

## I. Section A

### Tender call notice.

Andhra Pradesh Technology Services Limited (APTS),  
Boorgula Rama Krishna Rao Bhavan, B- Block, 4th floor,  
Tank Bund Road, Hyderabad, AP 500 063, India.  
Phones : (40) 23227458; (40) 23223865; Fax: (40) 23228057.

-----

#### **Tender call for Software based Video Conferencing solution with 32 concurrent users and license for 2382 end points for Social Welfare Department**

Time schedule of various tender related events.

Bid calling date	19-12-2009
Pre-bid conference date/time	28-12-2009 2.30PM at O/o Commissioner, Social Welfare Department, Masab Tank, Hyderabad
Last date/time for clarification	28-12-2009 5.00PM
Bid closing date/time	06-01-2010 3.00PM
Bid opening date/time	06-01-2010 3.30PM
Bid Document Fee	Rs. 10,000/-
APTS Contact person	Manager (IIP & Networking)
APTS Reference No.	APTS/IIP/CSW-VC/2009

#### **A. The background, solution, service or material required:**

##### **A.1.1 Proposal**

The Social Welfare Department (SWD) operates at three levels, namely Commissionerate office at Hyderabad, 23 District Offices and manages 2358 Welfare Hostels spread across state.

Now the Social Welfare Department intends to have facility to have Video conference between the Commissionerate and their District offices and Hostels.

For the new proposed Videoconference facility, The Social Welfare Department plans to acquire computer hardware required and connectivity to their Offices and hostels in the State. **The bidders shall propose the hardware, network and Internet bandwidth requirements in the proposal.**

**A.1.2 Requirements of Social Welfare Department under this RFP in brief**

Supply, Installation and commissioning of IP based Video Conference facility at Commissionerate, 23 District Welfare Offices and 2500 hostels & ASWO Offices .

i) **Schedule I:**

<b>Product code</b>	<b>Description</b>	<b>Qty</b>
D.1	Supply, Installation and commissioning of Video Conference at Commissionerate, Social Welfare Department	1
D.2	Installation and Commissioning of Video Conference at District Welfare Offices.	23
D.3	Installation and Commissioning of Video Conference at hostels & ASWO Offices across the State	2358

**A.2. Scope of incidental services:**

1. Furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods.
2. Warranty period services for Three years.

**A.3. Maintenance :**

Bidder should indicate Annual maintenance cost for the indicated years after expiry of warranty period of 3 years.

**A.4. Delivery and Installation period**

Bidder shall deliver the goods/software/services with in Six weeks and install and commission the same with in 8 weeks from the date of contract signing.

## Section B

### **B.1 Pre-Qualification criteria:**

1. The bidder should be an authorized representative of a manufacturer and should be in business of manufacture and or supply and maintenance of the offered items for a minimum period of **Five years** in India as on bid calling date.
2. The bidder should be registered company in India for more than five years as on bid calling date & should be in profits for last five years.
3. The bidder should have or establish **one service** center at Hyderabad within 30 days of signing of contract with at least three **service engineers** (out of this at least two Manufacturer Trained Engineers) if the contract is awarded..
4. a) The bidder should have minimum **annual turnover** for the items/product mentioned (irrespective of brand/model) in Procurement Schedules and for the brand offered, during any one of the last two Financial years 2007-08 and 2008-2009 as follows:

Schedule	Item name	Financial year	Total Sales ( Nos.)	Brand offered Sales (Nos.)
Schedule-I	Software based Video Conference solution	2007-08 or 2008-2009	4000 licenses	2000 licenses

- b) The bidder should have at least carried out one installation of Software based Video Conference solution with minimum of 50 end points & above and The bidder should have experience in IP based Video conference equipment installation, commissioning and maintenance.
5. The bidder should furnish the information on major past supplies under the relevant product/services and satisfactory performance for the last **two financial years of 2007-08 and 2008-09**.

Note : Relevant documents in support of above should be furnished.

## Section C

### C1. Statement of important limits/values related to bid

Item	Description
EMD Schedule I	Rs. 2 Lakhs
Bid Validity Period	90 days from the date of opening of bid
EMD validity Period	45 days beyond bid validity period
Variation in quantities	+/- 25%
Period for furnishing performance security	Within 7 days from data of receipt of notification of award
Performance security value	5% of contract value in favour of The Managing Director, AP Technology Services Ltd.,
Performance security validity period	60 days beyond warranty period
Period for signing contract	Within 10 days from date of receipt of notification of award
Warranty period	36 months from the date of successful installation and commissioning of all goods. (The bidder should train the department team in maintaining the Video Conference software)
IPR	The bidder should the source code (IPR) to Government.
Payment terms	Cumulative payment
On delivery & successful installation and commissioning	90% of contract value
On acceptance	100% of contract value
LD for late deliveries	1% of the late delivered or deemed late delivered goods for 1st week or part there of, 1.5% for 2 <sup>nd</sup> week or part there of, 2% for 3 <sup>rd</sup> week or part there of and so on.
Maximum LD for late deliveries	10% of value of late delivered or deemed late delivered goods
Options for the required equipment	If the bidder wants to give option, he may submit it as separate bids along with separate EMD. This will be treated as separate bid for evaluation.

