be implemented in a Government body / PSU in India. Date of completion of project should lie between 01.10.2012 to 30.09.2014.
3. The Bidder must have an average annual turnover of at least INR 50 lakh during last three financial years ending 31st March, 2014.
4. The Bidder should have valid PAN No., Service Tax No., Certification of Registration with EPFO and ESI.

G. Award of Work:

The work shall be awarded to the technically qualified bidder quoting the total lowest quoted price (E) for five years.

H. Payment Terms:

- 1) No advance payment shall be paid.

2) Payments Schedule

a.	On Go-Live i.e. on successful installation and commissioning of the system including training etc.	50% of the quoted price (C)
b.	At the end of every year after Go-Live, subject to satisfactory performance.	10% of the quoted price (C)

Bandwidth cost shall be paid directly to the ISP on production of actual bill received on monthly/quarterly/yearly basis subject to a maximum of quoted price (D).

- 3) The price quoted should be inclusive of sales tax, service tax, VAT, work contract tax or any other taxes and duties and all such taxes and duties shall be borne by the successful bidder.
- 4) STC shall deduct at source all applicable taxes while releasing payments to the selected bidder.
- 5) All changes in rates and taxes shall be to the selected bidder's account.

I. Other Terms and Conditions:

1. Offers should be valid for a minimum period of 60 days from the last date of receipt of the bids.
2. STC reserves the right to change or cancel the requirements at any time or reject any or all offers, wholly or partly, without assigning any reason whatsoever.
3. Offers received without EMD amount shall be summarily rejected and no further correspondence shall be entertained in this regard.
4. Bids containing erasures or alterations without signatures are liable to be rejected.
5. The selected bidder shall confirm its acceptance within 07 days from the date of award of the assignment.
6. The prices quoted should be inclusive of all costs, taxes, duties, travel, out-of-pocket expenses, etc.
7. Any offer received after the prescribed deadline will be rejected.
8. Conditional offers are liable to be rejected.
9. Offers submitted by telex, telegrams, fax or e-mail shall not be considered.

10. The total price (E) quoted by the bidders in Financial Bid should be mentioned both in words and figures, otherwise the offer may be rejected summarily. In case of any variation in the words and figures, the prices written in words shall be considered as offer price.
11. Bidder shall be technically evaluated on the basis of documents submitted by the bidder. Bidders are advised to submit appropriate documents testimonials to support their experience, financials and other registrations. Financial bids from only those parties will be opened who are declared qualified in technical evaluation. The technically qualified bidders shall be informed separately the time and venue of opening of Financial Bids.
12. STC may terminate this Contract, in whole or in part, at any time by giving three month prior notice. The goods and related services that are complete and ready for delivery in the notice period shall be accepted by STC at this Contract's terms and prices.
13. The selected bidder shall keep STC indemnified at all times against any claims / liabilities / proceedings, etc. from any third party or otherwise arising out / or in connection with this RFQ.
14. Courts and tribunals at New Delhi shall have exclusive jurisdiction to settle any or all disputes which may arise out of or in connection with this RFQ. All disputes arising out of this RFQ shall be decided in accordance with the laws of India.
15. STC may, at its absolute discretion, reserve the right to shortlist, accept, disqualify, elect to abandon, reject any part or whole of the process without giving prior notice to selected bidder. STC reserves the right to cancel the invitation of offer in totality without assigning any reason at any point of time. All information contained in this letter is issued bona fide.

J. Confidentiality:

Information relating to evaluation of proposals and recommendations concerning awards shall not be disclosed to the parties submitting the proposals or to other persons not officially concerned with the process, until the contract is entered into with the selected bidder.

For any further clarification, contact:

**Mr. Anand Parkash,
Deputy General Manager-IT,
The State Trading Corporation of India Ltd.,
Jawahar Vyapar Bhawan, Tolstoy Marg,
New Delhi-110001
Ph. No. 011-23462026
Mob. No. 09810076583
Fax. No. 011-23701106
E-mail: it@stc.gov.in**

Quotation for **Implementation of Video Conferencing Solution** in STC:

PART – A: TECHNICAL BID
(To be submitted on letterhead)

To,
Mr. Anand Parkash,
Deputy General Manager-IT
The State Trading Corporation of India Ltd.,
Jawahar Vyapar Bhawan,
Tolstoy Marg,
New Delhi-110001

Sub: Implementation and Support of Video Conferencing Solution

Sir,

Reference RFQ No. STC/MSD/VC/RFQ/2014/1 dated 21.11.2014 issued by STC, we wish to be considered for Implementation and Support of Video Conferencing Solution on Turnkey Basis in STC and submit below our Technical Bid in response to the same.

1. Organization's Information:

- (i) Organisation's Name: _____

- (ii) Office Address : _____

- (iii) Telephone: _____
- (iv) Fax: _____
- (v) Email: _____
- (vi) Contact Name: _____
(with Mobile No.) _____
- (vii) Main line of Business: _____

2. Annual Turnover for the last three preceding years:

<u>Year</u>	<u>Turnover in Rs. Lakhs</u>
2013-14:	
2012-13:	
2011-12:	

(Annual Reports for the three years to be enclosed)

3. List of Video Conferencing Projects Handled (For technical evaluation)

S.No.	Client Name with contact person name, phone no. and e-mail	No. of locations integrated for VC	Date of completion of the project
a.			
b.			
c.			

