

Sub : **Requirement of Integrated Video Conferencing Solution**

We invite your quotation/offer for **Integrated Video Conferencing Solution** for our Head Office, Branch Offices and our AmulFed Dairy at Gandhinagar under buy back of our existing Aethra VC equipments (details attached as Annexure).

GCMMF has implemented MPLS based VPN Network and our Head Office, Zonal Offices, Branch Offices and Mother Dairy at Gandhinagar are connected on a secure VPN. At the Head Office in Anand, we have 24 Mbps OFC connectivity. It is the host for the application and it is the single most critical location. It is acting as the connecting link between the production centres on one side and the sales offices on the other side. We have a symmetric Internet Bandwidth of 20 Mbps(1:4), and 24Mbps VPN port. We have 1 Mbps MPLA VPN connectivity at our Zonal offices & AmulFed Dairy-Gandhinagar and 512/256 Kbps connectivity at our Branch Offices.

**Requirement for VC :-****Integrated Video Conferencing Solution.**

1. MCU unit at HO which having following features :-
  - a. Video/Audio Quality: Full HD, HD, MPEG4 other video/audio format (Codec).
  - b. Connectivity: LAN, BRI, PRI, Inbuilt Wi-Fi etc.
  - c. I/O: HDMI, RCA, RGB, RGB Out, DVI etc.
  - d. Protocol: IP H.323, SIP and Other standard protocol
  - e. MCU Function: Upto 30 Location can connect through Mobile, Desktop and Other VC equipments.
  - f. If MCU device supports calling from Skype, Google Duo, and other third party VOIP based software, will be added advantage.
  - g. Power point presentation and Dual Video transmission facility.
  - h. Room size is 35'x 12' and approx. 15-30 participant.
2. Branch Office Unit :
  - a. Device should support above function and can connect with up to 5-10 Location as MCU.
  - b. Room size is 20'x 15' and approx. 5-15 participant.
3. Integrated Desktop (Windows/Mac) Software which support the VC and can be connect to MCU with low b/w. There should not be any recurring cost for software or cost should be very low.
4. Android and IOS based mobile apps for VC can connect to MCU. There should not be any recurring cost for apps.

Quantity of Desktop based VC and Branch office VC will be decided later after receiving the proposal.

The scope and other Terms & Conditions are as under :-

## 1.0 Scope & Responsibility

Vendor responsibility will include, but not limited to, the following key activities:

- Design of Videoconferencing System
- Obtaining necessary approval from regulatory bodies/authorities
- Supporting the network
- Delivery inspection
- Power on test and hardware test
- Site survey and site inspection
- Equipment installation and configuration
- Testing of network level connectivity, site to site
- Testing and acceptance report
- Commissioning of Videoconferencing System
- Training for the IT staff & end-users
- Post-Implementation Support

## 2.0 GENERAL CONDITIONS

- i. Quotations should be submitted in a sealed cover indicating “**OFFER FOR VC**” & should consist of technical specifications of the system offered along with literature, pamphlets, drawing etc. and price details also.
- ii. Offers should be valid for a minimum period of 180 days after the due date.
- iii. The Offers must reach the undersigned on or before the due date, i.e., 11 November 2017. Offer received after the due date is liable to be rejected.
- iv. All prices shall be fixed and shall not be subject to escalation of any description.
- v. The items and quantities are indicative/estimated only and may vary at the time of order. However, the rates quoted are irrespective of the variation in the quantity.
- vi. Govt. Levies like sales tax, etc. shall be paid at actual rates applicable on the date of delivery. Rates should be quoted accordingly giving the basic price, Excise duty, Sales Tax etc.
- vii. Charges towards Entry Tax/Octroi etc. will be paid extra subject to actual. Rates may be quoted without involving the component of Entry Tax/Octroi etc.
- viii. Complete technical details along with make, model number, complete specification, pamphlets, literature of the systems highlighting the special features of their offer should be supplied along with the quotation.
- ix. Please give the Registration number of the firm alongwith the GST No., PAN No., complete address for communication/PO withy Bank details.
- x. GCMMF reserves the right to accept or reject any offer or cancel the Enquiry proceedings without assigning any reason whatsoever.
- xi. Incomplete quotations are liable to be rejected.

- xii. Vendor shall sign all pages of quotation and drawings forwarded with the quotation.
- xiii. In case of any discrepancy between rates mentioned in figures and words, the latter shall prevail.
- xiv. GCMMF may seek any clarification, if so desired.