## Section D

### **D- Technical specification SCHEDULE-I**

Product code	Description	Qty
D.1	Supply, Installation and commissioning of Video Conference at Commissionerate, Social Welfare Department	1
D.2	Installation and commissioning of Video Conference at District Welfare Offices.	23
D.3	Installation and commissioning of Video Conference at hostels & ASWO Offices across the State	2358

**The IP based video conferencing software solution should enable real-time audio, video, and data communication over LAN , WAN (leased lines, VPN, broadband data card) The solution should use TCP/IP technology and a software based Codec, thus conserving real time bandwidth in case of synchronous audio and video delivery at multipoint locations thus, providing a highly interactive videoconferencing experience.**

**In videoconferencing the solution should be able to do the following:**

- 1. Conduct a multipoint simultaneous videoconference from Central site.**
- 2. Users while conferencing should share word, power point, excel, browser, pdf, whiteboard, instant chats, application simultaneously from one single PC / Laptop screen.**

#### **D.1.1 Conferencing System:**

##### **1. Voice and Video Conferencing**

- i. Should work on** converged IP Networks.
- ii.** Video encoding standards include H.261, H.263, and H.264.
- iii.** Should support Quarter Common Intermediate Format (QCIF), Common Intermediate Format (CIF), Standard Input Format (SIF); 4CIF with H.263 in high-rate modes.
- iv.**
- v.** Video should automatically connect with video-enabled endpoints; no scheduling is required.
- vi.** Vice-activated continuous presence should be supported up to 16 participants. The layout should adjust as additional participants join.
- vii.** Should support quality of service (QoS) with Differentiated Services (DiffServ).
- viii.** Each endpoint in a video conference should participate according to individual video bandwidth capabilities without affecting the connection of other participants.
- ix.** Should support integration with Microsoft Outlook's scheduling function
- x. Audio Support:** G.711, G.722, G.723.1, G.729A, G.722.1 Annex 'C'
  - IVR prompts for auto attendance
  - User managed mute control
  - DTMF support

- xi. **Network Support:** IP H.323 and SIP
- xii. Meeting entries and departures to be announced.
- xiii. A roll call of participants to be provided.
- xiv. Should support breakout sessions.
- xv. Meeting moderators should be able to mute individual users or all participants.
- xvi. Moderators can lock meetings.
- xvii. Should support a provision to prerecord a meeting message for other participants to hear before entering the meeting.
- xviii. Should support a lecture-style meeting with facilitated question and answer sessions.
- xix. Desktops clients must encode VGA or 1/4 HD or HD720P (Depending on CPU of the PC) and decode 1080P(4 x HD 720P images or 2 x HD 720P images + 6 x VGA or 8 x VGA).
- xx. Solution should be able to handle upto 20% packet loss and must work over WiFi, 3G, Internet.
- xxi. The latency at the central site must be blow 20 m.sec.
- xxii. The solution must support the new video conferencing standards
- xxiii. The solution should be scalable.

## 2. Meeting Management

- i. Should provide a browser-based interface to manage the voice, video, and web elements of meetings.
- ii. Should support viewing of who is speaking and sharing at any given moment.
- iii. Should provide a list of participants includes all voice, video, and web conference participants with permission icons and their emoticon status.
- iv. Should support a provision to send public and private text messages within collaborative meetings
- v. Presenters can chat with anyone, and audience members can chat only with presenters.

## 3. Security

- i. Should support a provision for participants to authenticate themselves using individual logins to attend a meeting or to access the documents and recordings for a meeting.
- ii. Should automatically block out users after multiple failed login attempts.
- iii. Should support a provision for Meeting organizers to change voice and web conferencing permissions, specify announced entry and departure, require passwords, lock the meeting, and eject unwanted attendees.

## 4. System Administration

- i. Should support customization of voice prompts (including music on hold)
- ii. Should support a Simple Object Access Protocol (SOAP)-based API for external application integrations. Should support user provisioning, user authorization, system configuration, licensing, schedule, start, attend, end meetings, in-session controls, and events.

## 5. Video recording

- i. Should support video recording with DVRs, Network storage etc.

Software with above features is to be installed at Office of the Commissioner, Social Welfare Department, Hyderabad. The configuration of the server at Commissionerate and PCs at remote locations should be indicated by the bidder in the Technical bid.

While giving the requirement of hardware the bidder should indicate the detailed configuration of the server along with Operating systems and all other necessary interfaces and licensing aspects. Similarly for the remotes the bidder should clearly indicate the configuration of the PCs required along with the specification of camera, speakers, Mic with required interfaces. The bidder should inform the minimum requirement of bandwidth and proposed modality for taking this bandwidth.

