

**Response to Pre-Bid Queries for RFP For Installation , Commissioning and Maintenance of Managed Video Conferencing Solution,
Ref : LIC-CO/IT-DT/NW/RFP/2025-26/01 Dated: 06/10/2025**

Sr. No.	RFP Document Reference(s) (Section & Page Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	LIC Remark
1	Page 21, Clause 2.11 SECTION-D: TERMS AND CONDITIONS	<p>2.11. Limitation of liability:</p> <p>Except in cases of criminal negligence or willful misconduct and in case of infringement of intellectual property rights, patent, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof in any of the services supplied by the vendor and used/consumed by LIC both parties shall not be liable, whether in contract, tort or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of supplier/vendor to pay liquidated damages to the Corporation and the aggregate liability of both the parties whether under the Contract, in tort or otherwise, shall not exceed the total Contract price with LIC under this Contract provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.</p>	<p>Bidder proposes to replace this clause with the following:</p> <p>Notwithstanding anything contained in the RFP or any other place, the Bidder shall not be liable for any indirect, incidental, consequential, special exemplary or punitive damages or for any loss of profit, loss of data, loss of business / revenue, loss of goodwill, loss of customer, cost of purchasing replacement services for any reason whatsoever. Further, in case of service related matters the sole liability of the Bidder and sole remedy of Customer shall be the limited to the applicable credit allowance and / or right to terminate the contract as mentioned in the applicable service schedule. For any other loss or damage, the overall liability of the Bidder shall be capped to twelve (12) months of charges collected by the Bidder pursuant to the applicable order giving rise to the said liability. Provided that nothing contained herein shall be construed as limiting the liability of either Party for (a) personal injury or death resulting from the negligence of a Party or its employees, (b) fraud or fraudulent misrepresentation, or (c) wilful misconduct”</p>	Please be guided by the RFP.
2	Page 22, Clause 2.13 SECTION-D: TERMS AND CONDITIONS	<p>2.13. Intellectual Property Rights</p> <p>☑ The successful bidder must have ownership or obtain all necessary copyright and other Intellectual Property Right permissions before making any Third Party Material available as Auxiliary Material for the purpose of performance of services under this RFP and resulting contract.</p> <p>☑ All Intellectual Property Rights in the Contract Material shall vest in LIC.</p> <p>There shall be no assignment or transfer of any Vendor's pre-existing IPRs pursuant to Agreement</p> <p>The successful bidder shall be responsible for all due permissions, authorizations and consents from any third party licensors of software provided by the bidder for this project.</p> <p>The liability of the bidder, regardless of the nature of the action giving rise to such liability and in case of claims against LIC arising out of misconduct or gross negligence of the bidder, its employees and subcontractors or through infringement of rights, patents, trademarks, copyrights, Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.</p>	Request deletion of this clause as its not applicable in the current scope of work.	Please be guided by the RFP.
3	Page 22, Clause 2.15 SECTION-D: TERMS AND CONDITIONS	<p>2.15. Copyright Violation and Patent Rights:</p> <p>The vendor shall undertake to indemnify LIC in respect of all claims arising out of violation of any Patents or Copyrights, for all software supplied by the successful bidder Intellectual Property Rights, losses attributable to the Vendor's negligence or willful default in performance or non-performance under the contract.. The vendor shall indemnify LIC against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the software packages. The Vendor should have back to back agreement with OEM to safeguard the Corporation's interest with regards to IPR. Vendor will defend such claim at its own expense and will pay any costs or damages that may be finally awarded against LIC.</p>	Request this section to be subject to the proposed Limitation of Liability clause.	Please be guided by the RFP.
4	Page 28, Clause 2 SECTION-D: TERMS AND CONDITIONS	<p>Clause 2: Continuity: In the event of failure of the Service Provider to render the Service, without prejudice to any other right LIC shall have as per this Agreement, LIC at its sole discretion may make alternative arrangements for getting the Services from any other source. And if LIC gives a prior notice to the Service Provider before availing such service from any other alternative source, the Service Provider shall be liable to reimburse the expenses, if any incurred by LIC in availing such services from the alternative source.</p>	Request deletion of this clause as the bidder shall not be liable to reimburse the expenses for LIC engaging another vendor.	Please be guided by the RFP.

5	Additional Clause		Kindly confirm that Bidder along with its affiliate including its subsidiaries shall participate in the bid. The contracting and invoicing for proposed services/goods specified in this RFP will be managed by bidder or its wholly owned subsidiary. Please confirm Also, please allow the bidder to use the documents from parent company for qualification on Eligibility, experience, references, etc.	Please be guided by the RFP.
6	Page 16, Section C: Clause 17	Bids shall remain valid for 1 year from the last date of bid submission under this RFP.	We suggest Bid Validity period to be 3 months	Please be guided by the RFP.
7	Page 20, Section D: Clause 2.8	Termination	We proposes to include along with the current clauses on Termination the following clause and subject to Early Termination Charges: "a) Either Party (the "Non-Defaulting Party") may terminate a Service upon written notice of termination to the other Party ("Defaulting Party") if (i) the Defaulting Party breaches a material provision of this Agreement or the applicable purchase order and the Defaulting Party fails to cure such breach within thirty (30) days after receipt of written notice of breach from the Non-Defaulting Party or (ii) any bankruptcy, insolvency, administration, liquidation, receivership or winding up proceeding is commenced in respect of the Defaulting Party. b) Customer fails to make a payment when due and Customer fails to cure such breach within fifteen (15) days after receipt of written notice from Bidder. "	Please be guided by the RFP.
8	Page 33, Section F	a) Quarterly payment at the end of each quarter, subject to satisfactory services as per the scope of work. TDS will be deducted at source for any payment made by LIC, as per prevailing rules For Payment against Onsite Services: Payment for the Onsite Services will be done on quarterly basis at the end of each quarter on production of the prescribed documents.	We propose payment to be made withing 30 days of Invoicing and Invoicing to be done monthly.	Please refer to the revised "Payment Terms"
9	Page 35, Section F	Delay in commissioning of links, as per the specifications, beyond 8 weeks from the date of receipt of the purchase order.	We propose that the timeline for link commissioning will be mutually agreed post completion of Feasibility	
10	Page 33 & 35, Section F	Delay in installing, commissioning, redeployment of the managed VC solution, as per the specification, beyond 10 weeks.	We propose installation, commissioning and implementation timeline to be updated to 14 weeks	Please be guided by the RFP.
11	Page 34-36 Section F	Penalties for downtime of sites	Downtime penalty to be capped to 10% of Quarterly charges for the site.	Please be guided by the RFP.
12	Page 36 Section F	Penalty caps: ☐ The total penalty for quarterly payments for the managed VC solution shall not exceed 50% of the quarterly charges.	We propose that the total penalty for quarterly payments for the managed VC solution shall not exceed 10% of the quarterly charges.	Please refer to the revised "Service Level Agreement"
13	SECTION-E: SCOPE OF WORK, PG 24	integrate around 10 to 15 standalone VC system with the solution. Some of the VC rooms have multiple screens installed which also need to be integrated with the proposed solution.	Please share the details of the systems to be integrated.	The details will be shared with the succesful bidder
14	1. General , PF 24	Dedicated NTP services for LIC.	Please highlight what is expected from the bidder. Does the bidder need to provide a separate dedicated infra built for NTP or bidder can provide the shared NTP services.	The bidder can provide shared NTP Services
15	1.1. Details of Work, 24	Total solution will cover commissioning of links, supply of network equipments (including active components such as managed switches or passive components such as cables, connectors etc.), dismantling will be done by existing vendor, delivery and installation of Video endpoints and software, implementation, integration of various components, integration with the video bridge and video cloud, testing, training & certification, supporting the VC solution etc. .	Post dismantling the existing devices, where these devices are to be placed or handed over to.	Please be guided by the RFP.
16	COMMERCIAL BID (Annexure-IX), 2	Splitters for providing additional displays	Please share the specifications expected for the splitter	Please refer to the revised "Technical Specifications"
17	General		Please share annexure VIII, IX, X & XIII in Excel Format	Provided
18	General		Please share the distribution of the devices (cameras, microphones, display units & codec) for each location.	Please be guided by the RFP.
19	General		Please provide the bifurcation of MPLS bandwidth for the locations.	Please be guided by the RFP.
20	General		Is there a need to provide DNS	Yes, Please refer to the revised "Scope of Work"
21	General		Does the bidder need to provide SSL certificates	Yes, Please refer to the revised "Scope of Work"

22	Technical Specifications for Completely Integrated Unit Audio Standards	Should have at least 6 microphones inputs to connect 6 microphones	How many microphones to be supplied on Day 1	Please refer to the revised "Technical Specifications"
23	Technical Specifications for Interactive Collaboration Devices- Page 21	Should have Dual 4k Camera at 80- and 120-degree field of view allows for close and further participants to be seen clearly when they speak. The Cameras must be autoselected by the software depending upon the location of the active speaker.	Can the Field of view be relaxed to 70 degrees and 110 degrees respectively?	Please refer to the revised "Technical Specifications"
24	Technical Specifications for Interactive Collaboration Devices Page 23	Should support atleast 80 degrees horizontal field of view and minimum 12 MP image sensor with 1/2.3" CMOS	Please provide quantity of interactive devices required	Please be guided by the RFP.
25	Technical Specifications for Divisional Offices Page 1 Video input	Must have 1 additional HDMI inputs to connect two laptops/PC/Camera for presentations supporting upto 4K 30fps Resolution including 1080p 60fps	One HDMI input can allow One Laptop/PC/Camera. Please do clarify.	Please refer to the revised "Technical Specifications"
26	Technical Specifications for Completely Integrated Unit Page 5 General specifications	The 85" screens (two), codec, cameras, microphones, floor/wall mounted kit should be from same OEM with a single OEM part code. The system should not be a locally fabricated unit.	Is it ok to provide OEM certified displays?	Please refer to the revised "Technical Specification"
27	Technical Specifications for Completely Integrated Unit Page 6 Video Input	Must have at least 1 USB -C input for Content Sharing @1080p30fps, 4K 15 fps with a cable length of at least 10 meters	Can the length of the cable be relaxed to 9mtrs since this is the maximum cable length available.	Please refer to the revised "Technical Specifications"
28	Technical Specifications for Divisional Offices Page 1 Video input	Must have at least 1 USB -C input for Content Sharing @1080p30fps, 4K 15 fps with a cable length of at least 10 meters .	Can the length of the cable be relaxed to 9mtrs since this is the maximum cable length available.	Please refer to the revised "Technical Specifications"
29	Technical Specifications for Divisional Offices Page 3 Camera	The cameras should be suitable for a large conference room of about 15 m in length	This can be achieved by the PTZ camera. Is this acceptable?	Please be guided by the RFP.
30	Technical Specifications for Divisional Offices Page 3 Directory Services	Should support LDAP and H.350 protocols for directory transfer	H.350 is a subset of Directory service to be implemented on the Active Directory server. Support for LDAP on the endpoints allows the device to be connected with the AD server. Request that documentary proof for LDAP support be accepted.	Documentary proof to be provided for LDAP .
31	Technical Specifications for Divisional Offices Page 2 Audio inputs	Should have at least 6 microphones inputs to connect 6 microphones .	How many microphones should be supplied from day 1?	Please refer to the revised "Technical Specifications"
32	Technical Specifications Video Conferencing devices for Conference Rooms with Existing Display Page 29 Directory Services	Should support LDAP and H.350 protocols for directory transfer	H.350 is a subset of Directory service to be implemented on the Active Directory server. Support for LDAP on the endpoints allows the device to be connected with the AD server. Request that documentary proof for LDAP support be accepted.	Documentary proof to be provided for LDAP .
33	Technical Specifications Video Conferencing devices for Conference Rooms with Existing Display Page 29 Camera	Should support at least 120 degrees horizontal field of view and 90 Degrees Vertical FoV	Can the Field of view be relaxed to 110 degrees and 70 degrees respectively?	Please refer to the revised "Technical Specifications"
34	Technical Specifications for Completely Integrated Unit Page 5 Screen & Layout	Must have a total of at least 3 HD inputs. The system should support 2 HD Cameras (1080P) and 2 PC Inputs (One HDMI and one DVI/VGA) for presentation sharing	Since VGA is no longer supported on most PC's, and USB C is available on PC's, Please clarify if USB C can be used for PC input so that the clause can be read as: Must have a total of at least 3 HD inputs. The system should support 2 HD Cameras (1080P) and 2 PC Inputs (One HDMI and one DVI/USBC) for presentation sharing	Please refer to the revised "Technical Specifications"
35	Technical Specifications for Collaboration Client for Computer/laptop/Mobile device for Virtual meeting room for Cloud Video Bridge Page 19	Only Video conferencing devices should be able to join Confidential meetings and soft clients should not be allowed to join such meetings.	If the soft clients are in the same network as the VC devices is it needed for them to join these meetings. Only soft clients which are outside (internet) the network should not be allowed to join	Please refer to the revised technical specifications

36	Page No.9 , Section 7 B Eligibility Criteria Point N0.4	<p>Bidder must have installed, commissioned maintained and supported at least 3 clients globally/India for Managed Video Conferencing Solution or similar project in the last 5 financial years preceding the date of the RFP.</p> <p>Out of these three clients at least one order should be of providing managed video services for 125 different sites (in different geographical locations)</p> <p>Out of these clients, at least 2 orders should be of values greater than INR 10 Crore (either single or clubbed for the same customer).</p> <p>*Similar project means the implementation of Room based Video Conferencing solution and associated central infrastructure Multi point Control Unit (MCU) / Installation and integration of Audio-Video Solutions Comprising Microphones, Camera, Switches, Control processors, Digital Signal Processor (DSP), speakers, Display Screens, Codec etc.</p>	<p>Bidder proposes to relax the clause with the below revised clause: Bidder must have installed, commissioned maintained and supported at least 2 clients globally/India for Managed Video Conferencing Solution or similar project in the last 7 financial years preceding the date of the RFP.</p> <p>Out of these two clients at least one order should be of providing managed video services for 125 different sites (in different geographical locations)</p> <p>Out of these clients, at least 1 order should be of values greater than INR 5 Crore (either single or clubbed for the same customer).</p>	Kindly refer to revised Eligibility Criteria
37	Technical Specification for On Prem Video Bridge Point 38	All components should be from same OEM for better interop and integration	Is it ok if the Display and some accessories are from other OEMs.	Yes
38	Page no.39 , Section H - Annexures ,Annexure II, Section C - Eligibility Information Compliance, Point 8	<p>Bidder must have installed, commissioned maintained and supported at least 3 clients globally/India for Managed Video Conferencing Solution or similar project in the last 5 financial years preceding the date of the RFP.</p> <p>Out of these three clients at least one order should be of providing managed video services for 125 different sites (in different geographical locations)</p> <p>Out of these clients, at least 2 orders should be of values greater than INR 10 Crore (either single or clubbed for the same customer).</p> <p>*Similar project means the implementation of Room based Video Conferencing solution and associated central infrastructure Multi point Control Unit (MCU) / Installation and integration of Audio-Video Solutions Comprising Microphones, Camera, Switches, Control processors, Digital Signal Processor (DSP), speakers, Display Screens, Codec etc.</p>	<p>Bidder proposes to relax the clause with the below revised clause: Bidder must have installed, commissioned maintained and supported at least 2 clients globally/India for Managed Video Conferencing Solution or similar project in the last 7 financial years preceding the date of the RFP.</p> <p>Out of these two clients at least one order should be of providing managed video services for 125 different sites (in different geographical locations)</p> <p>Out of these clients, at least 1 order should be of values greater than INR 5 Crore (either single or clubbed for the same customer).</p>	Kindly refer to revised Annexure- II
39	General	Last Date for Bid Submission	Bidder propose to extend the submission by 10 days considering festive holidays.	Please refer to the revised "Activity Schedule"
40	Technical Specifications for Collaboration Client for Computer/laptop/Mobile device for Virtual meeting room for Cloud Video Bridge Point No. 18	Record sessions with video, audio, and content for future reference, training, or demonstrations. A capacity of 500 MB per host must be provided.	Is the ask 500 MB storage capacity per host of these type of meetings? What is the frequency of such meetings?	Yes
41	Page No. 24, Section E Scope of Work, 1. General	Installation, configuration and maintenance of the various active and passive network components required for the purpose of providing a complete managed Video Conferencing Solution.	Kindly confirm whether single MPLS link is required or Active/passive WAN link with dual router is required.	Please be guided by the RFP.
42	Reporting Page 26 of 54	<p>1.5. Deploying, Management, Reporting and Fine Tuning of the Video Conferencing Solution Components.</p> <p>The vendor has to provide out-of-the-box reports and customized reports templates based on the needs of LIC. These reports shall include, but are not limited to, providing information regarding billing, service availability, usage metrics of video conferencing meetings etc. A separate log in for accessing these reports has to be provided to LIC officials.</p>	We need to clarify the types of usage and performance reports that will be available to the customer, including the reporting formats and frequency. Additionally, the customer has requested portal access for viewing these reports. (Last time , we had provided Nectar access)	Please be guided by the RFP.
43	Technical Specifications for Streaming Platform	Must support at least 80000 (eighty thousand) attendees to join a single Webcast/streaming session using their browser. Standard browsers Firefox, Chrome, Edge must be supported	How many such Webcast, streaming events are required simultaneously. For how long do these recorded events need to be stored? How many hours do such event occur for?	One
44	1.3 Inspection and Acceptance Procedure Clause B -Page 25	b) The ownership of the entire solution shall be with the vendor and all the concerned equipments will be taken back by him at the expiry of the contract. However, LIC may choose to extend the contract for an additional period of one year on the same terms and conditions and commercials. This will be binding on the vendor	<p>Kindly remove the word commercials.</p> <p>b) The ownership of the entire solution shall be with the vendor and all the concerned equipments will be taken back by him at the expiry of the contract. However, LIC may choose to extend the contract for an additional period of one year on the same terms and conditions. This will be binding on the vendor</p>	Please be guided by the RFP.
45	Technical Specifications for Divisional Offices Page 1	<p>The system must have the ability to pair mobile devices such as Tablets and Smartphones based on iOS and Android platforms and platforms newly introduced in future so that these devices can be used to share the presentation using mobile device and also permit to :</p> <p>1)View the Presentaion that is being shown in the VC call.</p> <p>2)Add and disconnect call.</p> <p>3)Take snapshot of the presenetaion being shown</p>	<p>Request to change as</p> <p>The system must have the ability to pair mobile devices such as Tablets and Smartphones based on iOS and Android platforms and platforms newly introduced in future so that these devices can be used to share the presentation using mobile device</p>	Please refer to revised Technical Specifications.

