

Request for Proposal & Quote

FOR THE SUPPLY, INSTALLATION & SUPPORT OF
VIDEO CONFERENCING SOLUTION
FOR



**The South Indian Bank Ltd
Information Technology Operations Department,
SIB Building, Info park Road,
Rajagiri Valley, Kakkanad,
Ernakulam – 682 039.
Kerala.**

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|-----------------------------------|---|
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| Purchaser Location | PAN India |
| Type of Contract | Supply, Installation, Service & Support |

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DISCLAIMER

The information contained in this RFP document or any information provided subsequently to bidder(s) whether verbally or in documentary form by or on behalf of the Bank is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. While effort has been made to include all information and requirements of the Bank with respect to the solution requested, this RFP does not claim to include all the information each bidder may require. Each bidder should conduct its own investigation and analysis and should check the accuracy, reliability and completeness of the information in this RFP and wherever necessary obtain independent advice. The Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. The Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

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1. ABOUT OUR BANK:

The South Indian Bank Ltd, a Banking Corporate constituted under the Companies Act 1913, having its head office at SIB House, T.B. Road, Mission Quarters, Thrissur - 680 001 and having Branches / Offices all over the country and in UAE (hereinafter referred to as “Bank”, which expression shall, unless repugnant to the context or meaning thereof, include its successors and permitted assigns). The bank started its journey on 29th January 1929 in Thrissur, the cultural capital of Kerala. We are one among the pioneers in the technology driven banking arena, known for its consistent growth and unparalleled customer service. The South Indian Bank Ltd. is first among the private sector banks in Kerala to become a Scheduled Bank in 1946 under the RBI Act. South Indian Bank has 924 branches, 2 extension counters, 3 ultra-small branches, 3 Satellite branches and 18 Regional Offices spread across India. The bank has also set up more than 1172 ATMs and 121 CRMs supported by a committed & skilled workforce together with robust technology platform, we are well equipped to grow as a customer oriented repository of savings. From the inception, the Bank has been a trend setter in the technological advancements among Private Sector players, the implementation of Core Banking Solution (CBS) being the first example. We are currently running on Finacle10. The employees of the Bank with an average age of 32 years have been relentlessly innovative and their ideas have set the Bank at the forefront of technological progression. Our widely accepted array of online services like Internet Banking, Mobile Banking, Online shopping etc. make any time banking a reality. The Bank is moving ahead with well set targets, clearly defined priorities, redrawn road maps fueled with an aroma of optimism, to fulfill the vision of converting itself into a 'Retail Banking Powerhouse'

The South Indian Bank Limited offers various customer services such as Anywhere-Any Time Banking supported with online ATMs, Internet Banking, International ATM-Cum-Debit Cards, Mobile Banking, online payment, on line trading etc. The Bank has already adopted significant technological advancements and uses them to leverage business operations such as NDS-PDO, RTGS, NEFT, Domestic ATM sharing, NPS, SWIFT, Treasury, Forex, POS, etc.

The Bank is using 'Finacle' (from M/s. Infosys Technologies Ltd) as the Core Banking Solution (CBS). The Bank presently uses Core Banking Software – Finacle 10. Bank has been awarded with ISO 27001:2013 Certification for Information Security Management Systems (ISMS).

2. PROJECT DETAILS:

- a. The Bank desires to procure a full High Definition Video Conferencing Solution in either service or capex model.
- b. The bidder has to provide complete solution involving all aspects of required components, including but not limiting to, provide Enterprise-wide Full High Definition Audio-Video Conferencing facility along with comprehensive responsibility of Design, Supply, Installation, Operationalization and Maintenance for the supplied equipment's in Central Office and various Regional Offices of the South Indian Bank, located at across the Country.
- c. Video conferencing system and related equipment's shall be installed at the bank's Head office, Regional offices and other administrative offices as desired by the bank.
- d. For cloud base solution all the necessary servers and its Infra should be Inside India. There should not be any instance hosted outside India.
- e. The video conferencing solution's recording should be stored inside India.
- f. The recording should be private with only access to Bank officials and completely managed by Bank.
- g. The solution should be either service or capex model. The video conferencing server (bridge) can be maintained at Service Providers Data Centre or may be in cloud storage. There should be necessary connectivity (dual link) of sufficient bandwidth between bank's DC and bridge location (preferably MPLS).
- h. The management of the hosts & attendees needs to be controlled by Bank. Transfer in/ Transfer out facility have to be there in managing the participants.
- i. As per our bank's collaboration architecture, all of our offices, departments etc are connected through our MPLS cloud towards our Data Center & DR through BGP. Also the video conferencing end points will be installed at these offices/departments and the proposed solution should work through the existing architecture (MPLS-BGP)
 - The proposed solution should work through the bank's internal MPLS network (there is no public internet)

➤ If any of the vendor is proposing a solution which is not compatible with our existing architecture as mentioned above, ie, the VC endpoints require a public internet then the vendor should provide redundant ILL links (not broadband), redundant routers etc along with the solution. Also the same should be managed by the vendor to achieve the SLA uptime which includes the link monitoring, router management, SLA, payments etc if any.

- j. The proposed solution should have the features like Breakout sessions, Lock the meeting, waiting in the lobby, host admission etc from Day 1 onwards.
- k. The solution should be able to connect with the existing LED/LCD TVs available at the different locations of the bank.
- l. The solution must have support for minimum 100 remote locations for video conferencing. SIB is therefore inviting Sealed Techno-Commercial Quotations through this Request for Proposal and Quote (RFPQ) to meet the specified requirements.
- m. The total solution shall provide for Normal, Broadcast, Presentation, Web Conferencing, Teleconference and Data Conferencing facility. In normal conferencing mode, number of users spread across various locations should be able to participate. In Broadcast Conferencing mode the speaker should be able to broadcast his/her message to all other locations having the facility. The speaker in this case must occupy the full screen at all the end user locations. It should also provide the Presentation facility to the speaker, whereby one can present a topic to the wider audience using Conferencing facility.
- n. The users from Internet should be able to participate in the conference using their wireless devices like Laptop/Tablets/Mobile etc. A total of 100 client licenses should be awarded and this count is apart from the total end point devices.
- o. The system should have the requisite hardware and software interfaces to provide for computer connectivity to enable making Presentations, sharing of files across multiple locations (Content Sharing facility).
- p. The solution should be user friendly i.e. the endpoint users can directly connect to the video conference and the video conference admin user can connect an endpoint user using the central console. The Total solution should have duo video capabilities i.e both Presenter and Presentation should be displayed.

- q. The Solution should facilitate scheduling of conferences for multiple users. The scheduling of VC should be either through calendar scheduling from email or through browser. The scheduling should automatically forward the e-mail to the participant of the conference along with the details of URLs, meeting ID and password.
- r. The solution should have Dial – in & Dial – out service (i.e. It must allow us to make calls to the external public IP address and vice versa). The Solution shall have a programmable retry facility, wherein the system will try to reconnect automatically in case the receiving lines are in a busy/ no response condition. The number of retry should be configurable.
- s. It would be responsibility of the successful bidder to liaison and provide the necessary configuration on Network equipment's in consultation with the Network Engineer of the Bank. Establishing and providing uninterrupted connectivity throughout the conference will be the responsibility of the vendor.
- t. The solution should have the provision of recording and storing of all video conferences and the same should be retrieved based on request without any additional commercial commitments. Also the recording has to be done at free of cost. However, if any commercials have to be considered for the recording purpose then it has to be as per meeting/per hour cost.
- u. Centralized Video Conference Management console should be provided to bank by the Vendor which facilitates various functionalities such as Real time monitoring, Modification in Screen display pattern, control over endpoint devices, guest/host transfer in/out, mute on entry etc.,
- v. Concurrent Video Conference facility should be provided (a minimum of 100 concurrent sessions The facility should allow us to conduct internal and external video conferences simultaneously.
- w. The solution must provide web based/mobile platforms through which users can join the video conference through internet.
- x. The call merging facility should be made available. i.e. External Video conference calls can be joined with the Internal Video conference calls.
- y. Bidders should give the detailed requirements in terms of pre-requisite, infrastructure etc, to implement the Total solution offered by them.