(Supporting Client Certificates to be enclosed).

4. We are enclosing the following:

S.No.	Documents	Submitted	Page No.
(i)	Annual Reports for the Year 2011-12, 2012-13 and 2013-14	Yes/No	
(ii)	Client Certificates in respect of Project cited in (3) above	Yes/No	
(iii)	Undertaking that the company has not been blacklisted by any Govt. Department.	Yes/No	
(iv)	Certificate of Incorporation	Yes/No	
(v)	Certificate of registration with EPFO	Yes/No	
(vi)	Certificate of registration with ESI	Yes/No	
(vii)	Copy of PAN Number	Yes/No	
(viii)	Copy of Service Tax Number	Yes/No	
(ix)	Complete tender document duly signed and stamped on each page by the bidder in token of having understood and agreed to the terms and conditions mentioned	Yes/No	
(x)	Bill of Materials	Yes/No	

5. We enclose herewith a demand draft of Rs. 50,000/- as EMD as per the following details:

Demand draft No. _____
 Dated _____
 Drawn on Bank _____
 Branch _____

In case of our selection, EMD may be retained by STC as interest free security towards satisfactory performance of the contract.

We agree to abide by all the terms and conditions contained in STC's above referred RFQ.

The Financial Bid is enclosed in a separately sealed cover superscribed "Financial Bid for **Video Conferencing Solution**".

Yours faithfully,

Signature : _____
 Name : _____
 Company Seal : _____

Quotation for **Implementation of Video Conferencing Solution** in STC:

PART – B: FINANCIAL BID
(To be submitted on letterhead)

To,
Mr. Anand Parkash,
Deputy General Manager-IT
The State Trading Corporation of India Ltd.,
Jawahar Vyapar Bhawan,
Tolstoy Marg,
New Delhi-110001

Sub: Implementation and Support of Video Conferencing Solution

Sir,

With reference to your RFQ no. STC/MSD/VC/RFQ/2014/1 dated 21.11.2014 and our Technical Bid dated _____ submitted separately, we submit our Financial Bid as follows:

A: One Time Cost

					(in INR)
	Item	Quantity (Total)	Unit Price	Tax	Net Amount
Corporate Office	LED DISPLAY 65"	1			
	Trolley For LCD& Codec placement	1			
	Codec with HD Camera and Speakerphone (with inbuilt Mic) should be from single OEM	1			
	Installation Charges				
	Others (Cables, etc.)				
	Branches	HD Camera	6		
Speakerphone (with inbuilt Mic)		6			
Desktop Client		8			
Smartphone/iPad Software Client		2			
Installation Charges					
Others (Cable, etc.)					
	Training Charges for C.O. and branches.				
Total (A)					

B: Recurring Charges (From Second Year onwards)

(in INR)					
S.No.	Item	Specifications	Price (Annual)	Tax	Net Amount
1.	Software License Renewal Fees				
2.	Video Conferencing and Hardware hosting charges (MCU , Server, etc.)				
3.	Others (please mention specifically)				
Total (B)					

C: Total 5-year cost (excluding Bandwidth Charges)= [(A) + {4 * (B)}] = (C)

D: Annual Bandwidth Charges from First Year onwards

(in INR)					
S.No.	Item	Specifications	Price (Annual)	Tax	Net Amount
1.	Bandwidth Charges for Corporate Office				
2.	Bandwidth charges for Branches				
Total (D)					

Total Cost for Five Years including Bandwidth charges = {C + (5 * D)} = (E)

(Amount "E" in words: Rupees _____)

Earnest money has been submitted along with the Technical Bid.

We agree to all the terms and conditions specified in the RFQ no. STC/MSD/VC/RFQ/2014/1 dated 21.11.2014

We also undertake that the rates mentioned above shall be for the entire period of the Contract.

This offer is valid upto 08.02.2015.

Yours faithfully,

Signature : _____
 Name : _____
 Company Seal : _____

Annexure (A)

Technical Specifications:

Technical specifications for the front end equipment to be provided by the bidder are mentioned below :

At Corporate Office:

S.No	Item	Quantity	Specifications
1.	LED DISPLAY 65"	1	To be Compatible with Video Conferencing system offered by bidder for 1080p HD display.
2.	HD Camera (PTZ)	1	Resolution: 1080p, 30fps; Zoom: 10x optical or better; autofocus functionality.
3.	Speakerphone (with inbuilt Mic)	1	Should be capable of automatic Gain Control, Automatic Noise Suppression and must have Automatic Echo Cancellation with Audio Error Concealment facility. The solution must be equipped with omni-directional digital microphone array pod for better pick-up range.

At Branches:

S.No	Item	Total Quantity	Specifications
1.	HD Camera (Static)	6	Resolution: 720p,30fps; Zoom: 5x or better (compatible with Desktop or Laptop)
2.	Speakerphone (inbuilt Mic)	6	Should be capable of automatic Gain Control, Automatic Noise Suppression and must have Automatic Echo Cancellation with Audio Error Concealment facility.
3.	Desktop Client	8	Should be downloadable from central server or available on a CD/USB. Should be able to display the Videoconference on full screen in HD Quality 720p 30fps. Should be able to share presentations, desktop display or documents /application sharing to the participants in the Video Call Should be able to support standard USB HD (720p30) Webcams and echo cancelling mic/speakers. Should be able to support High Definition (720p30) quality video transmit and receive. Should be able to run on latest Windows / Mac.