46	Technical Specifications for Divisional Offices Page 1	Should have at least 2 x HDMI inputs to connect Full HD cameras.	Request to change as Should have at least 2 x HDMI/USB inputs to connect Full HD cameras.	Please refer to revised Technical Specifications.
47	Technical Specifications for Divisional Offices Page 1	Must have 1 additional HDMI inputs to connect two laptops/PC/Camera for presentations supporting upto 4K 30fps Resolution including 1080p 60fps.	Request to change as Must have 1 additional HDMI inputs to connect one laptops/PC/Camera for presentations supporting upto 4K 30fps Resolution including 1080p 60fps.	Please refer to revised Technical Specifications.
48	Technical Specifications for Divisional Offices Page 1	Should have input to connect directly a laptop/PC for content/presentations at 4K resolution along with audio and video using HDMI/HD interfaces .Suitable connecting cable of 15 meters length for connecting laptop/desktop using HDMI and VGA interfaces should be provided .In case any converters are required for the purpose the same has to be provided by the service provider .	Request to change as Should have input to connect directly a laptop/PC for content/presentations at 4K resolution along with audio and video using HDMI/HD interfaces .Suitable connecting cable of 15 meters length for connecting laptop/desktop using HDMI.	Please refer to revised Technical Specifications.
49	Technical Specifications for Divisional Offices Page 1	Must have at least 1 USB -C input for Content Sharing @1080p30fps, 4K 15 fps with a cable length of at least 10 meters .	Request to remove this clause	Please refer to revised Technical Specifications.
50	Technical Specifications for Divisional Offices Page 2	Should have at least 2 no.'s of HDMI output to connect Full High Definition display devices for both Video and Content.(Dual Monitor Support). The codec should support upto 4K 60fps resolution.	Request to change as Should have at least 2 no.'s of HDMI output to connect Full High Definition display devices for both Video and Content.(Dual Monitor Support). The codec should support upto 1080p 60fps resolution.	Please refer to revised Technical Specifications.
51	Technical Specifications for Divisional Offices Page 2	G.711, G.722, G.722.1, 64 kbps MPEG-4 AAC-LD standard must be supported	Request to change as G.711, G.722, G.722.1 standard must be supported	Please refer to revised Technical Specifications.
52	Technical Specifications for Divisional Offices Page 2	Should support 6 Microphone inputs to connect 6 microphones . Every microphone must have mute button .	Request to change as Should support 6 Microphones . Every microphone must have mute button .	Please refer to revised Technical Specifications.
53	Technical Specifications for Divisional Offices Page 2	Should have at least 6 microphones inputs to connect 6 microphones .	Request to change as Should support 6 Microphones .	Please refer to revised Technical Specifications.
54	Technical Specifications for Divisional Offices Page 2	The PTZ Camera must have at least 10X optical Zoom and 5X digital Zoom so that the chairperson is captured with Full HD clarity	Request to change as The PTZ Camera must have at least 10X optical Zoom so that the chairperson is captured with Full HD clarity	Please be guided by the RFP.
55	Technical Specifications for Divisional Offices Page 2	When the chairperson is speaking the camera must automatically capture the chairperson and this video must be sent to the far end.	Request to remove this clause	Please be guided by the RFP.
56	Technical Specifications for Divisional Offices Page 2	Both Cameras must work as part of the Speaker tracking solution such that when the chairperson is speaking then the PTZ camera must zoom in and capture the video of the chairperson.	Request to remove this clause	Please be guided by the RFP.
57	Technical Specifications for Divisional Offices Page 3	It should be possible to combine the video from both the main camera and the PTZ camera and send the videos from both the cameras simultaneously as a stitched image.	Request to remove this clause	Please be guided by the RFP.
58	Technical Specifications for Divisional Offices Page 3	The system should be capable of providing metrics such as participant count that could be used for resource utilization, return on investment reports.	Request to remove this clause	Please be guided by the RFP.
59	Technical Specifications for Divisional Offices Page 3	1920 x 1080 pixels progressive @ 60fps	Request to change as UHD 2160p (4K)	Please be guided by the RFP.
60	Technical Specifications for Divisional Offices Page 3	Should support built-in Multiconference capability to connect at least 1+3 sites at 720p 30fps in a continuous presence mode. The necessary licenses should be provisioned for the same	Request to remove this clause	Please refer to revised Technical Specifications.
61	Technical Specifications for Divisional Offices Page 3	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	Request to remove this clause	Please refer to revised Technical Specifications.
62	Technical Specifications for Divisional Offices Page 3	The Touch Interface should be able to provide Room information such as display Room Temperature, humidity, air quality, ambient light etc	Request to remove this clause	Please refer to revised Technical Specifications.
63	Technical Specifications for Divisional Offices Page 3	It should be possible to connect the Codec (directly or via external device) to a PC/Laptop and Make use of Camera, Mic and Display to work with any Soft Client applications such as Webex, Zoom, MS Teams, Vido, etc	Request to change as It should be possible to connect the Codec (directly or via external device) to a PC/Laptop and Make use of Camera and mic to work with any Soft Client applications such as Webex, Zoom, MS Teams, Vido, etc	Please be guided by the RFP.
64	Technical Specifications for Completely Integrated Unit Page 4	The solution must consist of 85 inches LED screen either provided by the OEM or certified by the OEM. The unit must be wall mountable and should be supplied with all the accessories to mount on the wall.	Request to change as The solution must consist of 85 inches LED screen either provided by the OEM or from any reputed brand. The unit must be wall mountable and should be supplied with all the accessories to mount on the wall.	Please be guided by the RFP.
65	Technical Specifications for Completely Integrated Unit Page 4	The system should be an integrated system with Codec, Dual HD 1080p camera, Mic, Touch Panel, cables (including power cables), Two 85" LCD/LED and a floor mount kit.	Request to remove this clause	Please be guided by the RFP.

66	Technical Specifications for Completely Integrated Unit Page 4	The 85" screens (two), codec, cameras, microphones, floor/wall mounted kit should be from same OEM with a single OEM part code. The system should not be a locally fabricated unit.	Request to remove this clause	Please be guided by the RFP.
67	Technical Specifications for Completely Integrated Unit Page 4	The system must have the ability to pair mobile devices such as Tablets and Smartphones based on iOS and Android platforms and platforms newly introduced in future so that these devices can be used to: 1)View the Presentaion that is being shown in the VC call. 2)Add and disconnect call. 3)Take snapshot of the presenetation being shown	Request to remove this clause	Please be guided by the RFP.
68	Technical Specifications for Completely Integrated Unit Page 4	Must have a total of at least 3 HD inputs. The system should support 2 HD Cameras (1080P) and 2 PC Inputs (One HDMI and one DVI/VGA) for presentation sharing	Request to change as Must have a total of at least 3 HD inputs. The system should support 2 HD Cameras (1080P) and 1 PC Inputs (One HDMI) for presentation sharing	Please refer to revised Technical Specifications.
69	Technical Specifications for Completely Integrated Unit Page 5	Should have input to connect directly a laptop/PC for content/presentations at 4K resolution along with audio and video using HDMI/HD interfaces .Suitable connecting cable of 15 meters length for connecting laptop/desktop using HDMI and VGA interfaces should be provided .In case any converters are required for the purpose the same has to be provided by the service provider .	Request to change as Should have input to connect directly a laptop/PC for content/presentations at 4K resolution along with audio and video using HDMI/HD interfaces .Suitable connecting cable of 15 meters length for connecting laptop/desktop using HDMI.	Please refer to revised Technical Specifications.
70	Technical Specifications for Completely Integrated Unit Page 5	Must have at least 1 USB -C input for Content Sharing @1080p30fps, 4K 15 fps with a cable length of at least 10 meters	Request to remove this clause	Please refer to revised Technical Specifications.
71	Technical Specifications for Completely Integrated Unit Page 5	Should support G.711, G.722, G.722.1, 64 kbps 20KHz MPEG-4 AAC-LD or equivalent standards .	Request to change as Should support G.711, G.722, G.722.1 or equivalent standards .	Please refer to revised Technical Specifications.
72	Technical Specifications for Completely Integrated Unit Page 5	Should have at least 6 microphones inputs to connect 6 microphones .	Request to change as Should support 6 Microphones .	Please refer to revised Technical Specifications.
73	Technical Specifications for Completely Integrated Unit Page 5	Built-in wide band audio speaker and amplifier system to the far end audio and line-in audio. No external audio system is acceptable. The unit must provide a sound output of at least 200W	Request to change as It should be possible to integrate external speaker .	Please refer to revised Technical Specifications.
74	Technical Specifications for Completely Integrated Unit Page 5	The system should be capable of providing metrics such as participant count that could be used for resource utilization, return on investment reports.	Request to remove this clause	Please be guided by the RFP.
75	Technical Specifications for Completely Integrated Unit Page 6	The camera should have the capability to capture the people in the room in Frames mode, such that when there is an empty space between two people , this empty space is removed and the two people are shown in two different frames with a virtual line between these two people. The Frames mode must support at least 4 frames and should mainatin spatiality of the room such that a person on the left is always seen on the left and the one on right is always seen on the right side.	Request to change as The camera should have the capability to capture the people in the room in Frames mode, such that when there is an empty space between two people , this empty space is removed and the two people are shown in two different frames with a virtual line between these two people. The Frames mode must support at least 4 frames.	Please refer to revised Technical Specifications.
76	Technical Specifications for Completely Integrated Unit Page 7	The system must have the ability to pair mobile devices such as Tablets and Smartphones based on iOS and Android platforms and platforms newly introduced in future so that these devices can be used to: 1)View the Presentaion that is being shown in the VC call. 2)Add and disconnect call. 3)Take snapshot of the presenetation being shown	Request to remove this clause	Please be guided by the RFP.
77	Technical Specifications for Completely Integrated Unit Page 7	If the above feature is not available natively, additional component can be provided to achieve the same, without any additional cost.	Request to remove this clause	Please be guided by the RFP.
78	Technical Specifications for Completely Integrated Unit Page 7	The PTZ Camera must have at least 10X optical Zoom and 5X digital Zoom so that the chairperson is captured with Full HD clarity.	Request to change as The PTZ Camera must have at least 10X optical Zoom so that the chairperson is captured with Full HD clarity.	Please be guided by the RFP.
79	Technical Specifications for Completely Integrated Unit Page 7	When the chairperson is speaking the camera must automatically capture the chairperson and this video must be sent to the far end.	Request to remove this clause	Please be guided by the RFP.
80	Technical Specifications for Completely Integrated Unit Page 7	Both Cameras must work as part of the Speaker tracking solution such that when the chairperson is speaking then the PTZ camera must zoom in and capture the video of the chairperson.	Request to remove this clause	Please be guided by the RFP.