- z. As per the Bank's requirement successful bidders should be ready to shift, occasionally, the equipment's from one place to another (within in building), uninstall and reinstall all the equipment's without any additional cost to the Bank.
- aa. Products positioned must have a roadmap and life span of minimum 5 years.
- bb. All the OEM should certify the bill of material for both products and the support component on their Letter Head for all the equipment's and supports quoted by the bidders as per the requirement given in the RFPQ.
- cc. Security of the solution: Being a financial institution, Bank expects that the solutions proposed facilitate necessary security checks and validation processes for ensuring foolproof access to the systems. These security measures should be an integral part of the product.
- dd. Multiple levels of authority: It is mandatory that the proposed solution provide multiple levels of access for users, managers, administrators etc., depending on their roles.
- ee. The solution should offer the bank to share the conference URL to guests to join the conference without creating any login credentials.
- ff. The solution should offer at least 100 video conference rooms for simultaneous video conference solution and the same can be increased based on the bank's requirement.
- gg. The Video conference solution should offer unlimited facility i.e there shouldn't be any time bound restriction for conduction a particular conference.
- hh. The solution should capable of joining other video conferencing solutions such as webex, teams, zoom etc. hosted by other organizations.

FM Service Responsibilities:

- a. Dedicated FM support (1 no of Level-1 engineer) (on role) stationed at SIB Data Centre, Kakkannad. (in case of cloud option/solution) starting from the implementation stage onwards. The engineer should have a work experience in the proposed solution for at least 2 years.
- b. In case of on prem solution one L3 level & one L2 level engineer (on role) support has to provide onsite at SIB Data Centre, Kakkannad starting from the implementation stage onwards. The engineers (both L2 & L3) should have a work experience in the proposed solution for at least 4 years.

- c. The FM support should be available at our Data Center, Kakkanad on all bank working days (09:30AM to 7:00 PM), unless specified otherwise.
- d. The Service provider must provide service availability (for the support) of the onsite engineers at location where the device is installed on all bank working days (09:30AM to 7:00 PM), unless specified otherwise.
- e. The period of FM Service starts after the acceptance of solution from the bank. FM contract will be for 1 year, extendable up to 3 years. The renewal of the onsite FM engineer support will be considered based on the evaluation done from the bank after the completion of first year.
- f. Onsite support of senior level /expert team should be provided for all the video conferencing solution related issues which can't be resolved by the resident engineers.
- g. The FM engineer should have experience in managing the Video & Audio conferences, Scheduling the Video conferencing, audio conferencing etc. and also need to give technical support for the video conferences.

3. SCOPE OF WORK:

South Indian Bank is looking for video conferencing solution for its internal & external meetings. Bank is looking for the solution based on 3 options,

Option 1: On premises solution where all the devices including video conferencing endpoints, central servers etc are owned by bank.

Option 2: Cloud based solution (SAAS) with recording inside India where the solution as well as video conferencing endpoints will be owned by the vendor. **[OPEX Model]**

Note:

1. For cloud based solution, the vendor should provide necessary technical support related to the solution.
2. For on prem solution, the vendor should deploy dedicated one L3 level & one L2 level engineer at South Indian Bank Data Center, Kakkanad for the support and implementation etc.

3. For cloud based solution also the vendor should deploy a dedicated L1 level engineer at South Indian Bank Data Center, Kakkanad for the support and implementation etc.

4. TERMS & ABBREVIATIONS USED IN THIS DOCUMENT:

- a. **'Bid'** shall mean the set of Bid/Request for Proposal and Quote (RFPQ) documents provided by Vendor to the bank for submitting a competitive quotation for the execution of 'Works' in accordance with the terms specified in this document.
- b. **'SIB/Bank'** means The South Indian Bank Ltd.
- c. **'Data Center (DC)'** means to the Bank's Data Center at Kochi, Kerala, where the servers are installed.
- d. **'Disaster Recovery site (DR)'** means to the Bank's Disaster Recovery Center at Bangalore, Karnataka.
- e. **'Project/Works'** means the supply, configuration, implementation, testing, commissioning, documentation related to the hardware and the VC components and other activities mentioned in the RFPQ required at VC locations of the 'Bank'.
- f. **'Vendor/Provider'** means the entity who has submitted the Bid documents for the said "Works" with the intention of submitting a competitive quotation for the execution of Works in accordance with terms specified in this document.
- g. **'Service Level Agreement'** shall mean the Contract entered into between Bank and the successful Vendor on award of Contract for Works.
- h. **'Successful Vendor'** means the Vendor whose Bid is accepted by the Bank and been awarded the Contract of Works.
- i. **CBS** – Finacle Core banking solution installed at our Data Center Kochi.
- j. **RFPQ** – This Request for Proposal & Quote
- k. **'Full Acceptance'** means the solution has been 'fully implemented' and has passed the acceptance test as per the acceptance test plan.

5. LOCATIONS WHERE VIDEO CONFERENCING UNITS TO BE COMMISSIONED: (DURING THE PROJECT INITIATION)

| VC Type | Count |
|-----------|-------|
| Basic | 35 |
| Executive | 19 |

| | |
|--------------------|-----------|
| Room Based | 2 |
| Grand Total | 56 |

| SI No | Location | Office Type | Device Count | VC End Point Type |
|-------|---|-----------------|--------------|-------------------|
| 1 | ITOD/DBD/CISO Office, Ernakulam | Department | 3 | Basic |
| 2 | ITOD/DBD/CISO Office, Ernakulam | Department | 2 | Executive |
| 3 | Head Office, Thrissur | Department | 2 | Basic |
| 4 | Head Office, Thrissur | Department | 2 | Room Device |
| 5 | Head Office, Thrissur | Department | 8 | Executive |
| 6 | Retail Banking Department, Ernakulam | Department | 2 | Basic |
| 7 | Retail Banking Department, Ernakulam | Department | 4 | Executive |
| 8 | TBD-Ernakulam | Department | 1 | Basic |
| 9 | TBD-Ernakulam | Department | 1 | Executive |
| 10 | WBCPC Ernakulam | Department | 1 | Basic |
| 11 | WBCPC Ernakulam | Department | 1 | Executive |
| 12 | TFCPC Department, Ernakulam | Department | 1 | Basic |
| 13 | IT Operations Department (BCP), Bangalore | Department | 1 | Basic |
| 14 | MCCPC, Ernakulam | Department | 1 | Basic |
| 15 | IBD, Ernakulam | Department | 1 | Basic |
| 16 | STC, Thrissur | Department | 1 | Basic |
| 17 | Mumbai RO | Department | 2 | Executive |
| 18 | Coimbatore | Regional Office | 1 | Basic |
| 19 | Muvattupuzha | Regional Office | 1 | Basic |
| 20 | Palakkad | Regional Office | 1 | Basic |
| 21 | Pune | Regional Office | 1 | Basic |
| 22 | Kottayam | Regional Office | 1 | Basic |
| 23 | Irinjalakkuda | Regional Office | 1 | Basic |
| 24 | Bangalore | Regional Office | 1 | Basic |
| 25 | Ahmedabad | Regional Office | 1 | Basic |
| 26 | Thiruvalla | Regional Office | 1 | Basic |
| 27 | Mumbai | Regional Office | 1 | Basic |
| 28 | Madurai | Regional Office | 1 | Basic |
| 29 | Ernakulam | Regional Office | 1 | Basic |
| 30 | Delhi | Regional Office | 1 | Basic |
| 31 | Thrissur | Regional Office | 1 | Basic |
| 32 | Kolkata | Regional Office | 1 | Basic |

| | | | | |
|----|--------------------|-----------------|-----------|-----------|
| 33 | Kannur | Regional Office | 1 | Basic |
| 34 | Hyderabad | Regional Office | 1 | Basic |
| 35 | Chennai | Regional Office | 1 | Basic |
| 36 | Kozhikode | Regional Office | 1 | Basic |
| 37 | Trivandrum | Regional Office | 1 | Basic |
| 38 | Spare (Kakkanad) | Department | 1 | Basic |
| 39 | Spare (Kakkanad) | Department | 1 | Executive |
| | Grand Total | | 56 | |

6. SUPPORT TERM & CONDITIONS

- The Vendor shall provide on-site maintenance and service/support, from the date of installation of the devices and all other related Hardware components, for all the supplied products during the contract period. The on-site maintenance and service/support will be provided to cover the said equipment on a 12 hours' x 6 days a week basis throughout the period.
- The Vendor shall sign a comprehensive Service Level Agreement with the BANK covering all relevant areas along with the Purchase Order.
- The support should cover all upgrades and complete maintenance of all hardware/software components.
- Support level provided during the implementation, have to be clearly specified along with the ESCALATION MATRIX, method of support etc.
- Support terms must be in accordance with the SLA only, notwithstanding anything contrary contained in any other documents whether executed before or after the execution of this agreement.
- The Vendor shall at his own cost rectify the defects/replace the items supplied, for defects identified till the period of service.
- The Vendor should replace the faulty items in next business day (NBD).
- The vendor will provide 3 years' comprehensive on-site warranty support.
- If the end points are procuring by Bank, then all the devices have to be back aligned with OEM support.
- The Vendor should provide and install the additional VC equipment's (future installations) at the desired location preferred by the bank within 10 days after issuing the PO.