THIS IS A COMPULSORY PART OF THE TECHNICAL EVALUATION.

Note: The video conference implementation will be done in a phased manner as detailed below:

Phase- 1: Software required for central site and 100 remote sites will be taken in Phase- 1.

Phase- 2: Up on successful installation and testing in Phase-1 the total requirement will be implemented in phase-2.

The bidder should quote price separately for phase-1 and phase-2. However the evaluation for identification of L1 bidder will be done for the total cost for phase-1 and phase-2

## Section E

### **E.1 Bidding procedure - Separate bid for each option :**

**E.1.** Offers should be made in three parts namely, "Pre-qualification bid", "Technical bid" and "Financial bid" in the format given in bid document. Each offer should be placed in a separate envelope super scribed Pre-qualification bid", "Technical bid" and "Financial bid", as the case may be, followed by the title mentioned above against "tender call"

- 1.) EMD details should be given in the "Pre-qualification bid".
- 2.) Tenders will be accepted only from those who have purchased the bid document.
- 3.) All correspondence should be with APTS contact person.
- 4.) A complete set of bidding documents may be purchased by interested bidders from the APTS contact person upon payment of the bid document price which is non-refundable. Payment of bid document price should be by demand draft/ cashier's cheque or certified cheque drawn in favour of "The Managing Director, Andhra Pradesh Technology Services Ltd." and payable at Hyderabad (India).

### **E.2. Pre-qualification bid:**

It shall include the following information about the firm and/or its proposal.

1. General information on the bidder's company in Form P-1
2. Turn over details in relevant field in Form P-2A
3. Turn over details of the product ( Brand) offered in Form P-2B
4. List of major customers in support of turnover in Form P-3
5. Details of service centers in AP in Form P-4
6. List of Certificates in Form P-5 ( Bidder's format)
7. Manufacturer's authorization to participate in bidding process apart from such other documents like authorization certificate for dealing in the products for which bid is submitted. (However this will not apply to Manufacturers) in Form P-6 ( Bidder's format).

### **E.3. Technical Bid:**

1. Deviation(s) to technical specification, if any in Form T-1.
2. Requirements of Hardware, Internet Bandwidth, etc., in Form T-2.
2. Check list in Form T-3.
3. Detailed technical documentation, reference to various industry standards to which the products/ services included in vendor's offer conform, and literature concerning the proposed solution in Form T-3 ( Bidder's format).
4. Other information , if any required in the bid document in Form T-4( Bidder's format).

### **E.4. Financial bid:**

The financial bid should provide cost calculations corresponding to unit price of each item of the schedule in Form F-1.

### **E.5. Pre-bid Meeting:**

All those bidders who had purchased bid document can participate in the meeting to seek clarifications on the bid, if any.

## Section F

### **Bid evaluation procedure:**

Bids would be evaluated for entire Schedule. Bidders should offer prices for all the items of Schedule and for the full quantity of an item of Schedule failing which such bid will not be considered. Technical bid documentation should be in the prescribed format. If a vendor has any comment to offer about the procedural aspects of this tender, it should be intimated to APTS during the pre-bid meeting. In case the schedule or procedure of tender processing is revised, the same shall be communicated by telephone, fax, courier or e-mail as the case may be to all vendors who have paid the tender document fee

### **F.1. Opening of bids:**

Immediately after the closing time, the APTS contact person shall open the pre-qualification bid', and list them for further evaluation. The Technical bids of only those bidders who qualify in the pre-qualification bid will be opened at the date that will be informed by APTS. After evaluation of technical bids, the financial bids of only those bidders who qualify in technical evaluation will be opened.

### **F.2. Pre-qualification bid documentation:**

The Pre-qualification bid documentation shall be evaluated in two sub-steps. Firstly, the documentation furnished by the vendor shall be examined prima facie to see if the technical skill base and financial capacity and other vendor attributes claimed therein are consistent with the needs of this project. In the second step, APTS may ask vendor(s) for additional information, visit to vendors site and/or arrange discussions with their professional, technical faculties to verify claims made in Pre-qualification bid documentation.

### **F.3. Technical bid documentation:**

Technical bid documentation shall be evaluated in two sub-steps. Firstly, the documentation furnished by the vendor shall be examined prima facie to see if the product /services offered, technical skill base and financial capacity and other vendor attributes claimed therein are consistent with the needs of this project. In the second step, APTS may ask vendor(s) for additional information, visit to vendors site and/or arrange discussions with their professional, technical faculties to verify claims made in technical bid documentation.

### **F.4. Award Criterion:**

Final choice of firm to execute the project shall be made on the basis of conformity to technical specifications, appropriateness of the product offered, capability of bidder to execute and service the project and appropriateness of financial offer from the point of view of cost-effectiveness over the entire maintenance period for the product/services.

**Managing Director  
APTS**