81	Technical Specifications for Completely Integrated Unit Page 7	It should be possible to combine the video from both the main camera and the PTZ camera and send the videos from both the cameras simultaneously as a stitched image.	Request to remove this clause	Please be guided by the RFP.
82	Technical Specifications for Completely Integrated Unit Page 8	The video endpoint should be accompanied with Power Cable, LAN Cable, DVI to VGA Cable, Power adaptors if any, DVI to HDMI cables , HDMI to HDMI Cables	Request to change as The video endpoint should be accompanied with Power Cable, LAN Cable, Power adaptors if any, , HDMI to HDMI Cables	Please be guided by the RFP.
83	Technical Specifications for Completely Integrated Unit Page 8	Should support built-in Multiconference capability to connect at least 1+4 sites at 720p30fps in a continuous presence mode. The licenses should be provisioned from day one .	Request to remove this clause	Please refer to revised Technical Specifications.
84	Technical Specifications for Completely Integrated Unit Page 8	All sites must be visible in a continuous presence mode with support for dynamic bandwidth allocation still maintain a resolution of at least 720p	Request to remove this clause	Please refer to revised Technical Specifications.
85	Technical Specifications for Completely Integrated Unit Page 8	The Touch Interface should be able to provide Room information such as display Room Temperature, humidity, air quality, ambient light etc	Request to remove this clause	Please refer to revised Technical Specifications.
86	Technical Specifications for Completely Integrated Unit Page 8	It should be possible to connect the Codec (directly or via external device) to a PC/Laptop and Make use of Camera, Mic and Display to work with any Soft Client applications such as Webex, Zoom, MS Teams, Vido, etc	Request to change as It should be possible to connect the Codec (directly or via external device) to a PC/Laptop and Make use of Camera and MIC to work with any Soft Client applications such as Webex, Zoom, MS Teams, Vido, etc	Please be guided by the RFP.
87	Technical Specifications for Interactive Collaboration Devices Page 21	75" screen, Codec, 4K Camera, built-in Microphones and Mounting kit should be from same OEM with a single OEM part code. The system should not be a locally fabricated unit.	Request to remove this clause	Please refer to revised Technical Specifications.
88	Technical Specifications for Interactive Collaboration Devices Page 21	The System should be available with Floor Mount options. Also wheel base option should be available from the OEM from day one to move the device from one location to another.	Request to change as The System should be available with Floor Mount options. Also wheel base option should be available from day one to move the device from one location to another.	Please be guided by the RFP.
89	Technical Specifications for Interactive Collaboration Devices Page 21	Store whiteboards in the cloud , in OneDrive, or share them via email	Request to remove this clause	Please be guided by the RFP.
90	Technical Specifications for Interactive Collaboration Devices Page 21	Write with up to two stylus pens at the same time and zoom with your fingers	Request to remove this clause	Please be guided by the RFP.
91	Technical Specifications for Interactive Collaboration Devices Page 21	Easily move, add, and delete digital sticky notes.	Request to remove this clause	Please be guided by the RFP.
92	Technical Specifications for Interactive Collaboration Devices Page 21	Should have Dual 4k Camera at 80- and 120-degree field of view allows for close and further participants to be seen clearly when they speak. The Cameras must be autoselected by the software depending upon the location of the active speaker.	Request to change as Should have 4k Camera at 110-degree field of view allows for close and further participants to be seen clearly when they speak.	Please be guided by the RFP.
93	Technical Specifications for Interactive Collaboration Devices Page 21	Should have another USB-C DisplayPort up to 3840 x 2160p60 (4kp60)	Request to remove this clause	Please be guided by the RFP.
94	Technical Specifications for Interactive Collaboration Devices Page 21	Must have a Built-in Display and atleast 1 HDMI output to connect additional 3rd display. The second monitor must support the following modes:	Must have support dual display	Please be guided by the RFP.
95	Technical Specifications for Interactive Collaboration Devices Page 21	1) Presentation Only Mode.	Request to remove this clause	Please be guided by the RFP.
96	Technical Specifications for Interactive Collaboration Devices Page 21	2) Duplicate Main Monitor	Request to remove this clause	Please be guided by the RFP.
97	Technical Specifications for Interactive Collaboration Devices Page 22	3) Act like a second monitor. Displays non-active participants in a video call when there is no presentation and displays content when it is shared.	Request to remove this clause	Please be guided by the RFP.
98	Technical Specifications for Interactive Collaboration Devices Page 22	System should have integrated 75" Touch Monitor with 4K resolution and Luminance Typ 350 cd/m2.	Request to change as System should come with a 75" Touch Monitor with 4K resolution and Luminance Typ 350 cd/m2.	Please be guided by the RFP.
99	Technical Specifications for Interactive Collaboration Devices Page 22	Should have additional 2 analog input to connect 2 mic from day one. 2 mic need to be delivered from day one	Request to change as Should support 2 mic from day one. 2 mic need to be delivered from day one	Please refer to revised Technical Specifications.

100	Technical Specifications for Interactive Collaboration Devices Page 22	Multi-channel loudspeaker system with high-quality full-range drivers and separate force-cancelling woofers	Request to remove this clause	Please be guided by the RFP.
101	Technical Specifications for Interactive Collaboration Devices Page 22	System should have 1 additional audio output port of 3.5 mm, and USB-C output	Request to change as System should have 1 additional audio output port of 3.5 mm/ USB output	Please be guided by the RFP.
102	Technical Specifications for Interactive Collaboration Devices Page 22	Should have minimum 2 nos of 4K camera	Request to change as Should have minimum 4K camera	Please be guided by the RFP.
103	Technical Specifications for Interactive Collaboration Devices Page 23	Should support at least 80 degrees horizontal field of view and minimum 12 MP image sensor with 1/2.3" CMOS	Request to change as Should support at least 80 degrees horizontal field of view and minimum 12 MP image sensor with 1/2.3" CMOS	Please refer to revised Technical Specifications.
104	Technical Specifications for Interactive Collaboration Devices Page 23	Should Support built-in Multiconference capability to connect at least 1+4 sites at 720p in a continuous presence mode. This feature should be made available by adding license in future.	Request to remove this clause	Please refer to revised Technical Specifications.
105	Technical Specifications for Interactive Collaboration Devices Page 23	The Unit should support Touch Re-Direct to a PC and should control the PC Remotely, via HDMI and USB Cable Connected to the PC.	Request to remove this clause	Please be guided by the RFP.
106	Technical Specifications for Interactive Collaboration Devices Page 23	It should be possible to connect the device (directly or via external device) to a PC/Laptop and Make use of Camera, Mic and Display to work with any Soft Client applications such as Webex, Zoom, MS Teams, Vidyo, etc	Request to change as It should be possible to connect the device (directly or via external device) to a PC/Laptop and Make use of Camera and Mic to work with any Soft Client applications such as Webex, Zoom, MS Teams, Vidyo, etc	Please be guided by the RFP.
107	Technical Specifications Video Conferencing devices for Conference Rooms with Existing Display Page 28	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). Resolution upto 4K60fps	Request to change as 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). Resolution upto 1080p60fps	Please refer to revised Technical Specifications.
108	Technical Specifications Video Conferencing devices for Conference Rooms with Existing Display Page 28	Should have a digital input (HDMI/DVI) to connect PC/ Laptop directly to the Video conferencing system and display resolutions upto 4K30fps and 1080p60fps	Request to change as Should have a digital input (HDMI/DVI) to connect PC/ Laptop directly to the Video conferencing system and display resolutions upto 1080p60fps	Please refer to revised Technical Specifications.
109	Technical Specifications Video Conferencing devices for Conference Rooms with Existing Display Page 28	G.711, G.722, G.722.1, 64 kbps MPEG-4 AAC-LD standard must be supported.	Request to change as G.711, G.722, G.722.1 standard must be supported.	Please refer to revised Technical Specifications.
110	Technical Specifications Video Conferencing devices for Conference Rooms with Existing Display Page 28	Should support 2 Microphone inputs. One Mic should be supplied day one	Request to change as Should support 2 Microphones. One Mic should be supplied day one	Please refer to revised Technical Specifications.
111	Technical Specifications Video Conferencing devices for Conference Rooms with Existing Display Page 28	Should support built-in multiconference capability to connect at least 1+3 sites at 720p30fps in a continuous presence mode. This should be available by adding a license key in future.	Request to remove this clause	Please refer to revised Technical Specifications.
112	Technical Specifications Video Conferencing devices for Conference Rooms with Existing Display Page 28	H.323/SIP/VoIP in the same conference	Request to remove this clause	Please refer to revised Technical Specifications.
113	Technical Specifications Video Conferencing devices for Conference Rooms with Existing Display Page 28	Must have Individual transcoding for each site so that all the sites can be connected at different bandwidths and different audio and video protocols without affecting the resolution to the other sites.	Request to remove this clause	Please refer to revised Technical Specifications.
114	Technical Specifications Video Conferencing devices for Conference Rooms with Existing Display Page 28	Support for Presentation (H.239/BFCP) from any participant at resolutions up to 1080p30	Request to remove this clause	Please refer to revised Technical Specifications.

115	Technical Specifications Video Conferencing devices for Conference Rooms with Existing Display Page 28	H.264, Encryption, Dual Stream from any site	Request to remove this clause	Please refer to revised Technical Specifications.
116	Technical Specifications Video Conferencing devices for Conference Rooms with Existing Display Page 29	The Touch Interface should be able to provide Room information such as display Room Temperature, humidity, air quality, ambient light etc.	Request to remove this clause	Please refer to revised Technical Specifications.
117	Technical Specifications Video Conferencing devices for Conference Rooms with Existing Display Page 29	Should support at least 120 degrees horizontal field of view and 90 Degrees Vertical FoV	Request to change as Should support at least 110 degrees horizontal field of view	Please refer to revised Technical Specifications.
118	Technical Specifications Video Conferencing devices for Conference Rooms with Existing Display Page 29	It should be possible to connect the Codec (directly or via external device) to a PC/Laptop and Make use of Camera, Mic and Display to work with any Soft Client applications such as Webex, Zoom, MS Teams, Bharat VC, etc.	Request to change as It should be possible to connect the Codec (directly or via external device) to a PC/Laptop and Make use of Camera and Mic to work with any Soft Client applications such as Webex, Zoom, MS Teams, Bharat VC, etc.	Please be guided by the RFP.
119	Technical Specifications for On-Prem Video Bridge Page 10	It is required to provide Survivable Call Control functionality so that the survivable system at the remote location i.e. Media Gateway shall provide fall back call control service in case the remote site loses all connectivity to the main Call Control system placed. It is expected that the survivability call control system will provide a minimal set of essential telephony features to the end-users that could be a subset of the feature that are available from the main call control system.	Request to remove this clause	Please refer to revised Technical Specifications.
120	Technical Specifications for On-Prem Video Bridge Page 11	There should be provision of defining password aging, one time passwords. Provision shall be available to bar unauthorized user to connect to the system. The system should monitor and report the following types of security\ violation login Violations, authorization code violation Station security code violations etc.	Request to remove this clause	Please be guided by the RFP.
121	Technical Specifications for On-Prem Video Bridge Page 11	IP Phones should not support direct, external initiated, connections via HTTP, telnet, FTP, TFTP or any other protocol as means to prevent distributed Denial of Service attack exploitation, except those required for routine firmware upgrades.	Request to remove this clause	Please be guided by the RFP.
122	Technical Specifications for On-Prem Video Bridge Page 11	The system should support complete encryption capabilities with the ability to encrypt all traffic (media and call control signalling) between IP phones, softphones, call controllers, gateways and all other associated endpoints using a strong encryption algorithm (AES, IPSec and SRTP, for example).	Request to change as The system should support complete encryption capabilities with the ability to encrypt all traffic (media and call control signalling) between softphones, call controllers, gateways and all other associated endpoints using a strong encryption algorithm (AES and SRTP, for example).	Please be guided by the RFP.
123	Technical Specifications for On-Prem Video Bridge Page 11	All management traffic between the remote console/session and control server should be encrypted (SSH for Direct Command Line Sessions, Interface, HTTPS (SSL) for Web Sessions, SFTP for File Transfer Etc.).	Request to change as All management traffic between the remote console/session and control server should be encrypted (SSH for Direct Command Line Sessions, Interface, HTTPS (SSL) for Web Sessions.	Please be guided by the RFP.
124	Technical Specifications for On-Prem Video Bridge Page 12	The call control system should provide integrated video telephony features to the users so that user with IP Phone / Soft phone and video telephony end point should be able to place video calls with the same user model as audio calls.	Request to remove this clause	Please be guided by the RFP.
125	Technical Specifications for On-Prem Video Bridge Page 12	The users should be able to transfer video calls as audio calls	Request to remove this clause	Please be guided by the RFP.
126	Technical Specifications for On-Prem Video Bridge Page 12	SIP Video endpoints which should inherit the functionality of audio calls which gives the user the same call model for both video and audio calls.	Request to remove this clause	Please be guided by the RFP.
127	Technical Specifications for On-Prem Video Bridge Page 12	The Call Control solution must have Firewall Traversal capabilities to support at least 100 calls. All registered VC devices must be able to make SIP calls to the internet traversing through the Firewalls using H.460.18 and H.460.19 protocols.	Request to change as The Call Control solution must have Firewall Traversal capabilities to support at least 100 calls. All registered VC devices must be able to make SIP calls to the internet traversing through the Firewalls.	Please be guided by the RFP.
128	Technical Specifications for On-Prem Video Bridge Page 12	All components should be from same OEM for better interop and integration.	Request to remove this clause	Please be guided by the RFP.
129	Technical Specifications for On-Prem Video Bridge Page 12	Hardware and Software of the MCU Solution should be from same OEM	Request to remove this clause	Please be guided by the RFP.

130	Technical Specifications for On-Prem Video Bridge Page 14	At least 1 LAN /Ethernet--10/100/1000 Mbps full duplex and dedicated serial/USB connection for maintenance/upgrade.	Request to change as At least 1 LAN /Ethernet--10/100/1000 Mbps full duplex	Please be guided by the RFP.
131	Eligibility Criteria Section B, Point No 4	Bidder must have installed, commissioned maintained and supported at least 3 clients globally/India for Managed Video Conferencing Solution or similar project in the last 5 financial years preceding the date of the RFP. Out of these three clients at least one order should be of providing managed video services for 125 different sites (in different geographical locations) Out of these clients, at least 2 orders should be of values greater than INR 10 Crore (either single or clubbed for the same customer).	Request to change the numbers from 125 sites to 100 sites. Video Conferencing orders are normally on OPEX model. Therefore there values are not as high as Rs.10 Crores, so Please reduce the required order to Rs.5 Crores with the certification for the order value from CA with UDIN No.	Please refer to revised Eligibility Criteria.
132	1.5 Deploying, Management, Reporting and Fine Tuning of the Video Conferencing Solution Components Page 26	Further the OEM needs to perform the below duties directly - ❑ 1. Manage LIC's overall adoption lifecycle journey. ❑ 2. Provide LIC with Monthly release updates, including News-letters on Product Updates & Developments. ❑ 3. Provide LIC with Personalized onboarding & adoption guidance and best practices. ❑ 4. Share insights with LIC on usage reporting to demonstrate realized value. ❑ 5. Manage Critical change management migrations for LIC to maintain foundational experience.	Request to remove this clause	Please be guided by the RFP.
133	1.5 Deploying, Management, Reporting and Fine Tuning of the Video Conferencing Solution Components Page 26	The VC devices must have the Voice Command feature so that users can use Voice commands to perform common operations such as Join Meetings, Dial a person by calling out the persons name, increase/decrease volume etc. This must be possible using built-in or additional components but the bidder has to take complete ownership of the entire solution.	Request to remove this clause	Please be guided by the RFP.
134	Section B: Eligibility Criteria 1. Minimum Eligibility Criteria (MEC) Point No. 4 on Page No. 9	Bidder must have installed, commissioned maintained and supported at least 3 clients globally/India for Managed Video Conferencing Solution or similar project in the last 5 financial years preceding the date of the RFP. Out of these three clients at least one order should be of providing managed video services for 125 different sites (in different geographical locations) Out of these clients, at least 2 orders should be of values greater than INR 10 Crore (either single or clubbed for the same customer). *Similar project means the implementation of Room based Video Conferencing solution and associated central infrastructure Multi point Control Unit (MCU) / Installation and integration of Audio-Video Solutions Comprising Microphones, Camera, Switches, Control processors, Digital Signal Processor (DSP), speakers, Display Screens, Codec etc.	Request you to kindly change the Clause to: A bidder/subsidiary/holding company or its proposed OEM must have installed, commissioned maintained and supported at least 3 clients globally/India for Managed Video Conferencing Solution or similar project in the last 5 financial years preceding the date of the RFP. Out of these three clients at least one order should be of providing managed video services for 125 different sites (in different geographical locations) Out of these clients, at least 2 orders should be of values greater than INR 10 Crore (either single or clubbed for the same customer). *Similar project means the implementation of Room based Video Conferencing solution and associated central infrastructure Multi point Control Unit (MCU) / Installation and integration of Audio-Video Solutions Comprising Microphones, Camera, Switches, Control processors, Digital Signal Processor (DSP), speakers, Display Screens, Codec etc.	Kindly refer to revised Eligibility Criteria
135	Section B: Eligibility Criteria 1. Minimum Eligibility Criteria (MEC) Point No. 4 on Page No. 9	Bidder must have installed, commissioned maintained and supported at least 3 clients globally/India for Managed Video Conferencing Solution or similar project in the last 5 financial years preceding the date of the RFP. Out of these three clients at least one order should be of providing managed video services for 125 different sites (in different geographical locations) Out of these clients, at least 2 orders should be of values greater than INR 10 Crore (either single or clubbed for the same customer). *Similar project means the implementation of Room based Video Conferencing solution and associated central infrastructure Multi point Control Unit (MCU) / Installation and integration of Audio-Video Solutions Comprising Microphones, Camera, Switches, Control processors, Digital Signal Processor (DSP), speakers, Display Screens, Codec etc.	Request you to kindly change the Clause to: A bidder/subsidiary/holding company or its proposed OEM must have installed, commissioned maintained and supported at least 3 clients globally/India for Managed Video Conferencing Solution or similar project in the last 5 financial years preceding the date of the RFP. Out of these three clients at least one order should be of providing managed video services for 125 different sites (in different geographical locations) *Similar project means the implementation of Room based Video Conferencing solution and associated central infrastructure Multi point Control Unit (MCU) / Installation and integration of Audio-Video Solutions Comprising Microphones, Camera, Switches, Control processors, Digital Signal Processor (DSP), speakers, Display Screens, Codec etc.	Kindly refer to revised Eligibility Criteria
136	Section B: Eligibility Criteria 1. Minimum Eligibility Criteria (MEC) Point No. 5 on Page No. 9	The Bidder should have minimum 5 years of experience in supplying, implementing, and supporting managed Video Conferencing Solution for IRDAI / RBI / SEBI regulated entity/ Government /PSU organization in India	Request you to kindly change the Clause to: The bidder/subsidiary/holding company or its proposed OEM r should have minimum 5 years of experience in supplying, implementing, and supporting managed Video Conferencing Solution for IRDAI / RBI / SEBI regulated entity/ Government /PSU organization in India	Kindly refer to revised Eligibility Criteria