- k. The Vendor will proactively monitor the VC systems. In case of any problem observed or reported by the branch/office, the Vendor should resolve the problem immediately.
- l. Vendor shall maintain the necessary spares locally to meet the required uptime.
- m. Any spares and the logistics thereof needed for maintaining resolution norms should be recommended and managed by the Vendor either onsite or offsite.
- n. Vendor should guarantee in writing product support and spares / sub-systems components availability for Five years from date of installation and same should be co-signed by the Original Manufacturer (OEM).
- o. The Solution provider must have support facility at all locations mentioned in the table and the details of the same must be attached with the response document.

7. AMENDMENT OF RFPQ:

- a. At any time prior to the deadline for submission of bids, The South Indian Bank Limited, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the RFPQ by amendment.
- b. In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bid, the Bank, at its discretion, may extend the deadline for the submission of bid.
- c. All bidders who have procured this RFPQ document from the Bank shall be notified of the amendment by e-mail or fax or post, and all such amendment(s) shall be binding on them.

8. DELIVERY, INSTALLATION & TRAINING:

- a. Vendor should also designate a Project Manager/Leader to manage the whole project. This Project Manager/Leader should be the single point of contact for any clarifications, support, etc. The Name, designation, contact details of the identified Project Manager/Leader should be informed to the bank along with the RFPQ.
- b. Supply/Delivery: The equipment (as per the specifications given) should be delivered in full within **FOUR WEEKS** of issuing the Letter of Intent/ Purchase order. Part shipment is not acceptable unless otherwise mentioned in the letter of intent/ purchase order. This is only applicable to the initial project kick start. For any additional requirements it should be supplied, delivered & installed within 10 days in the desired location preferred by the bank.

- c. The Selected Vendor should do a POC by installing the VC components at four desired locations within two weeks and should assist bank in carrying out VCs along with sufficient training to bank staff
- d. The ordered items (including full BOQ) should be delivered to the locations as mentioned in Purchase order.
- e. For delayed delivery/delayed performance, the penalty amount should be 18% p.a on the entire purchase order value mentioned in the purchase order concerned for the delayed number of days from date of delivery stipulated / arrived at/accepted by the vendor. However, the Vendor shall make all endeavors to deliver all items before the date. This is applicable only for the project initiation.
- f. If the supply is delayed, the Bank can cancel the said purchase deal without any obligation on its part and the same shall be binding on the Vendor.
- g. **Installation:** Vendor should install all ordered equipment's supplied for the smooth functioning of the system. The Supply/Installation/Commissioning of all equipment supplied shall be completed within a period of **four weeks** from the date of delivery, at the specified sites, unless otherwise specified in the purchase order.
- h. **Field Level Support:** The proposed vendor should have sufficient field level support engineers for doing the installation and support.
- i. Bank reserves the right to involve third parties in the installation process, if it deems so and the Vendor shall render all assistance for the same.
- j. It is vendor's responsibility to generate detailed documentation for the entire installation including configuration, installation procedures, troubleshooting procedures and other details. At least two copies of the documentation with neat legible matter and diagrams should be given to the SIB as neatly bound books.
- k. The bidder shall impart training to the Bank's officials during installation of ordered devices at respective locations. The training should include, explaining all the features and capabilities of video conferencing end point, proper operation, troubleshooting of the Video Conferencing equipment supplied.
- l. The implementation will be deemed to be complete if all supplied equipment's including hardware; operating systems, databases, supporting software, drivers, network connectivity, application software etc. in all locations mentioned in this RFPQ are installed and accepted by the bank. In addition, supply of all associated documentation and training as specified in this document has been completed to the satisfaction of the bank.

9. COMMERCIALS & PAYMENT TERMS:

- a. Commercials for the Hardware, Software, Installation Media & documentation should be separately provided wherever asked for.
- b. The following will be the terms of payment applicable for the items supplied against the relevant purchase orders.
 - a. All payments will be half yearly advance aligned to 30th of September and 31st of March respectively.
 - b. Payment will be released only after setting up the system; completion of VC at all designated VC locations and accepted by bank.
 - c. Payment will be released after executing necessary SLA and NDA.
 - d. All payments will be subjected to SLA conditions and penalty provisions.

10. PENALTY CONDITIONS:

- a. **For delayed delivery/delayed performance**, (for initial project kickoff) the penalty amount should be 18% p.a on the entire purchase order value mentioned in the purchase order concerned for the delayed number of days from date of delivery stipulated / arrived at/accepted by the vendor. However, the Vendor shall make all endeavors to deliver all items before the date.
- b. **For non-delivery/ non-performance/ non-service/non-response/non-support**, minimum 5% or appropriate amount/ rate may be fixed.
- c. **For device faulty cases** the same has to be rectified in next business day (RMA). If violated a penalty of Rs. 1000/- per day per device will be calculated.
- d. **For additional requirements:** vendor should provide and install the additional VC equipment's at the desired location preferred by the bank within 10 days after issuing the PO. If delayed a penalty of Rs. 1000/- per day per device will be calculated.

11. VENDOR RESPONSIBILITY:

- a. Vendors shall provide solution strictly in accordance with the requirements and system architecture diagram should be provided.
- b. Vendors shall adhere to the procedure and processes laid down in this document.

- c. The Vendor should invariably furnish any deviations from the specifications and or the terms and conditions of the RFPQ, specifying the reasons and justifying such deviation. NON-MENTION OF DEVIATIONS SHALL IMPLY COMPLIANCE TO SIB's SPECIFICATIONS. Any non-disclosure of such information may disqualify the Vendor at later stages of the Technical Evaluation of the Technical Bids submitted by the Vendors.
- d. The Vendor should be providing a single point contact person with cell/landline Numbers, email, full address etc., so that Bank can address all queries regarding this RFPQ to the designated person.
- e. Infrastructure requirements including power requirements, air conditioning, dust and humidity control, etc., necessary for successful and efficient operation of the installation at each site should be specified for each of the hardware item quoted. Also dimensions and weight of each piece of equipment offered shall be specified with necessary power ratings and wiring requirements.
- f. The Vendor shall not quote any product that is End of Life or due for End of Life in the next 5 years. If any of the VC components is being declared as End of life during the contract period, it should be replaced by the equivalent or higher version without any conditional cost to the bank.
- g. Vendors will have to give their spares policy and the nearest location of spares and the sharing mechanism of spares kits. Support should be through local offices for the implementation.
- h. Vendors shall alert SIB and its own personnel about the risks either anticipated or faced either prior and/ or during and / or after the execution of the project and provide all the possible solutions either to totally eliminate or to minimize such risks.
- i. The capabilities, operating characteristics and other technical details of the hardware and software offered should be furnished together with product brochures, literature, etc. The make and model of each component shall be indicated to the extent possible.
- j. The Vendor should attach all the related product literature, data sheets, handouts, evaluation reports etc., pertaining to the Systems/ Storage devices/ peripherals, for which the Vendor has quoted.
- k. Vendors shall strictly comply with the key dates and time stipulated in this document. However, all efforts shall be made to explore the possibilities of quicker ways of delivering the products, complete the initial build, and achieve substantial completion and final acceptance.