### **3.0 Delivery and Installation :**

- i. The vendor shall supply all Installation & commissioning spares and accessories as may be required during erection, initial operation of the Facility (Video Conferencing, IP telephony, Network system, etc.), at all locations within 4 weeks from the date of Purchase Order. The vendor will have to arrange/provide for all the testing equipment & tools required for successful installation, testing & maintenance etc.
- ii. Equipment will be directly supplied at specified sites for installation. All the expenses involved in shipping the equipment to the GCMMF sites will be borne by the Vendor. All aspects of safe delivery shall be the exclusive responsibility of the vendor. GCMMF will have the right to reject the component/equipments supplied, if it does not comply with the specifications at any point of installation/inspections.
- iii. For smooth, seamless and easy manageability, operation and maintenance, the Video Conferencing MCU, the Endpoints and management & scheduling software should be of same make(OEM). Any upgrade announced during the warranty period should be provided to GCMMF Ltd., as per the guidelines issued by the developer of these software items, at no additional cost to GCMMF.
- iv. Equipments shall be delivered strictly according to our delivery schedule and must conform to our description, specification, quality etc. In case Vendor fails to deliver the equipments by the delivery date then, GCMMF will levy penalty of 1% of the total order value for every one-week delay. Moreover, in case of any default, GCMMF shall procure the material from alternative sources and any extra cost incurred there from shall be charged to you, apart from levying liquidated damages.
- v. Installation & Commissioning should be completed within 10 days from the date of delivery of the equipments.
- vi. The equipments supplied under the Contract shall be fully insured in Indian Rupees against loss or damage incidental to manufacture or acquisition, transportation and delivery for 110% of the value of equipments.

#### **4.0 Payment Terms:**

- i. 90% payment shall be made by GCMMF after delivery and satisfactory completion of installation, commissioning, testing and acceptance of the equipment as well as receipt of pre-receipted bill in duplicate. Invoices to be raised in favour of GCMMF Ltd., Anand.
- ii. 10% payment would be released after receipt of Performance Bank Guarantee in conformity with Clause No.6 below.

#### **5.0 WARRANTY**

- i. The Supplier warrants that the Goods and equipment supplied, installed and commissioned under the contract are new, unused, of the most recent or current models and incorporate all recent improvements in design and materials unless provided otherwise in the Contract. The Supplier further warrants that the Goods supplied under this Contract shall have no defect arising from design, materials or workmanship or from any act or omission of the Supplier that may develop under normal use of the supplied Goods in the Conditions. The Supplier also guarantees that the Goods supplied shall perform satisfactorily as per the designed/rated/installed capacity as provided for in the contract.
- ii. Warranty shall include free maintenance of the whole equipment supplied including free replacement of parts. The defects, if any shall be attended to on immediate basis but in no case any defect should prolong for more than 24 hours. The comprehensive warranty shall be for a minimum period of three years from the date of acceptance of the equipment by GCMMF.
- iii. The vendor shall assure to supply the spare parts after warranty is over for maintenance of the equipment supplied if and when required for a period of 5 years from the date of supply of equipment on payment on approved price list basis.
- iv. The vendor should also quote AMC rate for subsequent two years after expiry of warranty period of three years.
- v. The supplier shall make visit for preventive maintenance of equipment at least once in every three months at no cost to the GCMMF. During these visit the supplier shall do the complete overhaul and preventive maintenance including minor repairs at no cost to the purchaser.
- vi. This warranty/guarantee shall not cover any damage/s resulting from normal wear and tear or improper handling by the GCMMF or his authorised representatives.

#### **6.0 PERFORMANCE SECURITY**

The successful vendor shall submit a Performance Security in the form of Bank Guarantee of any Indian Nationalized Bank for 10% of the cost of the equipment within 15 days of the placement of purchase order. The Bank Guarantee should be valid for a minimum period of 36 months and shall remain in force one month over & above the expiry of all obligations. In case supplier fails to deliver the items within delivery period or provide satisfactory after sales service within the warranty period, the Performance Bank Guarantee submitted by the firm is liable to be forfeited. Performance Bank Guarantee shall be released immediately after the warranty is over.

## **7.0 Support Requirement**

The Vendors, in their proposal, must state their ability for compliance with the following levels of support desired by GCMMF or propose comparable alternatives if any.

- Full support: 24 × 7 / Sunday – Saturday
- Immediate telephonic response and support for usage related and other minor problems. Dial-in support for trouble shooting, minor bug fix, etc. On-site support within 24 hours for major problems and immediate support in case of emergency.
- Immediate on-site support for network failure, performance tuning, etc. Bug fix or update for all critical functions.
- Vendor will provide all technical support necessary to meet all critical processing cycles
- Follow-up training for major changes in system releases
- As part of ongoing support, automatically upgrade the system on any new releases and provide any updates of technical and functional manuals
- Indicate the type of post implementation support that will be provided alongwith escalation matrix.
- The escalation matrix should be updated every quarter

GCMMF reserves the right to change the support requirements, subject to negotiations, depending on business needs.

## **8.0 Project Management :**

The Supplier shall submit to the GCMMF for its approval a comprehensive programme in the form of PERT network/bar chart and any other form as may be required by the GCMMF showing the sequence of order in which the Supplier proposes to carryout the complete work. The supplier shall adhere to the sequence of order and method stated therein. The details should also include wherever the specific support is required from GCMMF side. The project chart should also include details about Project Staff and detailed responsibility share-up, if any.