137	Section B: Eligibility Criteria 1. Minimum Eligibility Criteria (MEC) Point No. 6 on Page No. 10	The bidder should have the necessary licenses as per the law for offering Managed video conferencing services	As per our understanding, there are no Managed video conferencing services related licences, however if any required please elaborate with name.	Kindly refer to revised Eligibility Criteria
138	Section B: Eligibility Criteria 1. Minimum Eligibility Criteria (MEC) Point No. 7 on Page No. 10	The bidder Must possess certification such as ISO 27001 and ISO-9001 valid on the date of the RFP	Request you to kindly change the Clause to: The bidder Must possess certification such as ISO 27001 and ISO-9001/TL 9000 valid on the date of the RFP	Kindly refer to revised Eligibility Criteria
139	Section B: Eligibility Criteria 1. Minimum Eligibility Criteria (MEC) Point No. 11 on Page No. 10	The bidder should have a dedicated Video NOC in operation for over 3 years	Request department to remove the clause	Kindly refer to revised Eligibility Criteria
140	Section B: Eligibility Criteria 1. Minimum Eligibility Criteria (MEC) Point No. 12 on Page No. 10	The bidder so selected should have the proven capability to perform the entire scope of the assignment without outsourcing the same to any third party	Request department to remove the clause	Kindly refer to revised Eligibility Criteria
141	Section-F: Payment Terms, Pages 32–33	Payment terms mention quarterly payments post verification, but milestone-based payment for hardware delivery and installation is not clearly defined.	Please clarify if milestone-based payments will be allowed for hardware delivery and installation before quarterly OPEX payments. If yes, what percentage will be linked to each milestone?	Please be guided by the RFP.
142	Section-G: Service Level Agreement (SLA), Point Penalties for Downtime Page No. 34	Level of Video uptime per month 1. Committed SLA>=99.90 % - NIL Penalty 2. >=99.40% but <99.90% - 7.5% of Quarterly Charges for the site 3. >=98.90% but <99.40% - 15 % of Quarterly Charges for the site 4. >=98.40% but <98.90% - 20% of Quarterly Charges for the site 5. >=97.90% but <98.40% - 25 % of Quarterly Charges for the site 6. <97.90 % - 30 % of Quarterly charges for the site and LIC also reserves the right to terminate the contract.	Request you to kindly change the Clause to: 1. Committed SLA>=99.90 % - NIL Penalty 2. >=99.40% but <99.90% - 1% of Quarterly Charges for the site 3. >=98.90% but <99.40% - 2 % of Quarterly Charges for the site 4. >=98.40% but <98.90% - 3% of Quarterly Charges for the site 5. >=97.90% but <98.40% - 5% of Quarterly Charges for the site 6. <97.90 % - 10% of Quarterly charges for the site and LIC also reserves the right to terminate the contract.	Kindly refer to revised SLA.
143	Section-H: ANNEXURES, Point No.13) Annexure-XIII on Page No. 52	Annexure-XIII : The list of locations where links are to be provided (Given separately in an Excel sheet)	Request you to kindly provide the list of locations along with Bandwidth where links are to be provided	Kindly refer to Annexure-XIII.
144	General	Additional Query	Please confirm CUCM, Server, DC- DR hosting at LIC premises or any other location	Vendor has to take care .
145	1. MEC Page 9	Bidder must have installed, commissioned maintained and supported at least 3 clients globally/India for Managed Video Conferencing Solution or similar project in the last 5 financial years preceding the date of the RFP. Out of these three clients at least one order should be of providing managed video services for 125 different sites (in different geographical locations)	Could you please clarify why the number 125 sites was chosen for the eligibility criteria? Is there a specific reason for this number, and would it be possible to consider a lower number, like 100 sites, if the project scope is similar?	Please refer to revised Eligibility Criteria.
146	MEC Page 10 , Point 6	The bidder should have the necessary licenses as per the law for offering Managed video conferencing services	Could you please clarify what specific licenses are required by law for offering Managed Video Conferencing Services?	Please refer to revised Eligibility Criteria.
147	MEC Page 10 , Point 8	The bidder must be a Category-A (class-A from DoT, Government of India) Telecom service provider with pan India licenses.	As the proposed Video Conferencing (VC) solution is entirely IP-based and does not involve PSTN connectivity, we would like to understand whether the requirement for TSP licenses is Required here ?.	Please be guided by the RFP.
148	MEC Page 10 , Point 9	The bidder should be a Telecom Service Provider and should have a valid Indian Government License to provide National Long Distance services in India.	As the proposed Video Conferencing (VC) solution is entirely IP-based and does not involve PSTN connectivity, we would like to understand whether the requirement for NLD licenses is Required here ?	Please be guided by the RFP.

149	section 2.8, page 20-21	If Vendor fails to comply with Performance Assessment and, if any part of the service does not meet the LIC may, at any time, terminate the Contract by giving written notice of 30 days to the Vendor, if the Vendor becomes Bankrupt or otherwise insolvent. In this event, the termination will be without compensation to the Vendor, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to LIC. On receipt of a notice of termination or reduction of scope, the Vendor must stop work as specified in the notice; take all available steps to minimize loss resulting from that termination and to protect LIC Material and Contract Material; and continue work on any part of the Services not affected by the notice.	The clause appears to be quite stringent. Could the performance assessment criteria be clarified further—particularly by distinguishing between link performance and VC performance? Evaluating them together may not present a realistic picture.	Please be guided by the RFP.
150	Section E, SOW	However, the bidder may suggest remediation (before implementation), which may not be binding to LIC and also integrate around 10 to 15 standalone VC system with the solution. Some of the VC rooms have multiple screens installed which also need to be integrated with the proposed solution.	Kindly provide details of the existing VC inventory, including: Make and model of VC endpoints Screen configurations in VC rooms Make and model of screens Any existing VC management or scheduling systems	Will be shared with winning bidder.
151	Section E, SOW	Commissioning and maintenance of links at the various locations provided.	locations details missing.	Kindly refer to Annexure-XIII.
152	Section E, SOW	Provide 24x7x365 basis post implementation comprehensive support.	This support is from OEM/ Bidder? Please clarify.	Bidder
153	Section E, 1.5 Page 26	The vendor has to provide a help desk/ticketing tool for logging of complaints, within LIC's network, where the user will have an end to end view of the complaints. The complaint logging system should have features like auto-escalation, re-opening of calls etc. The complete workflow will be designed in consultation with LIC. At the end of a quarter the tool should be able to generate the downtime for all locations separately.☐ ☐ This ticketing tool should be accessible both from LICs network as well the bidders network	Does LIC have any existing ticketing tool? Need clarifications on below points: 1. Should the tool be hosted within LIC's network or can it be cloud-based? 2. Confirm how access will be provided from both LIC's and bidder's networks. 3. Kindly share LIC's preferred approach for designing the complaint workflow collaboratively. 4. Confirm the format and parameters for quarterly downtime reports per location.	Please be guided by the RFP.
154	Section E, 1.4, Pg 26	The solution may have to be extended to approximate 2000 locations i.e. either using video end points installed at various locations. The bidder has to deploy soft clients on laptop/desktop for senior executives.	1. Please confirm if all ~2000 locations are network-ready for video endpoint deployment, including bandwidth and infrastructure requirements 2. Kindly share the preferred specifications or models for video endpoints to be installed at various LIC locations. 3. Are there any specific collaboration platforms (e.g., MS Teams, Webex) that the video endpoints and soft clients need to integrate with?	Please be guided by the RFP.
155	Section E, 1.5, Pg 26	Vendor has to do end-to-end delivery, installation, commissioning, redeployment and configuration of the solution and implementation and customization etc. as per best practices and LIC's requirements. The vendor will ensure seamless integration of its equipments for functioning of existing as well as future Video Conferencing solutions / IP Telephony solution with no/minimum possible downtime	1. Kindly share details of existing Video Conferencing and IP Telephony solutions to ensure seamless integration with the proposed solution. 2. Please confirm if LIC will provide location-wise deployment schedules and access for installation and commissioning activities.	Please be guided by the RFP.
156	Section E, 1.5, Pg 26	Vendor has to do end-to-end delivery, installation, commissioning, redeployment and configuration of the solution and implementation and customization etc. as per best practices and LIC's requirements. The vendor will ensure seamless integration of its equipments for functioning of existing as well as future Video Conferencing solutions / IP Telephony solution with no/minimum possible downtime.☐ ☐ For training centers the bidder has to specifically ensure that the VC experience of the viewers is that of a live training session, with the presenters back not visible to the viewer. Additional cameras (if any) required for this purpose has to be provisioned and installed.☐	1. Please share details of existing VC/IP Telephony systems to ensure seamless integration with minimal downtime 2. Training Center Setup-Kindly confirm the layout and camera positioning requirements for training centers to ensure live-session-like viewer experience.	Will be shared with winning bidder.
157	Page 32	The vendor has to do necessary implementations required from business continuity perspectives with respect to the VC solution.	1. Kindly confirm if LIC requires redundancy mechanisms (e.g., backup servers, alternate VC platforms) to ensure uninterrupted service. 2. Is there an existing disaster recovery framework LIC follows, or should the vendor propose one for VC continuity?	Please be guided by the RFP.

158	Page 27, Technical Specifications for Display Unit	Technical Specifications for Display Unit	<p>1. Kindly confirm if the built-in speaker wattage (10W + 10W), A53 Quad Core 1.5 GHz processor, and Mali-G52MC1 GPU are minimum specs or can be exceeded with higher configurations</p> <p>2. Is Android 11 OS with 2 GB RAM and 16 GB storage mandatory, or can newer versions with higher specs be proposed?</p> <p>3. Are all listed ports (HDMI 2.1 x3, USB 2.0 x2, RF IN, DTV IN, Mini AV IN, SPDIF OUT) mandatory for every unit?</p> <p>Please confirm if HDMI CEC, ARC, HDR10, DTS, Dolby MS12 are required on all displays. Any higher or better could work?</p>	Higher specifications with over all compatibility may be quoted.
159	Commercial NPV	VC Shifting within same premise with 100 quantity / VC Shifting in different premise with 20 quantity	<p>To accurately assess the quantity and placement of PTZ cameras and VC equipment required during shifting, we request LIC to kindly provide:</p> <p>Room-wise measurements for all locations involved in VC shifting. CAD drawings or layout plans of the rooms to evaluate coverage and positioning.</p> <p>Details of existing VC setups to understand redeployment feasibility and integration needs. Does license will be provided by LIC or bidder need to add to BoQ?</p>	Please be guided by the RFP.
160	Commercial NPV	Extra PTZ Camera as per technical specifications with PTZ camera with 72 Qty	<p>As per the RFP, 72 PTZ cameras are proposed for deployment. To accurately assess the required quantity and placement of PTZ cameras, we request LIC to kindly provide:</p> <p>1. Room-wise measurements for all proposed VC locations.</p> <p>2. CAD drawings or layout plans of the rooms to evaluate viewing angles, coverage, and camera positioning.</p> <p>3. Any specific use-case requirements (e.g., training rooms, boardrooms) that may influence camera count or placement</p>	Please be guided by the RFP.
161	16 Bid validity Period	Bids shall remain valid for 1 year from the last date of bid submission under this RFP. LIC shall reject a bid as non-responsive if the bid is submitted with a shorter validity period.	We request capping the bid validity to 30 days to ensure predictability in resource and pricing commitments.	Please be guided by the RFP.
162	36 Penalty Caps	<p>The total penalty for installation and commissioning of the managed VC solution shall not exceed 10% of the total annual charges for that location.</p> <p>☐ The total penalty for quarterly payments for the managed VC solution shall not exceed 50% of the quarterly charges.</p> <p>☐ The total penalty for onsite support shall not exceed 10 % of the quarterly onsite support charges</p>	We request LIC to Cap the maximum penalty to 5% of respective category; especially Quarterly payment which is exceptionally high at 50%.	Please be guided by the RFP.
163	18 Right to terminate the Process:	LIC may terminate the RFP process at any time without assigning any reasons whatsoever. LIC makes no commitments, express or implied, that this process will result in a business transaction with anyone.	<p>We request that in the event of termination, the Bidder, apart from the payments made for the work already done, also be compensated/paid for the orders already placed with OEMs/Licensors, which orders cannot be cancelled with the OEMs/Licensors, cancellation costs, if any, levied by the OEMs/Licensors, and logistical and administrative expenses, if any, incurred by the Bidder on account of such cancellations, which expenses shall be billed on actuals. Further, if the bidder is supplying any products/licenses on an opex model, then the Bank shall pay the bidder the residual value of such products/licenses.</p> <p>In case of any termination, we would request LIC to confirm that the total amount of equipment up-to the balance period of 60 months would be construed as services rendered and or delivered and full payment would be made to the bidder from the effective date of such termination.</p>	Please be guided by the RFP.
164	33 Payment Terms	No advance payment will be made by LIC. The Central Office of LIC at Mumbai will place orders for the equipments/components for all its offices spread across the country. However, Payments will be made by the Central Office for the orders placed for the Central Office and by the respective Zonal offices for the orders placed for it and the offices under their jurisdiction. Quarterly payment at the end of each quarter, subject to satisfactory services as per the scope of work. TDS will be deducted at source for any payment made by LIC, as per prevailing rules.	We request LIC to change the Payment terms as Quarterly in advance as the bidder have to pay the OEMs all upfront. Also for nsite servcies to be made Quarterly in advance.	Please be guided by the RFP.
165	Title of goods	Additional Clarification	We would request LIC to confirm that the title of goods for all the products supplied would be passed on to LIC from the date of delivery of such product and LIC would be just paying the price of such product over a period of 60 months from the date of installation	Please be guided by the RFP.
166	Technical Specifications for Interactive Collaboration Devices- Page 21	Should have Dual 4k Camera at 80- and 120-degree field of view allows for close and further participants to be seen clearly when they speak. The Cameras must be autoselected by the software depending upon the location of the active speaker.	Can the Field of view be relaxed to 70 degrees and 110 degrees respectively?	Please refer to the revised technical specifications