- l. Vendors shall share its technology strategies, direction, research and development efforts with SIB.
- m. SIB is very much interested in long-term association with the potential Vendors and hence Vendors shall adapt to changes in SIB requirements and provide superior Products and Services and not by mere fulfillment of contractual commitments set here forth.
- n. While it is basic requirement for Vendors to meet the Quality Standards and Design / Acceptance criteria stipulated in this document, Vendors shall strive for the enhancement of quality in Products and Services provided by them to the highest possible order.
- o. Vendors shall extend all the services and ensure that SIB benefit on the basis of Most Favored Customer Pricing Mechanism.
- p. Vendors shall ensure all possible efforts in continuous improvement in processes, tools and procedures and practice the world-class methodologies in delivering Products and Services and also while interacting with third party vendors for cross-integration.
- q. If Vendors are aware of or believe that the solution either provided by them or by a third party contains error, it is the responsibility of the Vendor to notify SIB about such error and ensure that the corrective action is taken.
- r. Vendors shall clearly show their next 3-year roadmap of all related technologies and interoperability support plans for all the components involved in the SIB Customer infrastructure. Vendors should share their “all available features list” with SIB at the start of the project with clearly identified support details of future releases.
- s. Any accessories or Peripherals required in order to meet requirements submitted by the BANK in this RFPQ for the smooth functioning of the subject hardware is to be ensured by the VENDOR and is deemed to be part of the supply of subject hardware.
- t. The Vendor has to provide the hardware, software and VC components based on the annexed technical requirements and if any standards mentioned are not of latest available industry standard, while the submission of bids Vendor has to provide the bid based on the latest available industry standards.
- u. Vendor has to submit the due diligence KYC forms post selected for offering the Video Conference solution.

- v. Vendor should allow bank to have site visit/introspect the DC (Solution hosting place) for clear understanding of the solution.
- w. The selected Vendor will be awarded a contract for the period of 3 years. After the completion of 3 years' bank may extend the contract based on the review of the service or may go for a new RFPQ.

12. ELIGIBILITY CRITERIA:

- a. The bidder should be recognized as esteemed establishment for at least 3 years and having presence all over the India.
- b. The bidder needs to give PAN India support (for Cloud as well as for the on prem solution).
- c. The bidder should have done similar projects with at least minimum 3 clients where they have installed minimum 25 end points per client locations.
- d. The bidder should have presence in BFSI sector and have implemented similar projects. (Please give the reference)
- e. The bidder should have a positive net worth and profit after tax.
- f. The bidder should have a local presence in India.
- g. The bidder shall provide the support team structure and the roles and responsibilities of the team members.
- h. The bidder shall provide the escalation procedure.

13. GENERAL TERMS AND CONDITIONS:

- a. All the hardware and software for providing the Total Solution should be specified. Required technical details/brochure of all the products offered by the bidder duly supported by the schematic diagrams and technical specifications of each component offered should be furnished along with the reasons justifying the requirements for such components, accessories and software products.
- b. The bidder should ensure to supply all the hardware/software of the latest versions available.
- c. Bidders should provide an escalation matrix for this project. Names of all the persons, contact details with their designation should be submitted. Escalation matrix should be up-to their company head. SIB reserves the right to either 'not to implement the solution or to partially implement the solution.

- d. SIB reserves the right to open the quotations soon after their receipt from all the vendors without waiting till the last date specified.
- e. Any incomplete or ambiguous terms/ conditions/ quotes will disqualify the offer.
- f. Any set of terms and conditions from the Vendors are not acceptable to the Bank.
- g. The Bank reserves the right to cancel the contract placed on the select Vendor if the Vendor commits a breach of any of the terms and conditions of the bid or Vendor goes into liquidation voluntarily or otherwise progress made by the selected vendor is found to be unsatisfactory.
- h. SIB reserves the right to accept or reject any bids without assigning any reason thereof and SIB's decision in this regard is final.
- i. The Bank reserves the right to stop the RFPQ process at any stage and go in for fresh RFPQ without assigning any reasons OR to modify the requirements in RFPQ during the process of evaluation at any time.
- j. SIB is not bound to place on the order on the lowest price Vendor or the best technical Vendor.
- k. SIB is not bound to place the order on a single Vendor and can break up the order at will and place multiple purchase orders to multiple Vendors. The Bank reserves the right to order individual items at the prices quoted by the vendor(s).
- l. SIB reserves the right to cancel the Purchase Order if the supplied items are not commissioned within the agreed period from the date of PO unless extended in writing by SIB.
- m. SIB reserves the right to re-negotiate the prices in the event of change in the market prices of both the hardware and software.
- n. The prices quoted by the Vendor shall be in Indian Rupees, firm and not subject to any price escalation. All payments made will also be in Indian Rupees only.
- o. In case the selected Vendor fails to deliver the items of software as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the selected vendor.
- p. A suitable SLA and NDA shall be signed after the issuance of Purchase Order.

- q. SIB can disqualify any Vendor who fails to sign the Service Level Agreement (SLA) or fails to have the SLA co-signed by the Original Manufacturer of the equipment or software.
- r. Bank will not be responsible for any delay in implementation or full operation due to lack of information/readiness from all other third parties concerned.
- s. The Bank reserves the right to cancel the contract and will take action for additional expenditure incurred by the Bank if the selected Vendor does not perform to the satisfaction of the bank, also if Vendor delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice. In this event, the selected Vendor is bound to make good the additional expenditure, which the Bank may have to incur in executing the balance of the contract. This clause is also applicable, if for any reason, the contract is cancelled.
- t. All inquiries, communications and requests for clarification shall be submitted in hard copies/e-mail to SIB and response for the same shall be obtained in writing. Only such documents shall be considered as authoritative.
- u. Successful Vendor shall be responsible for compliance with all requirements under the laws and shall protect and indemnify completely SIB from any claims / penalties arising out of any infringements.
- v. Successful Vendor shall protect and fully indemnify the SIB from any claims for infringement of patents, copyright, trademark or the like.
- w. The Vendor shall explicitly absolve the Bank of any responsibility/ liability for the use of system software, with regard to copyright/ license violations, if any.
- x. Vendor should ensure that all points in the Main Document and Annexure(s) are taken into account before submitting the Bid Documents. If a particular point is mentioned in the Main Document and not in Annexure(s), or vice versa, it should not be construed as an error and the Vendor should submit all relevant information irrespective of whether it has been requested or not.
- y. Bids once submitted shall be final and no amendment shall be permitted. A Vendor shall submit only one set of proposals. However SIB reserves the right to re-negotiate the prices.
- z. All the prices, technical specifications and other terms and conditions of the offer proposed by the Vendor should be valid for a minimum period of 6 months.

- aa. Further, subsequent to the orders being placed/agreement executed, the Vendor shall pass on to SIB all fiscal benefits arising out of reductions in Government levies viz. sales tax, excise duty, custom duty, etc.
- bb. Response to the RFPQ that do not meet the set timelines or incomplete in any aspect or not submitted in the prescribed format will be summarily rejected at the whole discretion of the BANK.
- cc. All information disclosed through this RFPQ or verbally or in writing or in any manner or form including but not limited to all computerized data, information or software specifications, data, notes, memoranda and any other writings between the Bank and Vendor or vice versa shall be treated as confidential and shall not be disclosed to a third party, without mutual agreement.

14. TERMINATION:

Termination for Default: The Bank, without prejudice to any other remedy for breach of contract, by written notice of default sent to the successful vendor, may terminate this contract in whole or in part:

- a. If the Successful Vendor fails to perform obligation(s) under the contract.
- b. If the Successful Vendor, in the judgment of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Contract. Corrupt practice means the offering, giving, receiving or soliciting of anything of value or influence the action of an official in the bank in procurement process or in contract execution; and “fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Bank, and includes collusive practice among Vendors (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

Apart from the general grounds of default mentioned above, the Bank reserves its right to cancel the order in the event of, but not limited to, one or more of the following specific situations:

- a. Unnecessary or unwarranted delay in execution of the work allotted.
- b. Delay in submission of reports beyond the stipulated periods.
- c. Change in the composition of staff as furnished in the bid.
- d. Breach of trust is noticed during any stage of the consultancy assignment.
- e. The selected Vendor commits a breach of any of the terms and conditions of the bid.

- f. If it is found at any stage that the Vendor has concealed any important information or has submitted any false information or declaration particularly regarding any pending legal action or blacklisting status.