## **9.0 Uptime guarantee :**

Vendor will guarantee that the downtime of the equipment/Services supplied would not exceed 24 hours from the time our respective location log the complaint. In case of any failure take place in Videoconferencing equipment during warranty period, Vendor should arrange the spare parts immediately in order to fulfil the uptime guarantee. Vendor shall keep required spare parts to provide in time service support to our respective Offices, as and when needed to fulfil the client's requirement. However, in any case, the downtime for rectification of a problem reported, which is affecting the web base business operations, should not exceed two days in a quarter.

The quarters shall be as follows:

April-June; July-September; October-December; January-March

For every 8 hours increase in the downtime, over and above the 36 hours in a quarter, there will be a penalty of 0.5% of the pro-rata Videoconferencing equipment cost with a maximum of 10%, the same will be mutually decided and deducted from the next quarter payment to be made.

#### **10.0 Escalation**

- i. Vendor should indicate their project management schedule with site requirement to the respective location and the date of their engineer's visit for installation & commissioning at the respective location.
- ii. The supplier has to provide its escalation matrix for supporting the all GCMMF locations.
- iii. The supplier has to provide one point of contact for assisting the all function of GCMMF.
- iv. The supplier has to provide the monthly downtime report of each location to GCMMF HO.

#### **11.0 Use of Contract Documents and Information.**

- i. The Supplier shall not, without the GCMMF's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of GCMMF in connection therewith, to any person other than a person employed by the supplier in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall be extended only so far as may be necessary for purposes of such performance.
- ii. The Supplier shall not, without the GCMMF's prior written consent, make use of any document or information except for purpose of performing the Contract.
- iii. Any document, other than the Contract itself, shall remain the property of the GCMMF and shall be returned (in all copies) to the GCMMF on completion of the Supplier's performance under the Contract if so required by the GCMMF.

#### **12.0 Patent Rights**

The Supplier shall indemnify the GCMMF against all third-party claims of infringement of trademark or software license/rights arising from use of the equipments/services or any part thereof.

#### **13.0 Training of Personnel**

Vendor will provide necessary training to our staff for operating the equipments at our respective sites. The personnel will be associated for the training during the installation, testing, commissioning and start-up period and the training tenure shall be extended for a minimum period of one week from the date of commissioning and start-up.

## 14.0 Approvals

The Supplier shall obtain all the necessary legal approvals from the concerned authorities.

## 15.0 Jurisdiction

Settlement of any dispute out of the purchase order/contract against this offer shall be subject to the courts at Anand only.

## 16.0 Assignment

The Supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the GCMMF's prior written consent. Such assignment shall not relieve the Supplier from any liability or obligation under the Contract

## 17.0 Termination

In case of substantial delay or failure in execution of Project accounted due to Supplier, GCMMF will have right to terminate the agreement resulting from this work order. In such case, GCMMF will be free to hire services of other parties and any extra cost incurred thereof, will be charged to Vendor apart from levying liquidated damages.

**18.0 Buy-back VC Equipment:** The vendor will have to lift all the buy-back VC Equipment in "As is Where Conditions", from our respective locations within one month from installation of new machines, on his own cost. In case the vendor fails to lift these machines within stipulated time, GCMMF will scrap the same and any expense incurred thereon will be recovered from the payment/BG.

We request you to send us your most Suitable and competitive offer/proposal alongwith the brochures of product offered in the sealed envelope only marked as "Offer for VC", by courier so as to reach us on or before **11 November 2017**. The quotations/offers received through e-mail/fax will not be considered. The prices should be inclusive of taxes, duty and free delivery & installations at our various sites.

In case of any clarification, please get in touch with Mr. Ambesh Rathore, Mob. 99249 56286, e-mail: [ambesh@amul.coop](mailto:ambesh@amul.coop).

Thanking you,

Yours faithfully,

(Ajay Sheth)  
Sr.Manager(Fin. & Sys.)

Encl: as above

**GCMMF LTD., ANAND**

**ANNEXURE**

**Details of Aethra VC Equipments to be buy-back**

Sr.No.	Item	Qty.	Location
1	<b>Aethra Vega X5</b> with 2 Mbps IP with Inbuilt IP & ISDN 8 SITES MCU, Dual Video + XGA I/O for Vega X5 & 6 BRI Network Interface Card	2	HO-Anand
2	<b>Aethra Vega X3</b> with 2 Mbps IP, Dual Video + XGA I/O for Vega X3 & 1 BRI Network Interface Card	9	1(one) each at Delhi, Chennai, Mumbai, Ahmedabad, Guwahati, Bangalore, Lucknow and AmulFed Dairy-Gandhinagar and 2 at Kolkata