167	Technical Specifications for Divisional Offices - Page 3, Directory services	Should support LDAP and H.350 protocols for directory transfer	H.350 is a subset of Directory service to be implemented on the Active Directory server. Support for LDAP on the endpoints allows the device to be connected with the AD server. Request that documentary proof for LDAP support be accepted.	Documentary proof to be provided for LDAP .
168	Technical Specifications for Divisional Offices	Should have at least 6 microphones inputs to connect 6 microphones .	How many microphones should be supplied from day 1?	Please refer to the revised technical specifications
169	Technical Specifications Video Conferencing devices for Conference Rooms with Existing Display	Should support LDAP and H.350 protocols for directory transfer	H.350 is a subset of Directory service to be implemented on the Active Directory server. Support for LDAP on the endpoints allows the device to be connected with the AD server. Request that documentary proof for LDAP support be accepted.	Documentary proof to be provided for LDAP .
170	Technical Specifications Video Conferencing devices for Conference Rooms with Existing Display	Should support at least 120 degrees horizontal field of view and 90 Degrees Vertical FoV	Can the Field of view be relaxed to 110 degrees and 70 degrees respectively?	Please refer to the revised technical specifications
171	Section-B: ELIGIBILITY CRITERIA- Page 9	The Bidder should be in operating-profit (EBITDA i.e., Earnings before Interest, Tax, Depreciation & Amortization) during any 2 out of last 3 audited financial years preceding the date of this RFP. Further, the bidder should also have positive net worth for the last 3 audited financial years preceding to the date of this RFP.		Please be guided by the RFP.
172	Section-B: ELIGIBILITY CRITERIA- Page 9	Bidder must have installed, commissioned maintained and supported at least 3 clients globally/India for Managed Video Conferencing Solution or similar project in the last 5 financial years preceding the date of the RFP. Out of these three clients at least one order should be of providing managed video services for 125 different sites (in different geographical locations) Out of these clients, at least 2 orders should be of values greater than INR 10 Crore (either single or clubbed for the same customer).	Bidder/OEM must have installed, commissioned maintained and supported at least 3 clients globally/India for Managed Video Conferencing Solution or similar project in the last 5 financial years preceding the date of the RFP. Out of these three clients at least one order should be of providing managed video services for 125 different sites (in different geographical locations) Out of these clients, at least 2 orders should be of values greater than INR 10 Crore (either single or clubbed for the same customer).	Please refer to revised Eligibility Criteria.
173	Section-B: ELIGIBILITY CRITERIA- Page 9	Bidder must have installed, commissioned maintained and supported at least 3 clients globally/India for Managed Video Conferencing Solution or similar project in the last 5 financial years preceding the date of the RFP. Out of these three clients at least one order should be of providing managed video services for 125 different sites (in different geographical locations) Out of these clients, at least 2 orders should be of values greater than INR 10 Crore (either single or clubbed for the same customer).	Bidder/OEM must have installed, commissioned maintained and supported at least 3 clients globally/India for Managed Video Conferencing Solution or similar project in the last 8 financial years preceding the date of the RFP. Out of these three clients at least one order should be of providing managed video services for 125 different sites (in different geographical locations) Out of these clients, at least 2 orders should be of values greater than INR 10 Crore (either single or clubbed for the same customer).	Please refer to revised Eligibility Criteria.
174	Section-B: ELIGIBILITY CRITERIA - Page 9	Bidder must have installed, commissioned maintained and supported at least 3 clients globally/India for Managed Video Conferencing Solution or similar project in the last 5 financial years preceding the date of the RFP. Out of these three clients at least one order should be of providing managed video services for 125 different sites (in different geographical locations) Out of these clients, at least 2 orders should be of values greater than INR 10 Crore (either single or clubbed for the same customer).	1. We are submitting our bid on behalf of our Parent company, as the SOW of the RFP, including eligibility criteria, requires the bidder to be a Telecom service provider with a DOT License. However, the VC line of business is carried out by our wholly owned subsidiary. Therefore, we request LIC to consider the experience credentials of our subsidiary company. 2. Request to reduce the No. of Sites as 100 instead of 125 sites in the clause.	Please refer to revised Eligibility Criteria.
175	TIME SCHEDULE FOR DELIVERY AND INSTALLATION	1. Installation, commissioning and implementation---10 Week 2. Onsite Support- 8 Weeks	Request to modify the clause as: 1. Installation, commissioning and implementation---16 Week 2. Onsite Support- 16 Weeks	Please be guided by the RFP.
176	Technical Specifications for Links, Page 24 , Sr. No. 6	Jitter - 10 milliseconds (Maximum)	Bidder Request to provide the relaxation in this clause with 30 milliseconds Jitter	Please refer to the revised "Technical Specifications"
177	Technical Specifications for Links, Page 24, Sr. No. 10	Uptime - 99.99% per month for Link	Bidder request to allow to relax this clause with 99.5% per month as its single link, single CPE setup	Please refer to the revised "Technical Specifications"
178	Commercial_NPV_VC, Annexure IX, Point 2	Rentals for room based End Points as per technical specification for completely Integrated Units (including codec , camera , microphone and all other accessories including cables)	Bidder Request to include the 85 " Displays in this clauses to accommodate as 85" display is part of Technical specification but not included in Commercial Annexure, else please provide a separate line item for 85" inch displays to include in Commercial Annexure.	Please refer to the revised "Commercial Bid (Annexure - IX)"
179	Commercial_NPV_VC,	Soft copy of the entire eligibility-bid document and all supporting documents on one READ-ONLY pen drive.	Bidder Request to provide relaxation and allow the submissions without pen drive.	Clause Deleted
180	MEC, Point 11, Page 10	The bidder should have a dedicated Video NOC in operation for over 3 years.	Bidder Request to include the audio video NOC for support.	Please refer to the revised "Eligibility Criteria"

181	Commercial_NPV_VC, Annexure IX, Point 13	Rentals for Virtual Meeting Rooms for Cloud Video Bridge with 1000 participants in each session with recording facility as per technical specifications with quantity-225	Bidder observed that In the Technical specification the ask is for 300 host licenses to include for cloud meeting, however in the Commercial Annexure IX its mentioned 220 quantity so bidder request to confirm the final quantity to consider for commercial.	Kindly refer to revised Commercial bid, Annexure- IX.
182	1.5 Deploying, Management, Reporting and Fine Tuning of the Video Conferencing Solution Components- Page 26	The vendor has to provide a help desk/ticketing tool for logging of complaints, within LICs network, where the user will have an end to end view of the complaints. The complaint logging system should have features like auto-escalation, re-opening of calls etc. The complete workflow will be designed in consultation with LIC. At the end of a quarter the tool should be able to generate the downtime for all locations separately.	Bidder needs clarity if any existing ticketing tool currently in use, needs to be integrated with the solution or is the bidder required to provide a new ticketing tool for this service.	Please be guided by the RFP.
183	New Technical Specifications, Page 27	RFIN (RFX1) & DTV (DTVX1)	Due to End of Life for this interfaces, we are proposing alternatives - HDMI/DP in proposed Display	Please be guided by the RFP.
184	New Technical Specifications, Page 27	Signage feature from same OEM	Please elaborate if Signage feature is required across all display units in PAN India locations or in selected display units across offices.	Please be guided by the RFP.
185	7. Brief on the Scope of Work: Page-9	The Bidder is expected to provide the end to end solution and vendor is expected to absorb any other cost of material / services if any not particularly listed in the RFP.	Bidder request to consider below part in this clause as it seems to be more open. " The Bidder is expected to provide an end-to-end solution based on the scope defined in the RFP. In case any material or service essential for the functioning of the solution is not explicitly listed in the RFP, the Bidder shall notify the Purchaser during the proposal or clarification stage. Any such additional items, if mutually agreed upon as necessary, shall be discussed and may be considered for separate commercial evaluation, subject to approval by the Purchaser."	Please be guided by the RFP.
186	7. Brief on the Scope of Work: Page-9	The bidder has to integrate around 10 to 15 standalone system with the proposed solution.	Bidder request to provide the clarification for integration. E.g. These standalone system/ end points able to join the proposed Cloud Video bridge solution, able to make 1-1 call with new proposed VC devices or any other understanding, please clarify	Please be guided by the RFP.
187	Section-B: ELIGIBILITY CRITERIA 1. Minimum Eligibility Criteria (MEC): page-10, Sl. no. 12	The bidder so selected should have the proven capability to perform the entire scope of the assignment without outsourcing the same to any third party.	Bidder request for relaxation as hand & fleet, transport/logistic etc. may involve partners so below consideration is requested. ""The bidder should have the proven capability to perform the entire scope of the assignment. However, outsourcing of non-core components or specialized services such as hand & fleet management, transport logistics, or other operational support may be permitted with prior approval from the Purchaser, provided the bidder remains fully accountable for the delivery, quality, and compliance of the entire solution." "	Please refer to the revised "Eligibility Criteria"
188	SECTION-E: SCOPE OF WORK, 1. General page-24	The call control should integrate with corporate directory for user provisioning and directory access.	Bidder requesting to clarify the few points: What is the corporate directory platform used by LIC (e.g., AD, LDAP, Azure AD)? Is the integration expected to be read-only or bi-directional (user provisioning)? Are there specific protocols or APIs mandated for integration or any security or compliance requirements that must be adhered to?	Please be guided by the RFP.
189	1.4. Basic Installation of Links, Network Components, Hardware and Software , Page- 25	The bidder has to deploy soft clients on laptop/desktop for senior executives.	Bidder request clarity, will LIC provide access for installation of soft clients via central policy or its manual activity to perform ?	Please be guided by the RFP.
190	1.4. Basic Installation of Links, Network Components, Hardware and Software , page- 26	Certain locations (within) the same building have multiple end points (Video Conferencing Units). In such cases the vendor has to ensure that all network components such as switches, cables etc. are installed separately to provide connectivity to the Video Conferencing end points. The vendor shall be responsible for maintenance of all such network components.	The bidder requests LIC to provide the count of locations where the distance between the link router and VC endpoint exceeds 100 meters, in order to factor in additional switches and cabling requirements for proper connectivity and to avoid signal degradation.	Please be guided by the RFP.
191	1.5. Deploying, Management, Reporting and Fine Tuning of the Video Conferencing Solution Components. Page-26	This ticketing tool should be accessible both from LICs network as well the bidders network.	The bidder requests LIC to confirm whether any existing ticketing tool (e.g., ServiceNow or similar ITSM platform) is currently in use. If so, kindly confirm feasibility of e-bonding/integration with the bidder's ticketing system to enable LIC employees to create tickets and have complete visibility into ticket status.	Please be guided by the RFP.
192	COMMERCIAL BID (Annexure- IX)	Qty for Video Devices registration licenses	Bidder Request to confirm the count for VC device registration on Cloud platform and separate count for VC device registration on On-prem Call Control setup to consider, as this information is not clearly outlined in Commercial or RFP scope document.	Please be guided by the RFP.

193	Technical Specifications for On-Prem Video Bridge, Sr. no-25	The architecture should support a minimum of 500 VC systems per Server	Bidder need clarity on this part. Is this related to VC device registration on call control count or its MCU port capacity or future VC capacity to add remaining VC end points licenses at later stage without changing Hardware ? as currently 214 total VC count is mentioned in commercial sheet but Tech Spec is seems different	Please be guided by the RFP.
194	With reference to complete RFP	We request your kind consideration to split the current RFP scope into two distinct parts: Part A: Network Links and Part B: Video Conferencing (VC) Devices	This separation will help ensure clarity in evaluation and allow bidders to respond more accurately based on their core competencies. We also request that the winning criteria for each part be validated independently, so that the best-suited vendor can be selected for each component.	Please be guided by the RFP.
195	With reference to complete RFP	If anyone is not a Service provider and is a well known System integrator . Request to kindly allow consortium participation where the lead is a reputed System Integrator, partnered with a qualified Service Provider	This approach combines deep integration expertise with service delivery capability, ensuring a stronger and more effective solution.	Please be guided by the RFP.
196	MEC Page 10 , Point 6	The bidder should have the necessary licenses as per the law for offering Managed video conferencing services	Could you please clarify what specific licenses are required by law for offering Managed Video Conferencing Services?	Please refer to the revised "Eligibility Criteria"
197	MEC Page 10 , Point 8 and 9	The bidder must be a Category-A (class-A from DoT, Government of India) Telecom service provider with pan India licenses. The bidder should be a Telecom Service Provider and should have a valid Indian Government License to provide National Long Distance services in India.	As the proposed Video Conferencing (VC) solution is entirely IP-based and does not involve PSTN connectivity, we would like to understand the requirement for TSP licenses here for VC.	Please be guided by the RFP.
198	section 2.8, page 20-21	If Vendor fails to comply with Performance Assessment and, if any part of the service does not meet the LIC may, at any time, terminate the Contract by giving written notice of 30 days to the Vendor, if the Vendor becomes Bankrupt or otherwise insolvent. In this event, the termination will be without compensation to the Vendor, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to LIC On receipt of a notice of termination or reduction of scope, the Vendor must stop work as specified in the notice; take all available steps to minimize loss resulting from that termination and to protect LIC Material and Contract Material; and continue work on any part of the Services not affected by the notice	The clause appears to be quite stringent. Could the performance assessment criteria be clarified further—particularly by distinguishing between link performance and VC performance? Evaluating them together may not present a realistic picture	Please be guided by the RFP.
199	Section E, SOW	However, the bidder may suggest remediation (before implementation), which may not be binding to LIC and also integrate around 10 to 15 standalone VC system with the solution. Some of the VC rooms have multiple screens installed which also need to be integrated with the proposed solution.	Kindly provide details of the existing VC inventory, including: Make and model of VC endpoints Screen configurations in VC rooms Make and model of screens Any existing VC management or scheduling systems	Please be guided by the RFP.
200	Section E, SOW	Commissioning and maintenance of links at the various locations provided.	locations details missing.	The same has been provided with this corrigendum
201	Section E, SOW	Provide 24x7x365 basis post implementation comprehensive support.	This support is from OEM/ Bidder? Please clarify.	Please be guided by the RFP.
202	Section E, 1.5 Page 26	The vendor has to provide a help desk/ticketing tool for logging of complaints, within LICs network, where the user will have an end to end view of the complaints. The complaint logging system should have features like auto-escalation, re-opening of calls etc. The complete workflow will be designed in consultation with LIC. At the end of a quarter the tool should be able to generate the downtime for all locations separately.☐ ☐ This ticketing tool should be accessible both from LICs network as well the bidders network	Does LIC have any existing ticketing tool? Need clarifications on below points: 1. Should the tool be hosted within LIC's network or can it be cloud-based? 2. Confirm how access will be provided from both LIC's and bidder's networks. 3. Kindly share LIC's preferred approach for designing the complaint workflow collaboratively. 4. Confirm the format and parameters for quarterly downtime reports per location.	Please be guided by the RFP.
203	Section E, 1.4, Pg 26	The solution may have to be extended to approximate 2000 locations i.e. either using video end points installed at various locations. The bidder has to deploy soft clients on laptop/desktop for senior executives.	1. Please confirm if all ~2000 locations are network-ready for video endpoint deployment, including bandwidth and infrastructure requirements 2. Kindly share the preferred specifications or models for video endpoints to be installed at various LIC locations. 3. Are there any specific collaboration platforms (e.g., MS Teams, Webex) that the video endpoints and soft clients need to integrate with?	Please be guided by the RFP.