15. RESPONSE TO RFPQ & CONTACT DETAILS

- a. The time is the essence of the project. It is mandatory for vendors who respond to this RFPQ to meet these expectations as they are tightly linked to SIB's plans of implementing the Video conferencing solution. Following are the timeframe defined for the activities.

| ACTIVITY | DATE |
|--|---------------------------------|
| Address any clarifications on RFPQ (Clarifications may be addressed by e-Mail and can be obtained by sending a mail to: - vineeshav@sib.co.in with subject line "Video Conferencing RFPQ FY 2020-21") | 10th Sep 2021 |
| Bid submission-Last Date | 16th Sep 2021 |

- b. Bank reserves the right to extend the last date of submission, at its sole discretion.
- c. SIB is not responsible for non-receipt of quotations within the specified date and time due to any reason including postal holidays, delays or approaching SIB.
- d. Vendor should ensure that hardcopies & softcopies of both the bids are properly numbered as Page __ (current page) of __ (total pages). Further the authorized signatories of the Vendor should initial and seal on all pages of the hardcopies the bids.
- e. Bids with erasure / overwriting / cutting are liable to be rejected. If required, the corrections can be made by scoring out and writing afresh. The corrections shall be authenticated with authorized signature and seal.
- f. E- bid should be submitted as follows: -
- Technical quote (UNPRICED) with all relevant supporting documents, response to Annexure-A, B, C, D, E, F, G in a cover marked "TECHNICAL BID – RFPQ FOR VIDEO CONFERENCING SOLUTION".
 - Commercial quote (PRICED) for the entire proposal with detailed breakup of the prices for each line item etc, refer Annexure E in a cover marked "COMMERCIAL BID – RFPQ FOR VIDEO CONFERENCING SOLUTION". The prices for the products should be indicated in Indian Rupees (INR).

- The soft copies of the Checklist, Technical and Commercial bid should be provided in PDF & Microsoft word formats via Compact Disc. Further the Vendor should certify that the contents of the soft copies are the same as that provided by way of hard copy. In the event of a discrepancy the offer will be rejected.
 - All of the above should be submitted in a single sealed cover marked as " BID – RFPQ FOR VIDEO CONFERENCING SOLUTION FY 2020-21".
- g. Vendor should ensure that the bid documents are submitted as above only to the following address on or before the stipulated date

The South Indian Bank
IT Operations Department
SIB Building (3rd Floor), Infopark Road
Rajagiri Valley, Kakkanad
Ernakulam – 682 039, Kerala State
Telephone: 0484 – 23939393 / 2415566
Tele-Fax: 0484 – 2771326
E-mail: vineeshav@sib.co.in, Mob: 9995615030

16. SELECTION CRITERIA

- a. The company profile, past experience of the company in the area of supply, installation and commissioning of quoted equipment, cost of the hardware and software offered, technical features of the hardware/software offered, delivery schedule, past experience with SIB, post implementation service and support, etc. shall be some of the criteria in selecting the Vendor.
- b. Local presence and nature of Vendor's support (direct/indirect) available at each location shall also be considered while evaluating the tenders submitted by the Vendors.
- c. The vendor should successfully have completed at least 4 major installations for the proposed solution and the necessary documents should have to be submitted during the tender process.
- d. The quoted brand and preferably model should have been successfully installed in at least 4 major projects in various banks/large organization. All bid responses should be accompanied by reference details of those projects.

17. LITIGATION

- a. If it comes to the notice of the Bank that the Vendor has suppressed any information either intentionally or otherwise, or furnished misleading or inaccurate information, the Bank reserves the right to nullify the Qualification and to disqualify the Vendor. If such information becomes available to the Bank prior to issue of Letter of Intent, SIB reserves the right to disqualify the Vendor. If such information comes to the knowledge of the Bank after the award of work, SIB reserves the right to terminate the Contract unilaterally at the total cost and risk of the Vendor and such action would include but not limited to forfeiture of all deposits, guarantees etc. furnished in any form. The Bank also reserves the right to recover any dues payable by the selected Vendor from any amount outstanding to the credit of the selected bidder, including the pending bills and security deposit, if any. The Bank will also reserve the right to recover any Advance paid.
- a. All disputes or differences whatsoever arising between the selected Vendor and the bank out of or in relation to the construction, meaning and operation or effect of the contract, with the selected bidder, or breach thereof shall be settled amicably. If, however, the parties are not able to resolve any dispute or difference aforementioned amicably, the same shall be settled by arbitration in accordance with the Rules of Arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/Arbitrators shall give a reasoned award.
- b. Work under the Contract shall be continued by the selected Vendor during the arbitration proceedings unless otherwise directed in writing by the Bank unless the matter is such that the works cannot possibly be continued until the decision of the arbitrator or of the umpire, as the case may be, is obtained and save as those which are otherwise explicitly provided in the Contract, no payment due or payable by the Bank, to the Vendor shall be withheld on account of the ongoing arbitration proceedings, if any, unless it is the subject matter or one of the subject matter thereof. The venue of the arbitration shall be at Thrissur, Kerala State, India.

-----[End of Main Document]-----

Annexure - A

Technical Specification for Room Based Video Conferencing End Point – 35 Nos.

| SNO | FEATURES | TECHNICAL SPECIFICATIONS | COMPLIANCE |
|-----|-------------------|--|------------|
| | | | (YES/NO) |
| 1 | Unit components | The unit offered must be complete with: Full High Definition (1080p) Videoconferencing Codec, Full High Definition (1080p) Camera, Microphone, Touch Control Display and required cables. | |
| 2 | Bandwidth | Up to 2 Mbps over IP (H.323 or SIP) in a point to point call or desired bandwidth necessary for uninterrupted call. | |
| 3 | Camera Features | The camera must be of Full High Definition type with the minimum following Features-Min 12x zoom, 72 degrees of horizontal field of view & 43.5 degrees of vertical field of view. Full HD 1920 X 1080 pixels' progressive @ 60fps. Auto and manual focus / brightness / white balance. Far-end camera control, all near and far-end camera presets. Camera and Codec should be from the same OEM. | |
| 4 | Video Standards | Unit should support the following ITU Standards/ latest standards: | |
| | | H.264, H264 High Profile/H.265 | |
| 5 | Video Features | Should support minimum 16:9 Wide screens. Should give both Picture in Picture (PIP) and side by side layouts on single screen. Video Switching (Voice Activated Switching) | |
| 6 | Video Inputs | The Unit should have minimum 2 video inputs as follows 1 x HD Camera and 1 x DVI / XGA/HDMI for PC (Presentation purpose) | |
| 7 | Video Outputs | Minimum 1 X HD video outputs (HDMI) for main display. There should be an option to connect 2 nd HD Display in future (Dual Display Option) | |
| 8 | Video Frame rates | HD 720p up to 30 frames per second. HD 720p up to 60 frames per second. HD 1080p up to 30 frames per second. HD 1080p up to 60 frames per second. | |

| | | | |
|----|-------------------------------|--|--|
| 9 | Video Formats | The unit should support following video formats or higher PAL, VGA, SVGA, XGA, SXGA, WXGA, HD | |
| 10 | Live Video Resolutions | PAL: The codec unit should support following native PAL resolutions. HD 720p (1280 x 720 pixels), 1080p (1920 x 1080 pixels) 4CIF (704 x 576 pixels) Native resolutions: The unit should support following PC video resolutions. XGA (1024 x 768), SXGA (1280 x 1024), WUXGA (1920 x 1200) SVGA (800 X 600), VGA (640 x 480) | |
| 11 | Dual stream | The System must be capable of carrying out both Video and presentations simultaneously. The system should support H.239 and BFCP protocols | |
| 12 | Audio Standards | Unit should support the following ITU Standards/ latest standards: G.711, G.722, G.722.1, G.729, AAC-LD. | |
| 13 | Audio Features | Should support the following features - High quality 20 KHz stereo (DESIRABLE), Acoustic echo cancellers, Automatic Gain Control (AGC), Integration with third-party audio systems, Automatic noise reduction and Active lip synchronization. | |
| 14 | Audio Inputs | The unit should have minimum audio inputs as follows <ul style="list-style-type: none"> • Three microphone inputs • One for line-in (stereo) | |
| 15 | Audio Outputs | The unit should have minimum audio outputs as follows 1 x HDMI / RCA / phono for main audio 1 x SPDIF / RCA / line out for any other auxiliary purpose | |
| 16 | Microphone | Microphone with 360 degree pick up and 5 feet radius noise pick up and Noise Suppression | |
| 17 | Embedded Encryption | It must support Encryption on H.323 and SIP point-to-point and multipoint calls. It must support H.235 v3 and Advanced Encryption Standard (AES) | |
| 18 | Security Features | It should provide the following security features. | |