204	Section E, 1.5, Pg 26	Vendor has to do end-to-end delivery, installation, commissioning, redeployment and configuration of the solution and implementation and customization etc. as per best practices and LIC's requirements. The vendor will ensure seamless integration of its equipments for functioning of existing as well as future Video Conferencing solutions / IP Telephony solution with no/minimum possible downtime	1. Kindly share details of existing Video Conferencing and IP Telephony solutions to ensure seamless integration with the proposed solution. 2. Please confirm if LIC will provide location-wise deployment schedules and access for installation and commissioning activities.	Please be guided by the RFP.
205	Section E, 1.5, Pg 26	☑ For training centers the bidder has to specifically ensure that the VC experience of the viewers is that of a live training session, with the presenters back not visible to the viewer. Additional cameras (if any) required for this purpose has to be provisioned and installed.☑	Training Center Setup-Kindly confirm the layout and camera positioning requirements for training centers to ensure live-session-like viewer experience.	Please be guided by the RFP.
206	Page 32	The vendor has to do necessary implementations required from business continuity perspectives with respect to the VC solution.	1. Kindly confirm if LIC requires redundancy mechanisms (e.g., backup servers, alternate VC platforms) to ensure uninterrupted service. 2. Is there an existing disaster recovery framework LIC follows, or should the vendor propose one for VC continuity?	Please be guided by the RFP.
207	Page 27, Technical Specifications for Display Unit	Technical Specifications for Display Unit	1.Kindly confirm if the built-in speaker wattage (10W + 10W), A53 Quad Core 1.5 GHz processor, and Mali-G52MC1 GPU are minimum specs or can be exceeded with higher configurations 2.Is Android 11 OS with 2 GB RAM and 16 GB storage mandatory, or can newer versions with higher specs be proposed? 3.Are all listed ports (HDMI 2.1 x3, USB 2.0 x2, RF IN, DTV IN, Mini AV IN, SPDIF OUT) mandatory for every unit? Please confirm if HDMI CEC, ARC, HDR10, DTS, Dolby MS12 are required on all displays. any higher or better could work?	Higher specifications with over all compatibility may be quoted
208	Commercial NPV	Rentals for 103 inch display as per technical specification	Specifications missing from Documents	Please refer to the revised technical specifications
209	Commercial NPV	VC Shifting within same premise with 100 quantity / VC Shifting in different premise with 20 quantity	To assess VC and PTZ camera requirements during shifting, we request LIC to kindly share: Room-wise measurements of all relevant locations CAD drawings or layout plans Details of existing VC setups for redeployment planning Also, please clarify whether the required licenses will be provided by LIC or should be included in the bidder's BoQ.	Please be guided by the RFP.
210	Commercial NPV	Extra PTZ Camera as per technical specifications with PTZ camera with 72 Qty	As per the RFP, 72 PTZ cameras are proposed for deployment. To accurately assess the required quantity and placement of PTZ cameras, we request LIC to kindly provide: 1.Room-wise measurements for all proposed VC locations. 2.CAD drawings or layout plans of the rooms to evaluate viewing angles, coverage, and camera positioning. 3.Any specific use-case requirements (e.g., training rooms, boardrooms) that may influence camera count or placement	Please be guided by the RFP.
211	Technical Specifications for Divisional Offices Page 1	It should transmit and receive both participants view and content simultaneously to and fro from the far end location at 1080p 60fps	Request to change as It should transmit and receive both participants view and content simultaneously to and fro from the far end location at 1080p 30fps.	Please refer to the revised "Technical Specifications"
212	Technical Specifications for Divisional Offices Page 1	The system must have the ability to pair mobile devices such as Tablets and Smartphones based on iOS and Android platforms and platforms newly introduced in future so that these devices can be used to share the presentation using mobile device and also permit to : 1)View the Presentaion that is being shown in the VC call. 2)Add and disconnect call. 3)Take snapshot of the presenetation being shown	Request to change as The system must have the ability to pair mobile devices such as Tablets and Smartphones based on iOS and Android platforms and platforms newly introduced in future so that these devices can be used to share the presentation using mobile device. Mobile device should also able to do the following functions while VC device is registered on cloud VC platform. 1)View the Presentaion that is being shown in the VC call. 2)Add and disconnect call. 3)Take snapshot of the presenetation being shown	Please refer to the "Revised "
213	Technical Specifications for Divisional Offices Page 1	Should have at least 2 x HDMI inputs to connect Full HD cameras.	Request to change as below since most of the VC devices are currently come with USB interface. Should have at least 2 x HDMI/USB inputs to connect Full HD cameras.	Please refer to the revised "Technical Specifications"

214	Technical Specifications for Divisional Offices Page 1	Must have 1 additional HDMI inputs to connect two laptops/PC/Camera for presentations supporting upto 4K 30fps Resolution including 1080p 60fps.	Request to correct the typo error for 1 port for 1 laptop. Must have 1 additional HDMI inputs to connect one laptops/PC/Camera for presentations supporting upto 4K 30fps Resolution including 1080p 60fps.	Please refer to the revised "Technical Specifications"
215	Technical Specifications for Divisional Offices Page 1	Should have input to connect directly a laptop/PC for content/presentations at 4K resolution along with audio and video using HDMI/HD interfaces .Suitable connecting cable of 15 meters length for connecting laptop/desktop using HDMI and VGA interfaces should be provided .In case any converters are required for the purpose the same has to be provided by the service provider .	Request to change as below - (removal of VGA port) Should have input to connect directly a laptop/PC for content/presentations at 4K resolution along with audio and video using HDMI/HD interfaces .Suitable connecting cable of 15 meters length for connecting laptop/desktop using HDMI.	Please refer to the revised "Technical Specifications"
216	Technical Specifications for Divisional Offices Page 1	Must have at least 1 USB -C input for Content Sharing @1080p30fps, 4K 15 fps with a cable length of at least 10 meters .	Request to remove this clause. As there is already two options for content sharing i.e with HDMI input port & wireless content sharing in device. We request to remove this clause.	Clause Deleted
217	Technical Specifications for Divisional Offices Page 2	Should have at least 2 no.'s of HDMI output to connect Full High Definition display devices for both Video and Content.(Dual Monitor Support). The codec should support upto 4K 60fps resolution.	Request to change as below since the codec resolution as asked in RFP is 1080 60fps Should have at least 2 no.'s of HDMI output to connect Full High Definition display devices for both Video and Content.(Dual Monitor Support). The codec should support upto 1080p 60fps resolution.	Please refer to the revised "Technical Specifications"
218	Technical Specifications for Divisional Offices Page 2	G.711, G.722, G.722.1, 64 kbps MPEG-4 AAC-LD standard must be supported	Request to change as G.711, G.722, G.722.1, 64 kbps MPEG-4 AAC-LD/ Siren 22 standard must be supported	Please refer to the revised "Technical Specifications"
219	Technical Specifications for Divisional Offices Page 2	Should support 6 Microphone inputs to connect 6 microphones . Every microphone must have mute button .	Request to change as Should support 6 Microphones either directly connected to codec or via AV over IP . Every microphone must have mute button .	Please refer to the revised "Technical Specifications"
220	Technical Specifications for Divisional Offices Page 2	Should have at least 6 microphones inputs to connect 6 microphones .	Request to change as Should support 6 Microphones either directly connected to codec or via AV over IP .	Please refer to the revised "Technical Specifications"
221	Technical Specifications for Divisional Offices Page 2	H323/SIP upto 8 Mbps point-to-point.	Request to change as H323/SIP upto 6 Mbps point-to-point.	Please refer to the revised "Technical Specifications"
222	Technical Specifications for Divisional Offices Page 2	The PTZ camera must have a Pan range: +/- 170 degrees Tilt range: -20 degrees to +90 degrees	Request to change as The PTZ camera must have a Pan range: +/- 170 degrees Tilt range: -20 degrees to +20 degrees	Please refer to the revised "Technical Specifications"
223	Technical Specifications for Divisional Offices Page 2	The PTZ Camera must have at least 10X optical Zoom and 5X digital Zoom so that the chairperson is captured with Full HD clarity	Request to change as The PTZ Camera must have at least 10X optical Zoom and 5X digital Zoom or 12x optical zoom so that the chairperson is captured with Full HD clarity	Please refer to the revised "Technical Specifications"
224	Technical Specifications for Divisional Offices Page 2	When the chairperson is speaking the camera must automatically capture the chairperson and this video must be sent to the far end.	Request to change as When the chairperson is speaking the camera must automatically capture the chairperson and this video must be sent to the far end or there should be a feature to configure a preset in PTZ camera to capture the chairperson.	Please refer to the revised "Technical Specifications"
225	Technical Specifications for Divisional Offices Page 2	Both Cameras must work as part of the Speaker tracking solution such that when the chairperson is speaking then the PTZ camera must zoom in and capture the video of the chairperson.	Request to change as Both Cameras must work as part of the Speaker tracking solution such that when the chairperson is speaking then the PTZ camera must zoom in and capture the video of the chairperson or primary digital camera should support speaker tracking and there should be a feature to configure a preset in PTZ camera to capture the chairperson.	Please refer to the revised "Technical Specifications"
226	Technical Specifications for Divisional Offices Page 3	It should be possible to combine the video from both the main camera and the PTZ camera and send the videos from both the cameras simultaneously as a stitched image.	Request to change as It should be possible to combine the video from both the main camera and the PTZ camera and send the videos from both the cameras simultaneously as a stitched image or as multiple tiles while VC device is registered on cloud VC platform.	Please refer to the revised "Technical Specifications"
227	Technical Specifications for Divisional Offices Page 3	The system should be capable of providing metrics such as participant count that could be used for resource utilization, return on investment reports.	This can be achieved using available solution with us. Thus no changes required	Please be guided by the RFP.
228	Technical Specifications for Divisional Offices Page 3	The camera should have the capability to capture the people in the room in Frames mode, such that when there is an empty space between two people , this empty space is removed and the two people are shown in two different frames with a virtual line between these two people. The Frames mode must support at least 4 frames and should maintain spatiality of the room such that a person on the left is always seen on the left and the one on right is always seen on the right side.	Request to change as The camera should have the capability to capture the people in the room in Frames mode, such that when there is an empty space between two people , this empty space is removed and the two people are shown in two different frames with a virtual line between these two people. The Frames mode must support at least 4 frames/6 frames.	Please refer to the revised "Technical Specifications"
229	Technical Specifications for Divisional Offices Page 3	Should have at least 80 degrees horizontal field of view.	Request to change as Should have at least 70 degrees horizontal field of view.	Please refer to the revised "Technical Specifications"
230	Technical Specifications for Divisional Offices Page 3	1920 x 1080 pixels progressive @ 60fps	Request to change as UHD 2160p (4K) as in earlier clause 4k camera being asked	Please be guided by the RFP.

231	Technical Specifications for Divisional Offices Page 3	Should support built-in Multiconference capability to connect at least 1+3 sites at 720p 30fps in a continuous presence mode. The necessary licenses should be provisioned for the same	Request to remove this clause Technology is moving towards cloud, to have a consistent user experience it is better to leverage on premise video bridge or cloud video bridge	Clause Deleted
232	Technical Specifications for Divisional Offices Page 3	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	Request to remove this clause as this is linked to the built in multi conference capability of the device. Technology is moving towards cloud, to have a consistent user experience it is better to leverage on premise video bridge or cloud video bridge	Clause Deleted
233	Technical Specifications for Divisional Offices Page 3	The Touch Interface should be able to provide Room information such as display Room Temperature, humidity, air quality, ambient light etc	Request to kindly remove this clause. As this is not available in most of the standard VC devices.	Clause Deleted
234	Technical Specifications for Divisional Offices Page 3	It should be possible to connect the Codec (directly or via external device) to a PC/Laptop and Make use of Camera, Mic and Display to work with any Soft Client applications such as Webex, Zoom, MS Teams, Vidyo, etc	This can be achieved using available solution with us. Thus no changes required	Please be guided by the RFP.
235	Technical Specifications for Completely Integrated Unit Page 4	The solution must consist of 85 inches LED screen either provided by the OEM or certified by the OEM. The unit must be wall mountable and should be supplied with all the accessories to mount on the wall.	Request to change as The solution must consist of 85 inches LED screen either provided by the OEM or reputed brand compatible with the proposed OEM . The unit must be wall mountable and should be supplied with all the accessories to mount on the wall.	Please be guided by the RFP.
236	Technical Specifications for Completely Integrated Unit Page 4	The system should be an integrated system with Codec, Dual HD 1080p camera, Mic, Touch Panel, cables (including power cables), Two 85" LCD/LED and a floor mount kit.	Request to change the clause as below - The system should be an integrated system with Codec, Dual HD 1080p camera, Mic, Touch Panel, cables (including power cables) and 3rd party two 85" LCD/LED display and accessories, kit for floor / wall mount.	Please refer to the revised "Technical Specifications"
237	Technical Specifications for Completely Integrated Unit Page 4	The 85" screens (two), codec, cameras, microphones, floor/wall mounted kit should be from same OEM with a single OEM part code. The system should not be a locally fabricated unit.	Request to change the clause as below - The Codec, cameras, microphones should be from same OEM. With reputed 3rd party 85" Screens (two) and floor / wall mount kit.	Please refer to the revised "Technical Specifications"
238	Technical Specifications for Completely Integrated Unit Page 4	The system must have the ability to pair mobile devices such as Tablets and Smartphones based on iOS and Android platforms and platforms newly introduced in future so that these devices can be used to: 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	Need Clarity that these asked features can be delivered / achieved while the VC devices are registered on cloud VC platform.	Please be guided by the RFP.
239	Technical Specifications for Completely Integrated Unit Page 4	Must have a total of at least 3 HD inputs. The system should support 2 HD Cameras (1080P) and 2 PC Inputs (One HDMI and one DVI/VGA) for presentation sharing	Request to change as below since DVI/VGA are outdated ports - Must have a total of at least 3 HD inputs. The system should support 2 HD Cameras (1080P) and 1 PC Inputs (One HDMI) for presentation sharing	Please refer to the revised "Technical Specifications"
240	Technical Specifications for Completely Integrated Unit Page 5	Should have input to connect directly a laptop/PC for content/presentations at 4K resolution along with audio and video using HDMI/HD interfaces .Suitable connecting cable of 15 meters length for connecting laptop/desktop using HDMI and VGA interfaces should be provided .In case any converters are required for the purpose the same has to be provided by the service provider .	Request to change as below - (removal of VGA port) Should have input to connect directly a laptop/PC for content/presentations at 4K resolution along with audio and video using HDMI/HD interfaces .Suitable connecting cable of 15 meters length for connecting laptop/desktop using HDMI.	Please refer to the revised "Technical Specifications"
241	Technical Specifications for Completely Integrated Unit Page 5	Must have at least 1 USB -C input for Content Sharing @1080p30fps, 4K 15 fps with a cable length of at least 10 meters	Request to remove this clause. As there is already two options for content sharing i.e with HDMI input port & wireless content sharing in device. We request to remove this clause.	Clause Deleted
242	Technical Specifications for Completely Integrated Unit Page 5	Should support G.711, G.722, G.722.1, 64 kbps 20KHz MPEG-4 AAC-LD or equivalent standards .	Request to change as G.711, G.722, G.722.1, 64 kbps MPEG-4 AAC-LD/ Siren 22 standard must be supported	Please refer to the revised "Technical Specifications"
243	Technical Specifications for Completely Integrated Unit Page 5	Should have at least 6 microphones inputs to connect 6 microphones .	Request to change as Should support 6 Microphones either directly connected to codec or via AV over IP.	Please refer to the revised "Technical Specifications"
244	Technical Specifications for Completely Integrated Unit Page 5	Built-in wide band audio speaker and amplifier system to the far end audio and line-in audio. No external audio system is acceptable. The unit must provide a sound output of at least 200W	Request to change as below - Built-in wide band audio speaker and amplifier system to the far end audio and line-in audio. No external audio system is acceptable. The unit must provide a sound output of at least 200W OR It should be integrated with external speaker.	Please refer to the revised "Technical Specifications"
245	Technical Specifications for Completely Integrated Unit Page 5	The system should be capable of providing metrics such as participant count that could be used for resource utilization, return on investment reports.	This can be achieved using available solution with us. Thus no changes required	Please be guided by the RFP.

246	Technical Specifications for Completely Integrated Unit Page 6	The camera should have the capability to capture the people in the room in Frames mode, such that when there is an empty space between two people, this empty space is removed and the two people are shown in two different frames with a virtual line between these two people. The Frames mode must support at least 4 frames and should maintain spatiality of the room such that a person on the left is always seen on the left and the one on right is always seen on the right side.	Request to change as The camera should have the capability to capture the people in the room in Frames mode, such that when there is an empty space between two people, this empty space is removed and the two people are shown in two different frames with a virtual line between these two people. The Frames mode must support at least 4 frames/6 frames.	Please refer to the revised "Technical Specifications"
247	Technical Specifications for Completely Integrated Unit Page 7	Should have at least 80 degrees horizontal field of view.	Request to change as Should have at least 70 degrees horizontal field of view.	Please refer to the revised "Technical Specifications"
248	Technical Specifications for Completely Integrated Unit Page 7	The system must have the ability to pair mobile devices such as Tablets and Smartphones based on iOS and Android platforms and platforms newly introduced in future so that these devices can be used to: 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	Need Clarity that these asked features can be delivered / achieved while the VC devices are registered on cloud VC platform.	Please be guided by the RFP.
249	Technical Specifications for Completely Integrated Unit Page 7	If the above feature is not available natively, additional component can be provided to achieve the same, without any additional cost.	This is dependent of clarity on above query. If allowed on cloud platform this can be achieved using available solution with us.	Please be guided by the RFP.
250	Technical Specifications for Completely Integrated Unit Page 7	The PTZ camera must have a Pan range: +/- 170 degrees Tilt range: -20 degrees to +90 degrees	Request to change as The PTZ camera must have a Pan range: +/- 170 degrees Tilt range: -20 degrees to +20 degrees	Please refer to the revised "Technical Specifications"
251	Technical Specifications for Completely Integrated Unit Page 7	The PTZ Camera must have at least 10X optical Zoom and 5X digital Zoom so that the chairperson is captured with Full HD clarity.	Request to change as The PTZ Camera must have at least 10X optical Zoom and 5X digital Zoom or 12x optical zoom so that the chairperson is captured with Full HD clarity	Please refer to the revised "Technical Specifications"
252	Technical Specifications for Completely Integrated Unit Page 7	When the chairperson is speaking the camera must automatically capture the chairperson and this video must be sent to the far end.	Request to change as When the chairperson is speaking the camera must automatically capture the chairperson and this video must be sent to the far end or there should be a feature to configure a preset in PTZ camera to capture the chairperson.	Please refer to the revised "Technical Specifications"
253	Technical Specifications for Completely Integrated Unit Page 7	Both Cameras must work as part of the Speaker tracking solution such that when the chairperson is speaking then the PTZ camera must zoom in and capture the video of the chairperson.	Request to change as Both Cameras must work as part of the Speaker tracking solution such that when the chairperson is speaking then the PTZ camera must zoom in and capture the video of the chairperson or primary digital camera should support speaker tracking and there should be a feature to configure a preset in PTZ camera to capture the chairperson.	Please refer to the revised "Technical Specifications"
254	Technical Specifications for Completely Integrated Unit Page 7	It should be possible to combine the video from both the main camera and the PTZ camera and send the videos from both the cameras simultaneously as a stitched image.	Request to change as It should be possible to combine the video from both the main camera and the PTZ camera and send the videos from both the cameras simultaneously as a stitched image or as multiple tiles while VC device is registered on cloud VC platform.	Clause Deleted
255	Technical Specifications for Completely Integrated Unit Page 8	The video endpoint should be accompanied with Power Cable, LAN Cable, DVI to VGA Cable, Power adaptors if any, DVI to HDMI cables, HDMI to HDMI Cables	Request to change as (DVI / VGA as outdated port) The video endpoint should be accompanied with Power Cable, LAN Cable, Power adaptors if any, , HDMI to HDMI Cables	Please refer to the revised "Technical Specifications"
256	Technical Specifications for Completely Integrated Unit Page 8	Should support built-in Multiconference capability to connect at least 1+4 sites at 720p30fps in a continuous presence mode. The licenses should be provisioned from day one.	Request to remove this clause Technology is moving towards cloud, to have a consistent user experience it is better to leverage on premise video bridge or cloud video bridge	Clause Deleted
257	Technical Specifications for Completely Integrated Unit Page 8	All sites must be visible in a continuous presence mode with support for dynamic bandwidth allocation still maintain a resolution of at least 720p	Request to remove this clause as this is linked to the built in multi conference capability of the device. Technology is moving towards cloud, to have a consistent user experience it is better to leverage on premise video bridge or cloud video bridge	Clause Deleted
258	Technical Specifications for Completely Integrated Unit Page 8	The Touch Interface should be able to provide Room information such as display Room Temperature, humidity, air quality, ambient light etc	Request to kindly remove this clause. As this is not available in most of the standard VC devices.	Clause Deleted
259	Technical Specifications for Completely Integrated Unit Page 8	It should be possible to connect the Codec (directly or via external device) to a PC/Laptop and Make use of Camera, Mic and Display to work with any Soft Client applications such as Webex, Zoom, MS Teams, Vidyo, etc	This can be achieved using available solution with us. Thus no changes required	Please be guided by the RFP.
260	Technical Specifications for Interactive Collaboration Devices Page 21	The system should be an integrated system with Codec, Dual or more 4K Cameras, Built-in Microphone, Cables and Power Supply and 75" Touch 4K LCD/LED Screen.	Request to change as The system should be with Codec, 4K Cameras, Built-in Microphone, Cables and Power Supply and 75" Touch 4K LCD/LED Screen.	Please refer to the revised "Technical Specifications"

261	Technical Specifications for Interactive Collaboration Devices Page 21	75" screen, Codec, 4K Camera, built-in Microphones and Mounting kit should be from same OEM with a single OEM part code. The system should not be a locally fabricated unit.	Request to change the clause as below - The Codec,4K Camera, built-in microphones should be from same OEM. With reputed 3rd party 75" Screens and mounting kit.	Please refer to the revised "Technical Specifications"
262	Technical Specifications for Interactive Collaboration Devices Page 21	The System should be available with Floor Mount options. Also wheel base option should be available from the OEM from day one to move the device from one location to another.	Request to change as The System should be available with Floor Mount options. Also wheel base option should be available from day one to move the device from one location to another.	Please be guided by the RFP.
263	Technical Specifications for Interactive Collaboration Devices Page 21	Store whiteboards in the cloud , in OneDrive, or share them via email	Need Clarity that these asked features can be delivered / achieved while the VC devices are registered on cloud VC platform.	Please be guided by the RFP.
264	Technical Specifications for Interactive Collaboration Devices Page 21	Write with up to two stylus pens at the same time and zoom with your fingers	Need Clarity that these asked features can be delivered / achieved while the VC devices are registered on cloud VC platform.	Please be guided by the RFP.
265	Technical Specifications for Interactive Collaboration Devices Page 21	Easily move, add, and delete digital sticky notes.	Need Clarity that these asked features can be delivered / achieved while the VC devices are registered on cloud VC platform.	Please be guided by the RFP.
266	Technical Specifications for Interactive Collaboration Devices Page 21	Should have Dual 4k Camera at 80- and 120-degree field of view allows for close and further participants to be seen clearly when they speak. The Cameras must be autoselected by the software depending upon the location of the active speaker.	Request to change as Should have 4k Camera at 110-degree field of view allows for close and further participants to be seen clearly when they speak.	Please be guided by the RFP.
267	Technical Specifications for Interactive Collaboration Devices Page 21	One HDMI input with support for formats up to maximum 4K (3840 x 2160) at 30 fps to connect PC/Laptop.	Request to change as One HDMI input with support for formats up to maximum 4K (3840 x 2160) at 15 fps to connect PC/Laptop.	Please refer to the revised "Technical Specifications"
268	Technical Specifications for Interactive Collaboration Devices Page 21	Should have another USB-C DisplayPort up to 3840 x 2160p60 (4kp60)	Request to change as Should have another USB-C DisplayPort up to 3840 x 2160p60 (4kp60) / HDMI Port 3840 x 2160p60 (4kp30)	Please refer to the revised "Technical Specifications"
269	Technical Specifications for Interactive Collaboration Devices Page 21	Must have a Built-in Display and atleast 1 HDMI output to connect additional 3rd display. The second monitor must support the following modes:	Must have a Built-in Display and atleast 1 HDMI output to connect additional 3rd display or the device should support dual display . The second monitor must support the following modes:	Please refer to the revised "Technical Specifications"
270	Technical Specifications for Interactive Collaboration Devices Page 21	1) Presentation Only Mode.	Need Clarity that these asked features can be delivered / achieved while the VC devices are registered on cloud VC platform.	Please be guided by the RFP.
271	Technical Specifications for Interactive Collaboration Devices Page 21	2) Duplicate Main Monitor	Need Clarity that these asked features can be delivered / achieved while the VC devices are registered on cloud VC platform.	Please be guided by the RFP.
272	Technical Specifications for Interactive Collaboration Devices Page 22	3) Act like a second monitor. Displays non-active participants in a video call when there is no presentation and displays content when it is shared.	Need Clarity that these asked features can be delivered / achieved while the VC devices are registered on cloud VC platform.	Please be guided by the RFP.
273	Technical Specifications for Interactive Collaboration Devices Page 22	System should have integrated 75" Touch Monitor with 4K resolution and Luminance Typ 350 cd/m2.	Request to change as System should come with a 75" Touch Monitor with 4K resolution and Luminance Typ 350 cd/m2.	Please be guided by the RFP.
274	Technical Specifications for Interactive Collaboration Devices Page 22	Should have a built-in microphone 12-element microphone array (with intelligent voice tracking).	Request to change as below. The inbuild microphone of proposed solution has 20 feet pick up range thus will not affect the desired performance - Should have a built-in microphone 4-element microphone array (with intelligent voice tracking).	Please refer to the revised "Technical Specifications"
275	Technical Specifications for Interactive Collaboration Devices Page 22	Should have additional 2 analog input to connect 2 mic from day one. 2 mic need to be delivered from day one	Request to change as Should support 2 mic either directly connected to codec or via AV over IP . 2 mic need to be delivered from day one	Please refer to the revised "Technical Specifications"
276	Technical Specifications for Interactive Collaboration Devices Page 22	Multi-channel loudspeaker system with high-quality full- range drivers and separate force-cancelling woofers	Request to change as below Device should come with in built speaker	Please be guided by the RFP.
277	Technical Specifications for Interactive Collaboration Devices Page 22	System should have 1 additional audio output port of 3.5 mm, and USB-C output	Request to change as System should have 1 additional audio output port of 3.5 mm/ USB output	Please refer to the revised "Technical Specifications"
278	Technical Specifications for Interactive Collaboration Devices Page 22	Should have minimum 2 nos of 4K camera	Request to change as below since the desired output is achievable using single camera with proposed solution. Should have minimum 4K camera	Please be guided by the RFP.

279	Technical Specifications for Interactive Collaboration Devices Page 23	Should support atleast 80 degrees horizontal field of view and minimum 12 MP image sensor with 1/2.3" CMOS	Request to change as Should support atleast 80 degrees horizontal field of view and minimum 12 MP image sensor.	Please refer to the revised "Technical Specifications"
280	Technical Specifications for Interactive Collaboration Devices Page 23	Should Support built-in Multiconference capability to connect at least 1+4 sites at 720p in a continuous presence mode. This feature should be made available by adding license in future.	Request to remove this clause Technology is moving towards cloud, to have a consistent user experience it is better to leverage on premise video bridge or cloud video bridge	Clause Deleted
281	Technical Specifications for Interactive Collaboration Devices Page 23	The Unit should support Touch Re-Direct to a PC and should control the PC Remotely, vua HDMI and USB Cable Connected to the PC.	Request to change as The Interactive board should control the PC Remotely, via HDMI AND usb cable Connected to the PC.	Please be guided by the RFP.
282	Technical Specifications for Interactive Collaboration Devices Page 23	It should be possible to connect the device (directly or via external device) to a PC/Laptop and Make use of Camera, Mic and Display to work with any Soft Client applications such as Webex, Zoom, MS Teams, Vidyo, etc	This can be achieved using available solution with us. Thus no changes required	Please be guided by the RFP.
283	Technical Specifications Video Conferencing devices for Conference Rooms with Existing Display Page 28	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). Resolution upto 4K60fps	Request to change as 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). Resolution 1080p60fps or higher	Please refer to the revised "Technical Specifications"
284	Technical Specifications Video Conferencing devices for Conference Rooms with Existing Display Page 28	Should have a digital input (HDMI/DVI) to connect PC/ Laptop directly to the Video conferencing system and display resolutions upto 4K30fps and 1080p60fps	Request to change as Should have a digital input (HDMI/DVI) to connect PC/ Laptop directly to the Video conferencing system and display resolutions 1080p60fps or higher	Please refer to the revised "Technical Specifications"
285	Technical Specifications Video Conferencing devices for Conference Rooms with Existing Display Page 28	G.711, G.722, G.722.1, 64 kbps MPEG-4 AAC-LD standard must be supported.	Request to change as G.711, G.722, G.722.1, 64 kbps MPEG-4 AAC-LD/ Siren 22 standard must be supported	Please refer to the revised "Technical Specifications"
286	Technical Specifications Video Conferencing devices for Conference Rooms with Existing Display Page 28	Should support 2 Microphone inputs. One Mic should be supplied day one	Request to change as Should support 2 mic either directly connected to codec or via AV over IP . One mic need to be delivered from day one	Please refer to the revised "Technical Specifications"
287	Technical Specifications Video Conferencing devices for Conference Rooms with Existing Display Page 28	Should support built-in multiconference capability to connect at least 1+3 sites at 720p30fps in a continuous presence mode. This should be available by adding a license key in future.	Request to remove this clause Technology is moving towards cloud, to have a consistent user experience it is better to leverage on premise video bridge or cloud video bridge	Clause Deleted
288	Technical Specifications Video Conferencing devices for Conference Rooms with Existing Display Page 28	H.323/SIP/VoIP in the same conference	We would like to submit that the asked requirement is achievable without inbuilt multisite feature. Thus request to remove header multisite for these features.	Clause Deleted
289	Technical Specifications Video Conferencing devices for Conference Rooms with Existing Display Page 28	Must have Individual transcoding for each site so that all the sites can be connected at different bandwidths and different audio and video protocols without affecting the resolution to the other sites.		Clause Deleted
290	Technical Specifications Video Conferencing devices for Conference Rooms with Existing Display Page 28	Support for Presentation (H.239/BFCP) from any participant at resolutions up to 1080p30		Clause Deleted
291	Technical Specifications Video Conferencing devices for Conference Rooms with Existing Display Page 28	H.264, Encryption, Dual Stream from any site		Clause Deleted
292	Technical Specifications Video Conferencing devices for Conference Rooms with Existing Display Page 29	The Touch Interface should be able to provide Room information such as display Room Temperature, humidity, air quality, ambient light etc.	Request to kindly remove this clause. As this is not available in most of the standard VC devices.	Clause Deleted