| | | | |
|----|---|--|--|
| | | Management using HTTPS and SSH, IP administration password, Menu administration password, Disable IP services and Network settings protection. | |
| 19 | Network features | The System should be capable of dialling for H.323. The system should have the following Down speeding on H.323, DNS lookup for service configuration, Dynamic playout and lip-sync buffering and Date and time support using Network Time Protocol (NTP) | |
| 20 | Network Interface | The unit should provide the following network Interfaces-S-interface (via an external module, if not supported in the system) 1 x LAN / Ethernet (RJ-45) Minimum 10/100/1000 Mbps full / half duplex. 1 x management console 1 x USB Should support following network connectivity's TCP / IP, DHCP, FTP, Telnet, HTTP and HTTPS | |
| 21 | IPv6 Network Support | The unit should support the following for IPv6: Single call stack support for both H323 and SIP, Dual-stack IPv4 and IPv6 for DHCP, SSH, HTTP, HTTPS, DNS, DiffServ and Support for both Static and Automatic IP configuration (stateless address auto configuration) | |
| 22 | Directory Services | Support for Local, Global server Directories. Unlimited entries using Server directory supporting LDAP and H.350. Last number called. Received calls with date and time. Placed calls with date and time. Missed calls with date and time | |
| 23 | Touch Screen Display | The unit should come with easy to use touch screen display for entering the credentials for joining to the meetings | |
| 24 | Power | 230 V AC, +/-10%, 50Hz single phase | |
| 25 | Operating Temperature and humidity | Operating Temperature : 10 to 35 Centigrade | |

| | | | |
|----|--------------------------------|---|--|
| 26 | System Management | System should support Total management using embedded SNMP, Telnet, SSH, XML, SOAP. Remote software upload: using web server, secure copy (SCP), HTTP, HTTPS and Remote control and on-screen menu system. | |
| 27 | H.323/SIP Features | Differentiated services (quality of service [QoS]), IP-adaptive bandwidth management (including flow control), Automatic gatekeeper discovery, Packet loss-based down speeding, Uniform resource identifier (URI) dialling. Auto Network Address Translation(NAT) support | |
| 28 | Shelves | Wall mounted shelves to be supplied along with Endpoints to hold the Camera above the LCD TV and CODEC and other accessories below the LCD TV. Shelf shall be mounted against the wall in such a way that all connecting cables shall be concealed behind the display in a neat manner. | |
| 29 | Brand and model details | Brand, Model with part no. for all components of the solution to be quoted | |
| 30 | Logging | The endpoint should be capable of storing logs for at least couple of weeks. | |

Annexure - B
Executive Video Conference Solution – 19 Nos

| SNO | FEATURES | TECHNICAL SPECIFICATIONS | COMPLIANCE |
|-----|-----------|--|------------|
| | | | (YES/NO) |
| 1 | Package | Full HD 1080p camera (Integrated or External), HD 1080p Codec, Microphone, Cables, and Wireless Touch Controller. All must be from the same OEM. | |
| 2 | Protocols | H.323 and SIP Compliant. | |
| | | H.264. The system should support higher Video Compression protocols such as H.264 High Profile/H.265. | |
| | | H.239, BFCP. | |
| | | H.263 & H.264 Video error concealment. | |

| | | | |
|----|------------------------|--|--|
| | | G.729, G.711, G.722, G.722.1 audio protocols. | |
| | | H.281 far end camera control. | |
| 3 | Video Inputs | It should have 1 x HD Camera Interface or 1 x Integrated Camera. It should have another inbuilt 1 x HDMI/DVI/VGA port for Connecting PC. | |
| 4 | Video Outputs | It should have at least 1 x HDMI/DVI ports to connect Touch Display that should act as an Extended Screen to a Laptop | |
| 5 | Main Video Resolutions | Shall work in high definition video resolution of 1080p 30fps for live video. | |
| 6 | Content Resolutions | The system should support 1080p30fps content | |
| | Display | Minimum of 23 inch touch screen display | |
| 7 | Camera | Full HD 1080p 30 fps, Zoom - 5X or more, Field of View - 80 Degrees or Higher Horizontal FOV | |
| 8 | Audio Inputs | It should support 1 No of integrated Mics. It should have additional Audio Input for PC Audio | |
| 9 | Audio Outputs | It should have at least 1 x HDMI port. It should have at least 1 x HDMI/3.5mm/RCA Stereo Line-Out port. | |
| 10 | Network | Should have 10/100 Mbps auto speed Ethernet port. Support Data Rate of 3 Mbps or more on IP (H.323 and SIP). | |
| 11 | Other Features | Should support H.460.X Firewall traversal protocol and directory support. Should support pass through. | |
| 12 | Power | Should operate on 230v, 50 Hz Power supply | |
| 13 | OEM | The OEM must have been in the Gartner magic quadrant for room video systems as a leader in the last 3 available reports. | |

Annexure – C

Room Device Video Conference Solution – 2 Nos

| SI No | Features | Specifications | COMPLIANCE (YES/NO) |
|-------|-----------------|--|---------------------|
| 1 | Unit components | The unit offered must be complete with: Full High Definition (1080p) Videoconferencing Codec, Full High Definition (1080p) Camera, Microphone, | |

| | | | |
|---|-------------------------|--|--|
| | | Touch Control Display and required cables. | |
| 2 | Video Standards | Latest video standards H.264, H.265 | |
| 3 | Video Frame Rate | Should support 60 fps with 1080p resolution. | |
| 4 | Video Features | Ability to send and receive two live simultaneous video sources in a single call, so that the image from the main camera and PC or document camera can be seen simultaneously. | |
| | | Should support H.239 and BFCP protocols | |
| | | The system must have the ability to pair mobile devices such as Tablets and Smartphones based on iOS or Android platforms so that these devices can be used for: | |
| | | 1) View the Presentation that is being shown in the VC call. | |
| | | 2) Add and disconnect call. | |
| | | 3) Take snapshot of the presentation being shown | |
| 5 | Video Input | The system must have the ability to pair with laptop for sending content without any wires to the VC system. | |
| | | In case the above feature is not available natively, then additional components can be provided to achieve this. | |
| | | Should have at least 1 x HDMI inputs to connect Full HD cameras. | |
| | | Must have 2 HDMI inputs to connect two laptops/PC for presentations | |
| | | All inputs should support 1080p60 | |
| 6 | Video Output | Should support the ability to view and share presentations at a resolution of 1080p30 | |
| | | The system must have the ability to pair with laptop for sending content without any wires to the VC system | |
| | | Should have at least 2 no.'s of HDMI output to connect Full High Definition display devices such as plasma and projectors for both Video and Content.(Dual Monitor Support) | |

| | | | |
|----|---------------------------------------|---|--|
| | | When not in a VC call, it should be possible to view presentation from two laptops on each of the screen so that users can collaborate. | |
| 7 | Audio standards supported | G.711, G.722, G.722.1, 64 kbps MPEG-4 AAC-LD standard must be supported.. | |
| 8 | Other Desirable Audio features | Noise Reduction, Automatic Gain control, Acoustic Echo Canceller, Active Lip synchronization | |
| 9 | Audio Inputs | Should support 3 Microphone inputs to connect 3 microphones. | |
| | | The pickup of the microphones should be at least 10 feet from the microphone. | |
| | | Echo Cancellation for every input must be available. | |
| 10 | Audio Outputs | Should support audio output | |
| 11 | Network Interfaces | 1 LAN /Ethernet--10/100/1000 Mbps full duplex | |
| 12 | Bandwidth | H323/SIP upto 6 Mbps point-to-point. | |
| 13 | Network Capabilities | Packet Loss Based Down speeding | |
| 14 | H.323/ IP Features | QoS--DiffServe | |
| | | IP adaptive bandwidth management (including flow control) | |
| | | Auto Gatekeeper discovery | |
| | | Auto Network Address Translation(NAT) support | |
| | | Standards based- Packet Loss Recovery feature | |
| | | System should support IPv4 and IPv6 from day one. | |
| | | Should support URL Dialling | |
| | | Support for H.245 DTMF tones in H.323 | |
| 15 | Menu Control | Password protected system menu | |
| 16 | Encryption of video call | ITU-T standards based Encryption of the video call | |
| | | Call should be encrypted end-to-end on IP | |
| | | Should support Standards-based: H.235 v3 and AES Encryption via Automatic key generation and exchange. The same should be available in a call with Video with presentation (dual video) | |
| | | Ability to manually turn encryption ON/ OFF should be there. | |
| | | Automatic key generation and exchange | |

| | | | |
|----|------------------------------|--|--|
| 17 | Management | System Management using HTTPS and SSH | |
| 18 | Camera | Should have at least two or more HD cameras to automatically detect active speakers in the conference room. The camera should also have face detection mechanism to enable automatic framing of participants. | |
| | | The camera should automatically detect who in the room is speaking and select the best camera framing for that person. And when no one is speaking it should automatically select the best group framing. | |
| | | The system should be capable of providing metrics such as participant count that could be used for resource utilization, return on investment reports. | |
| | | Should have the ability to turn OFF speaker tracking if need be. | |
| | | The cameras should be suitable for a large conference room of about 7m in length with 15 people. | |
| | | 1920 x 1080 pixels progressive @ 60fps | |
| | | The Camera and codec should be from the same manufacturer. | |
| | | Should have at least 80 degrees horizontal field of view. | |
| 19 | Camera Features | The camera must be of Full High Definition type with the minimum following Features-Min 12x zoom, 72 degrees of horizontal field of view & 43.5 degrees of vertical field of view. Full HD 1920 X 1080 pixels' progressive @ 60fps. Auto and manual focus / brightness / white balance. Far-end camera control, all near and far-end camera presets. Camera and Codec should be from the same OEM. | |
| 20 | Directory services | Should support Local and Global directories | |
| | | Should support LDAP and H.350 protocols for directory transfer. | |
| 21 | Multipoint Capability | Should support built-in Multiconference capability to connect at least 1+3 sites at 720p30fps in a continuous presence mode | |

| | | | |
|----|-----------------------|--|--|
| | | All sites must be visible in a continuous presence mode with rate matching and transcoding such that different sites may connect at different speeds and protocols and still maintain a resolution of at least 720p | |
| 22 | User Interface | In order to provide a good user experience, the unit must be equipped with an intuitive Touch Screen/Panel for controlling the VC unit. | |
| | | Must have ability to browse the directory, search a contact, Enable / disable speaker tracking, change layouts, mute/ unmute, increase-decrease volume. | |
| | | The user should have the ability to select between two presentation sources such as a fixed PC and a laptop from the user interface. Users should also have the ability to share presentation wirelessly. | |
| | | Must have the capability to integrate with external control systems to control Blinds, Lights, air conditioning using the API's. The User interface must have the necessary icons for controlling the external devices | |

Annexure - D

DESKTOP/MOBILE/WEB BROWSER BASED VIDEO CONFERENCE SOLUTION

| SNO | FEATURES | TECHNICAL SPECIFICATIONS | COMPLIANCE |
|-----|----------------------|--|------------|
| | | | (YES/NO) |
| 1 | Compatibility | The solution should be downloadable from central server (through Internet), available on a CD/USB and also be available through a browser and launch a Video Conferencing session from the browser itself. | |
| 2 | Display | The solution should be able to display the Video conference on full screen in Full HD Quality 1080p 30fps. | |

| | | | |
|---|-------------------------|---|--|
| 3 | Support | The solution should support standard USB HD (720p30) Webcams and echo cancelling mic/speakers. It should be able to control far end camera control. The desktop should be able to support High Definition (720p 30) quality video transmit and receive. The solution should be able to support continuous presence (CP) and Voice activated (VA) mode selectable by the users. | |
| 4 | OS Compatibility | The solution should be able to run on latest Windows / Mac / Linux platforms. | |
| 5 | Security | Should support AES 128 bit encryption and support NAT/firewall traversal to connect sites on internet. | |
| 6 | Dual Stream | The solution should be able to display the presentation/ data sharing shared by remote sites including H.323 devices on a separate screen other than Video and should be possible to view in extended monitor if connected. The solution should be able to share presentations, desktop display or documents /application sharing to the participants in the Video Call including H.323 devices | |

The idle meeting room dimensions to be considered are as follows,

- a. Basic Video Conferencing end point: 250-350 sq. ft.**
- b. Executive end points: 250-300sq. ft.**
- c. Room device: 500 to 600 sq. ft.**

Annexure – E
VC Bridging Solution with Management & Monitoring System

| SNO | FEATURES | TECHNICAL SPECIFICATIONS | COMPLIANCE |
|-------------------------|----------------------|--|------------|
| | | | (YES/NO) |
| 1 | Basic features | The cloud based Bridging Solution should be capable of offering a Full High Definition 1080p 30fps in real-time for minimum 100 number of concurrent ports / simultaneous locations/ users in single call or simultaneous session in continuous presence and voice activation mode. It should as well provide network flexibility for a reliable distributed architecture and cost-effective scalability for future requirements. The solution Should be able to support to connect H.323 and SIP devices. | |
| 2 | Video Support | It should support the latest video coding standard H.264 and its variants AVC/ SVC with downward compatibility to connect concurrently minimum 100 locations on HD call with H.264 basic, H.263 as possible with the available bandwidth and equipment. The solution should support up to 1080p 30fps on all ports with AES 128bit encryption. The Content sharing support with HD1080p or better resolution with all system including H.323 based endpoint. | |
| 3 | Audio Support | Wideband Audio Support (16 KHz audio) , G.711, G.722 or better | |
| Management Tools | | | |
| 4 | Web-based management | User (Conference room owner) can manage his own conference like mute, silent, and lock conference on his own. The software should support Live graphical web monitoring of the VC systems / Conferences. The Management application should support event logging and notifications including boot, link down/up, connect error, call connected/disconnected, lost response/got response, Down speeding, upgrade start/finish scheduling, low battery, wrong password alert. Also the host can manage the attendees by transfer in or out from the meeting. | |
| 5 | Security | Security, shall support 128 bit AES encryption. The User (Conference room owner) should be able to protect the Conferences by the following | |
| | | <ul style="list-style-type: none"> Setting a Pin | |

| | | | |
|----|-------------------|--|--|
| | | | |
| | | <ul style="list-style-type: none"> • Locking the Conference | |
| | | <ul style="list-style-type: none"> • GUI user authentication | |
| 6 | Layout and design | <ul style="list-style-type: none"> • The solution should offer Personal layout, automatic and dynamic layouts, Far-end camera control (FECC), Conference dial out and dial in. • The solution should be flexible in meeting layouts onePlusN and Equal layouts dynamically scale as more participants join. • Customise Branding -Backdrop image, On screen text, Audio Prompts etc | |
| 7 | User Management | Central directory in management server which can be seen by individual room system, desktop system and select specific far site system and dial. Also these systems can add these users locally to their address book. The following access levels are required: | |
| | | Normal User: | |
| | | <ul style="list-style-type: none"> • To be used by the regular user | |
| | | Operator: | |
| | | <ul style="list-style-type: none"> • Limited System Configuration | |
| | | Administrator: | |
| | | <ul style="list-style-type: none"> • Administrator of a Partition of the System assigned to SIB | |
| 8 | Sharing | The Conference Room owner shall be able to share the Conference URL to be used by the Guests to join the conference and no need for guest to create login credentials. | |
| 9 | Features | <ol style="list-style-type: none"> 1. Breakout Sessions 2. Waiting in the lobby. 3. Transfer in and Transfer Out 4. Lock the meeting 5. Participant permit to the meeting by the host | |
| 10 | Admin Activities | The Administrator user shall be able to: | |
| | | | |
| | | <ul style="list-style-type: none"> • User Management: | |
| | | <ul style="list-style-type: none"> • Per Single User: | |
| | | <ul style="list-style-type: none"> • Create | |
| | | <ul style="list-style-type: none"> • Delete | |
| | | <ul style="list-style-type: none"> • Temporarily Disable | |
| | | <ul style="list-style-type: none"> • Change the Password | |

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| | | User Group Management: | |
| | | <ul style="list-style-type: none"> Create a User Group Delete a User Group Set, per User Group, limits like: Maximum Bandwidth Maximum Number of Participants who can join the conferences of the users who belong to the group | |
| | | <ul style="list-style-type: none"> Bandwidth Management: | |
| | | Admin and operator shall be able to | |
| | | <ul style="list-style-type: none"> Monitor all the ongoing conferences and also carry out the Room owner functionalities. | |
| | | <ul style="list-style-type: none"> Meeting Management & Utilisation: Admin and operator shall be able to, <ul style="list-style-type: none"> Check the meeting utilisation Ongoing meetings Scheduled meetings Calendar scheduling Auto mail to the participants Reminder to the participants. Generate the meeting reports. | |