293	Technical Specifications Video Conferencing devices for Conference Rooms with Existing Display Page 29	Should support at least 120 degrees horizontal field of view and 90 Degrees Vertical FoV	Request to change as Should support at least 110 degrees horizontal field of view	Please refer to the revised "Technical Specifications"
294	Technical Specifications Video Conferencing devices for Conference Rooms with Existing Display Page 29	The camera should have the capability to capture the people in the room in Frames mode, such that when there is an empty space between two people , this empty space is removed and the two people are shown in two different frames with a virtual line between these two people. The Frames mode must support at least 4 frames and should maintain spatiality of the room such that a person on the left is always seen on the left and the one on right is always seen on the right side.	Request to change as The camera should have the capability to capture the people in the room in Frames mode, such that when there is an empty space between two people , this empty space is removed and the two people are shown in two different frames with a virtual line between these two people. The Frames mode must support at least 4 frames / 6 Frames.	Please refer to the revised "Technical Specifications"
295	Technical Specifications Video Conferencing devices for Conference Rooms with Existing Display Page 29	It should be possible to connect the Codec (directly or via external device) to a PC/Laptop and Make use of Camera, Mic and Display to work with any Soft Client applications such as Webex, Zoom, MS Teams, Bharat VC, etc.	This can be achieved using available solution with us. Thus no changes required	Please be guided by the RFP.
296	Technical Specifications for On-Prem Video Bridge Page 10	It is required to provide Survivable Call Control functionality so that the survivable system at the remote location i.e. Media Gateway shall provide fall back call control service in case the remote site loses all connectivity to the main Call Control system placed. It is expected that the survivability call control system will provide a minimal set of essential telephony features to the end-users that could be a subset of the feature that are available from the main call control system.	Request to remove this clause as this is part of IP telephony feature	Clause Deleted
297	Technical Specifications for On-Prem Video Bridge Page 10	Support for configuration database (contains system and device configuration information, including dial plan)	Request to remove this clause as this is part of IP telephony feature	Clause Deleted
298	Technical Specifications for On-Prem Video Bridge Page 11	There should be provision of defining password aging, one time passwords. Provision shall be available to bar unauthorized user to connect to the system. The system should monitor and report the following types of security\ violation login Violations, authorization code violation Station security code violations etc.	Request to change as There should be provision of defining password aging, one time passwords either inbuilt or by integration with external Active directory/LDAP/SSO . Provision shall be available to bar unauthorized user to connect to the system. The system should monitor and report the following types of security\ violation login Violations, authorization code violation Station security code violations etc.	Please be guided by the RFP.
299	Technical Specifications for On-Prem Video Bridge Page 11	IP Phones should not support direct, external initiated, connections via HTTP, telnet, FTP, TFTP or any other protocol as means to prevent distributed Denial of Service attack exploitation, except those required for routine firmware upgrades.	Request to remove this clause as this is part of IP telephony feature	Clause Deleted
300	Technical Specifications for On-Prem Video Bridge Page 11	The system should support complete encryption capabilities with the ability to encrypt all traffic (media and call control signalling) between IP phones, softphones, call controllers, gateways and all other associated endpoints using a strong encryption algorithm (AES, IPSec and SRTP, for example).	Request to change as The system should support complete encryption capabilities with the ability to encrypt all traffic (media and call control signalling) between softphones, call controllers, gateways and all other associated endpoints using a strong encryption algorithm (AES and SRTP, for example).	Please refer to the "Revised Technical Specifications"
301	Technical Specifications for On-Prem Video Bridge Page 11	All management traffic between the remote console/session and control server should be encrypted (SSH for Direct Command Line Sessions, Interface, HTTPS (SSL) for Web Sessions, SFTP for File Transfer Etc.).	Request to change as All management traffic between the remote console/session and control server should be encrypted (SSH for Direct Command Line Sessions, Interface, HTTPS (SSL) for Web Sessions.	Please refer to the "Revised Technical Specifications"
302	Technical Specifications for On-Prem Video Bridge Page 12	The call control system should provide integrated video telephony features to the users so that user with IP Phone / Soft phone and video telephony end point should be able to place video calls with the same user model as audio calls.	Request to change as The call control system should provide integrated video telephony features to the users so that user with Soft phone and video telephony end point should be able to place video calls.	Please refer to the "Revised Technical Specifications"
303	Technical Specifications for On-Prem Video Bridge Page 12	The users should be able to transfer video calls as audio calls	Request to remove this clause as this is part of IP telephony feature	Clause Deleted
304	Technical Specifications for On-Prem Video Bridge Page 12	SIP Video endpoints which should inherit the functionality of audio calls which gives the user the same call model for both video and audio calls.	Request to remove this clause as this is part of IP telephony feature	Clause Deleted
305	Technical Specifications for On-Prem Video Bridge Page 12	The Call Control solution must have Firewall Traversal capabilities to support at least 100 calls. All registered VC devices must be able to make SIP calls to the internet traversing through the Firewalls using H.460.18 and H.460.19 protocols.	Request to change as The Call Control solution must have Firewall Traversal capabilities to support at least 100 calls. All registered VC devices must be able to make SIP calls to the internet traversing through the Firewalls.	Please be guided by the RFP.
306	Technical Specifications for On-Prem Video Bridge Page 12	All components should be from same OEM for better interop and integration.	Request to remove this clause The MCU features are achievable with our proposed solution which has involved multiple OEM. Thus request to remove the clause.	Please refer to the "Revised Technical Specifications"

307	Technical Specifications for On-Prem Video Bridge Page 12	Hardware and Software of the MCU Solution should be from same OEM	Request to remove this clause The MCU features are achievable with our proposed solution which has involved multiple OEM. Thus request to remove the clause.	Please refer to the "Revised Technical Specifications"
308	Technical Specifications for On-Prem Video Bridge Page 14	The MCU must be a secure Non-PC Hardware with a strong operating system. The Hardware and software must be from the same OEM.	Request to change as The MCU must be a secure Non-PC Hardware with a strong operating system. The MCU features are achievable with our proposed solution which has involved multiple OEM. Thus request to remove the clause.	Please refer to the "Revised Technical Specifications"
309	Technical Specifications for On-Prem Video Bridge Page 14	At least 1 LAN /Ethernet--10/100/1000 Mbps full duplex and dedicated serial/USB connection for maintenance/upgrade.	Request to change as. At least 1 LAN /Ethernet--10/100/1000 Mbps full duplex	Please be guided by the RFP.
310	Technical Specifications for On-Prem Video Bridge Page 14	The Recording System shall be compatible and integrate with proposed MCU and should be from same OEM. The MCU management should have Recording Button, which should start and stop the recording.	Request to change as - The Recording System shall be compatible and integrate with proposed MCU. The MCU management should have Recording Button / should have provision to start and stop the recording.	Please refer to the "Revised Technical Specifications"
311	Eligibility Criteria Section B , Point No 4	Bidder must have installed, commissioned maintained and supported at least 3 clients globally/India for Managed Video Conferencing Solution or similar project in the last 5 financial years preceding the date of the RFP. Out of these three clients at least one order should be of providing managed video services for 125 different sites (in different geographical locations) Out of these clients, at least 2 orders should be of values greater than INR 10 Crore (either single or clubbed for the same customer).	Request to change the numbers from 125 sites to 100 sites	Please refer to revised Eligibility Criteria.
312	1.5 Deploying, Management, Reporting and Fine Tuning of the Video Conferencing Solution Components Page 26	Further the OEM needs to perform the below duties directly - ❑ 1. Manage LIC's overall adoption lifecycle journey. ❑ 2. Provide LIC with Monthly release updates, including News-letters on Product Updates & Developments. ❑ 3. Provide LIC with Personalized onboarding & adoption guidance and best practices. ❑ 4. Share insights with LIC on usage reporting to demonstrate realized value. ❑ 5. Manage Critical change management migrations for LIC to maintain foundational experience.	This can be achieved using available solution with us. Thus no changes required	Please be guided by the RFP.
313	1.5 Deploying, Management, Reporting and Fine Tuning of the Video Conferencing Solution Components Page 26	The VC devices must have the Voice Command feature so that users can use Voice commands to perform common operations such as Join Meetings, Dial a person by calling out the person's name, increase/decrease volume etc. This must be possible using built-in or additional components but the bidder has to take complete ownership of the entire solution.	Need Clarity that these asked features can be delivered / achieved while the VC devices are registered on cloud VC platform.	Please be guided by the RFP.
314	LIC-CO/IT-DT/NW/RFP/2025-26/01 Technical Specifications for Cloud Video Bridge Sr.NO.2	The VC devices must register to the Collaboration Platform in a easy and intuitive method such that the Cloud Collaboration Platform must provide Registration, Admission and Control -RAS for the VC devices.	This is a Signalling methodology for Registration to gatekeeper in legacy H323 architecture. Cloud services provide native registration services and it is different for different vendors. Request to change as The VC devices must register to the Collaboration Platform in a easy and intuitive method.	Please refer to the revised "Tech"
315	LIC-CO/IT-DT/NW/RFP/2025-26/01 Technical Specifications for Cloud Video Bridge Sr.NO.4	Only devices that are configured and allowed to register by the administrator must be able to register using a secure verification methodology with secure certificates pushed onto the device for encryption.	As different cloud providers may have different methods of ensuring package security. Request to change as Only devices that are configured and allowed to register by the administrator must be able to register using a secure verification methodology.	Please be guided by the RFP.
316	LIC-CO/IT-DT/NW/RFP/2025-26/01 Technical Specifications for Cloud Video Bridge Sr.NO.5	Once registered, the Collaboration Platform must allow SIP calls and Conference calls to be joined by the VC device. Every VC device must have a unique SIP URI which can be resolved over the internet. Thus B2B call must be provided by the platform.	Request to change as Once registered, the Collaboration Platform must allow SIP calls and Conference calls to be joined by the VC device. B2B call must be provided by the Cloud Meeting platform.	Please be guided by the RFP.
317	LIC-CO/IT-DT/NW/RFP/2025-26/01 Technical Specifications for Cloud Video Bridge Sr.NO.6	Inventory of all the devices registered onto the platform. This data must include the sl.no. of the codec, sl.no. of the peripherals such as cameras , Microphones etc.	Request to change as Inventory of all the devices registered onto the platform. This data must include the sl.no. of the codec & Touch Control.	Please refer to the revised "Tech"
318	LIC-CO/IT-DT/NW/RFP/2025-26/01 Technical Specifications for Cloud Video Bridge Sr.NO.11	Usage of the VC device: How many calls were made using what platform, whether the device was used for call or only for presentation.	Request to change as Usage of the VC device: How many calls were made using what platform.	Please be guided by the RFP.

319	LIC-CO/IT-DT/NW/RFP/2025-26/01 Technical Specifications for Cloud Video Bridge Sr.NO.16	All the VC devices must be enabled with a Voice Command systems such that the user can give Voice Commands to execute actions such as Connect a meeting, disconnect a meeting, Increase/decrease volume , start/Stop presentation etc.	Request to change as All the VC devices must be enabled with a Voice Command systems such that the user can give Voice Commands to execute actions such as Connect a meeting, disconnect a meeting or Increase/Decrease Volume or Check-In/Check-Out Room or Join using Meeting ID Number or Start/Stop Presentation	Please be guided by the RFP.
320	LIC-CO/IT-DT/NW/RFP/2025-26/01 Technical Specifications for Collaboration Client for Computer/laptop/Mobile device for Virtual meeting room for Cloud Video Bridge Sr.No. 23	Confidential and important meetings need to be hosted only on the on-premise MCU node such that no media is sent to the cloud. This is required for meeting marked as confidential.	Since this Technical Specification relates to the On-Premise MCU Feature, Request to remove this from the cloud video bridge.	Please be guided by the RFP.
321	LIC-CO/IT-DT/NW/RFP/2025-26/01 Technical Specifications for Collaboration Client for Computer/laptop/Mobile device for Virtual meeting room for Cloud Video Bridge Sr.No. 24	Only Video conferencing devices should be able to join Confidential meetings and soft clients should not be allowed to join such meetings.	Since this Technical Specification relates to the On-Premise MCU Feature, Request to remove this from the cloud video bridge.	Please be guided by the RFP.
322	LIC-CO/IT-DT/NW/RFP/2025-26/01 Technical Specifications for Collaboration Client for Computer/laptop/Mobile device for Virtual meeting room for Cloud Video Bridge Sr.No. 25	Recording of confidential meetings should not be done on cloud and should be done using an on-premise recorder. At least 10 such conference should be recorded simultaneously.	Since this Technical Specification relates to the On-Premise MCU Feature, Request to remove this from the cloud video bridge.	Please be guided by the RFP.
323	LIC-CO/IT-DT/NW/RFP/2025-26/01 Technical Specifications for Collaboration Client for Computer/laptop/Mobile device for Virtual meeting room for Cloud Video Bridge Sr.No. 32	Supporting documents should be submitted as proof of compliance.	Please help us with more information for this point	Please be guided by the RFP.
324	LIC-CO/IT-DT/NW/RFP/2025-26/01 Technical Specifications for Streaming Platform Capacity	Should allow Video Conferencing Sessions to be broadcast to a large number of people using Streaming/Webcast technology	Since this feature is part of Streaming platform request to remove this point from cloud video bridge.	Please be guided by the RFP.
325	LIC-CO/IT-DT/NW/RFP/2025-26/01 Technical Specifications for Streaming Platform Capacity	Must support at least 80000 (eighty thousand) attendees to join a single Webcast/streaming session using their browser. Standard browsers Firefox, Chrome, Edge must be supported.	Since this feature is part of Streaming platform request to remove this point from cloud video bridge.	Please be guided by the RFP.
326	Section B: Eligibility Criteria 1. Minimum Eligibility Criteria (MEC) Point No. 4 on Page No. 9	<p>Bidder must have installed, commissioned maintained and supported at least 3 clients globally/India for Managed Video Conferencing Solution or similar project in the last 5 financial years preceding the date of the RFP.</p> <p>Out of these three clients at least one order should be of providing managed video services for 125 different sites (in different geographical locations)</p> <p>Out of these clients, at least 2 orders should be of values greater than INR 10 Crore (either single or clubbed for the same customer).</p> <p>*Similar project means the implementation of Room based Video Conferencing solution and associated central infrastructure Multi point Control Unit (MCU) / Installation and integration of Audio-Video Solutions Comprising Microphones, Camera, Switches, Control processors, Digital Signal Processor (DSP), speakers, Display Screens, Codec etc.</p>	<p>Request you to kindly change the Clause to:</p> <p>A bidder/subsidiary company/holding company must have installed, commissioned maintained and supported at least 3 clients globally/India for Managed Video Conferencing Solution or similar project in the last 7 financial years preceding the date of the RFP.</p> <p>Out of these three clients at least one order should be of providing managed video services for 125 different sites (in different geographical locations)</p> <p>Out of these clients, at least 2 orders should be of values greater than INR 5 Crore (either single or clubbed for the same customer).</p> <p>*Similar project means the implementation of Room based Video Conferencing solution and associated central infrastructure Multi point Control Unit (MCU) / Installation and integration of Audio-Video Solutions Comprising Microphones, Camera, Switches, Control processors, Digital Signal Processor (DSP), speakers, Display Screens, Codec etc.</p> <p>Here, we have asked for inclusion of Subsidiary company as our Purchase Orders for Video Conferencing Solution are on our 100% Subsidiary Company Bharti Airtel Services Limited whereas here in LIC we will be bidding through our Parent Company Bharti Airtel Limited which has Category-A (class-A from DoT, Government of India) Telecom service provider Licenses</p>	Kindly refer to revised Eligibility Criteria

327	Section-G: Service Level Agreement (SLA), Point Penalties for Downtime Page No. 34	Level of Video uptime per month 1. Committed SLA>=99.90 % - NIL Penalty 2. >=99.40% but <99.90% - 7.5% of Quarterly Charges for the site 3. >=98.90% but <99.40% - 15 % of Quarterly Charges for the site 4. >=98.40% but <98.90% - 20% of Quarterly Charges for the site 5. >=97.90% but <98.40% - 25 % of Quarterly Charges for the site 6. <97.90 % - 30 % of Quarterly charges for the site and LIC also reserves the right to terminate the contract.	Request you to kindly change the Clause to: 1. Committed SLA>=99.50 % - NIL Penalty 2. >=99.00% but <99.50% - 1% of Quarterly Charges for the site 3. >=98.50% but <99.00% - 2 % of Quarterly Charges for the site 4. >=98.00% but <98.50% - 3% of Quarterly Charges for the site 5. >=97.50% but <98.00% - 5% of Quarterly Charges for the site 6. <97.50 % - 10% of Quarterly charges for the site and LIC also reserves the right to terminate the contract.	Kindly refer to revised SLA.
328	Technical Specifications for Links, Pages 24	Uptime - 99.99% per month	Request you to kindly change the Clause to: Uptime - 99.50% per month	Kindly refer to revised SLA.
329	Technical Specifications for Links, Pages 24	Latency Local Lead - 30 milliseconds (Maximum)	Request you to kindly change the Clause to: 1. Class A City - Latency Minimum 30 milliseconds; 2. Class B City - Latency Minimum 50 milliseconds; & 3. Class C City - Latency Minimum 90 milliseconds;	Please be guided by the RFP.
330	Technical Specifications for Links, Pages 24	The ISP should be in a position to block Distributed Denial of Service (DDoS) attack at their end	Request you to kindly confirm if we have to provide MPLS links with DDoS services	Please be guided by the RFP.