Annexure – F

Project details

| SL NO | PROJECT FEATURES | COMPLIANCE (YES/NO) |
|-------|--|---------------------|
| 1 | The Bank desires to procure a full High Definition Video Conferencing Solution in either service or capex model. | |
| 2 | The bidder has to provide complete solution involving all aspects of required components, including but not limiting to, provide Enterprise-wide Full High Definition Audio-Video Conferencing facility along with comprehensive responsibility of Design, Supply, Installation, Operationalization and Maintenance for the supplied equipment's in Central Office and various Regional Offices of the South Indian Bank, located at across the Country. | |
| 3 | Video conferencing system and related equipment's shall be installed at the bank's Head office, Regional offices and other administrative offices as desired by the bank. | |

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| 4 | For cloud base solution all the necessary servers and its Infra should be Inside India. There should not be any instance hosted outside India. | |
| 5 | The video conferencing solution's recording should be stored inside India. | |
| 6 | The recording should be private with only access to Bank officials and completely managed by Bank. | |
| 7 | The solution should be either service or capex model. The video conferences sever (bridge) can be maintained at Service Providers Data Centre or may be in cloud storage or at Bank's Data centre. There should be necessary connectivity (dual link) of sufficient bandwidth between bank's DC and bridge location (preferably MPLS). | |
| 8 | The management of the hosts & attendees needs to be controlled by Bank. Transfer in/ Transfer out facility have to be there in managing the participants. | |
| 9 | <p>As per our bank's collaboration architecture, all of our offices, departments etc are connected through our MPLS cloud towards our Data Center & DR through BGP. Also the video conferencing end points will be installed at these offices/departments and the proposed solution should work through the existing architecture (MPLS-BGP).</p> <p>The proposed solution should work through the bank's internal MPLS network (there is no public internet).</p> <p>If any of the vendor is proposing a solution which is not compatible with our existing architecture as mentioned above, ie, the VC endpoints require a public internet then the vendor should provide redundant ILL links (not broadband), redundant routers etc along with the solution. Also the same should be managed by the vendor to achieve the SLA uptime which includes the link monitoring, router management, SLA, payments etc if any.</p> | |
| 10 | The proposed solution should have the features like Breakout sessions, Lock the meeting, waiting in the lobby, host admission etc from Day 1 onwards. | |
| 11 | The solution should be able to connect with the existing LED/LCD TVs available at the different locations of the bank. | |
| 12 | The solution must have support for minimum 100 remote locations for video conferencing. SIB is therefore inviting Sealed Techno-Commercial Quotations through this Request for Proposal and Quote (RFPQ) to meet the specified requirements. | |

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| 13 | The total solution shall provide for Normal, Broadcast, Presentation, Web Conferencing, Teleconference and Data Conferencing facility. In normal conferencing mode, number of users spread across various locations should be able to participate. In Broadcast Conferencing mode the speaker should be able to broadcast his/her message to all other locations having the facility. The speaker in this case must occupy the full screen at all the end user locations. It should also provide the Presentation facility to the speaker, whereby one can present a topic to the wider audience using Conferencing facility. | |
| 14 | The users from Internet should be able to participate in the conference using their wireless devices like Laptop/Tablets/Mobile etc. A total of 100 client licenses should be awarded and this count is apart from the total end point devices. | |
| 15 | The system should have the requisite hardware and software interfaces to provide for computer connectivity to enable making Presentations, sharing of files across multiple locations (Content Sharing facility). | |
| 16 | The solution should be user friendly i.e. the endpoint users can directly connect to the video conference and the video conference admin user can connect an endpoint user using the central console. The Total solution should have duo video capabilities i.e both Presenter and Presentation should be displayed. | |
| 17 | The Solution should facilitate scheduling of conferences for multiple users. The scheduling of VC should be either through calendar scheduling from email or through browser. The scheduling should automatically forward the e-mail to the participant of the conference along with the details of URLs, meeting ID and password. | |
| 18 | The solution should have Dial – in & Dial – out service (i.e. It must allow us to make calls to the external public IP address and vice versa). The Solution shall have a programmable retry facility, wherein the system will try to reconnect automatically in case the receiving lines are in a busy/ no response condition. The number of retry should be configurable. | |
| 19 | It would be responsibility of the successful bidder to liaison and provide the necessary configuration on Network equipment's in consultation with the Network Engineer of the Bank. Establishing and providing uninterrupted connectivity throughout the conference will be the responsibility of the vendor. | |

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| 20 | The solution should have the provision of recording and storing of all video conferences and the same should be retrieved based on request without any additional commercial commitments. Also the recording has to be done at free of cost. However, if any commercials have to be considered for the recording purpose then it has to be as per meeting/per hour cost. | |
| 21 | Centralized Video Conference Management console should be provided to bank by the Vendor which facilitates various functionalities such as Real time monitoring, Modification in Screen display pattern, control over endpoint devices, guest/host transfer in/out, mute on entry etc., | |
| 22 | Concurrent Video Conference facility should be provided (a minimum of 100 concurrent sessions The facility should allow us to conduct internal and external video conferences simultaneously. | |
| 23 | The solution must provide web based/mobile platforms through which users can join the video conference through internet. | |
| 24 | The call merging facility should be made available. i.e. External Video conference calls can be joined with the Internal Video conference calls. | |
| 25 | Bidders should give the detailed requirements in terms of pre-requisite, infrastructure etc, to implement the Total solution offered by them. | |
| 26 | As per the Bank's requirement successful bidders should be ready to shift, occasionally, the equipment's from one place to another (within in building), uninstall and reinstall all the equipment's without any additional cost to the Bank. | |
| 27 | Products positioned must have a roadmap and life span of minimum 5 years. | |
| 28 | All the OEM should certify the bill of material for both products and the support component on their Letter Head for all the equipment's and supports quoted by the bidders as per the requirement given in the RFPQ. | |
| 29 | Security of the solution: Being a financial institution, Bank expects that the solutions proposed facilitate necessary security checks and validation processes for ensuring foolproof access to the systems. These security measures should be an integral part of the product. | |
| 30 | Multiple levels of authority: It is mandatory that the proposed solution provide multiple levels of access for users, managers, administrators etc., depending on their roles. | |
| 31 | The solution should offer the bank to share the conference URL to guests to join the conference without creating any login credentials. | |

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| 32 | The solution should offer at least 100 video conference rooms for simultaneous video conference solution and the same can be increased based on the bank's requirement. | |
| 33 | The Video conference solution should offer unlimited facility i.e there shouldn't be any time bound restriction for conduction a particular conference. | |
| 34 | The solution should capable of joining other video conferencing solutions such as webex, Microsoft teams, zoom etc. hosted by other organizations. | |
| 35 | The solution should offer the facility to view the participant lists in the Video conferencing end points. | |

Annexure – G

Commercial Bid details

| SNO | ITEM DESCRIPTION | RENTALS per SITE/ ANNUM | NO OF SITES | TOTALS |
|-----|---|-------------------------|-------------|--------|
| 1 | Basic Video Conference endpoints | | 35 | |
| 2 | Executive Video Conference endpoints | | 19 | |
| 3 | Room Based Video Conference endpoints | | 2 | |
| 4 | Sufficient bandwidth dedicated MPLS DC-Bridge dual Link charges (in case of cloud solution works within the banks MPLS network) | (ARC) | | |
| 5 | FM Service for managing the Video Conferencing solution. (if cloud solution) | | 1 | |
| 6 | FM Service for managing the Video Conferencing solution. (one L3 & one L2) for on prem solution. | | 2 | |

For cloud based solution working through internet:
Additionally the vendor should provide the following:

| SNO | ITEM DESCRIPTION | Qty | Unit Price | Total Price |
|-----|--|-----|------------|-------------|
| 1 | Router for offices/departments with redundancy | | | |
| 2 | Internet Links (not broadband) for | | (ARC) | |

| | | | | |
|----------|--------------------------------------|--|-------|--|
| | offices/departments with redundancy | | | |
| 3 | Internet Links at DC with redundancy | | (ARC) | |

| SNO | ITEM DESCRIPTION | Unit Rate | Total Cost |
|------------|--|-----------------------|-------------------|
| Option 1 | On premises solution where all the devices including video conferencing endpoints, central servers etc are owned by bank | Detailed BOM required | |
| Option 2 | Cloud based solution (SAAS) with recording inside India where the solution as well as video conferencing endpoints will be owned by the vendor. [OPEX Model] | Detailed BOM required | |

#####-----End of Document----#####