

S. No.	Query	Response by IWAI
01.	<p>Non compliance of PMA policy: As per clause 5 of the PMA notification of the Government (including PSUs), on Preferential Market Access (PMA), EPABX systems are earmarked for 100% Purchase from domestic vendors. Policy is applicable on purchase of identified items on standalone basis, or as sub modules of a large integrated projects. Aforementioned tender of seems to have ignored this notification issued by Govt. of India. You are requested ensure compliance to PMA policy.</p>	<p>The procurement is being done through National Competitive Bidding. However, since, Jal Marg Vikas Project is a World Bank funded project, the guidelines of World Bank shall also be applicable.</p>
02.	<p>SSI / NSIC Benefits_: The units registered under Single Point Registration Scheme of NSIC are eligible to get the benefits under “Public Procurement Policy for Micro & Small Enterprises (MSEs) Order 2012” vide Gazette Notification dated 23.03.2012.</p> <p>Issue of the Tender Sets free of cost;</p> <p>Exemption from payment of Earnest Money Deposit (EMD),</p> <p>In tender participating MSEs quoting price within price band of L1+15 per cent shall also be allowed to supply a portion upto 20% of requirement by bringing down their price to L1 Price where L1 is non MSE.</p>	<p>The procurement is as per The World Bank guidelines wherein specific benefits to SSI/NSIC are not applicable.</p>
03.	<p>Experience and Technical Capacity: You have mentioned the Bidder should have experience of similar works*(Similar equipment means Supply, installation, and integration of IPPBX and VOIP/SIP through VPN Connectivity). Sir, Today’s in IP environment every one can do the same, but you are saying similar work, which may or may not have with any vendor, so Experience of SITC of IPPBX should be considered against this, otherwise after having such wide experience in IP PBX we may not be able to participate.</p>	<p>No change. Tender conditions prevail.</p>

04.	Want to clarify that you have mentioned in price schedule Item No 8, base license for all feature which is qty 1 No., this license is only for one location IP-PBX system or for all location IP-PBX system.	It is to inform that the price schedule Item No 8 is base license & Item No 9 is basic intercom software, both the items will be required for 230 users in all location, which is mentioned in the Technical Specifications and Compliance Statement.
05.	<p>Technical Compliance - Hardware: Appliance should have with minimum 2 PRI, 8GB RAM , Quad Core Processor, 500 GB HDD, 4 Ports (RJ45) of 1/10G and 100 users scalable upto 2000 users or Higher. [Point 1, Page 72]</p> <p>Query - Provide bifurcation for all 100 users (analog/digital/SIP/IP)?</p>	All IP/SIP users.
06.	<p>Technical Compliance - Hardware: Appliance should have with minimum 1 PRI, 4GB RAM , Dual Core Processor, 300 GB HDD. 4 Ports (RJ45) of 1/10G and 30 users scalable upto 400 or Higher. [Point No 2, Page 72]</p> <p>Query - Provide bifurcation for all 30 users at each location (analog / digital / SIP / IP)?</p>	All IP/SIP users
07.	<p>Technical Compliance - Licenses and Intercom software for all Locations (for 230 Users) [Page 72]</p> <p>Query - Total users are 100+150(30X5 locn)=250 (then why asked for only 230 users license)</p>	Total number of users license are 230. We asked about the appliance that it should be min.100 and extendable upto 2000 or more.
08.	Technical Compliance - The system should have IP architecture and provide support for integrated telephony solution for IP Phones, Video Phones, SIP Client, all 3rd party Mobile SIP Client, E1 / PRI, SIP and all 3rd party SIP gateways. [Point 3A, Page 72]	Can provide 3rd party video phone which can work with standard IP Telephony

09.	<p>Technical Compliance - Provides reports for calls based on records, calls on a user basis, calls through gateways etc. [Point 3A, Page 72]</p> <p>Query - Please specify with more detail. Do we have to consider CDR here?</p>	<p>Reports in CDR, Incoming, Outgoing, Extension wise .</p>
10.	<p>Technical Compliance - The system should have built-in Unified communication features like Click to call, MS Outlook integration ,chat , presence, etc. [Point 3A, Page 72]</p> <p>Query - Do we have to consider this feature from day one?</p>	<p>Yes! Its necessary features.</p>
11.	<p>Technical Compliance - Protocol: Protocol to be supported: SIP, MGCP, H.323 [Point B, Page 72]</p> <p>Query - MGCP is vender specific and old protocol. And H.323 is old proprietary IP connectivity protocol.</p>	<p>We have already mentioned SIP in tender so if you have SIP you may participate. H.323 is a recommendation from the ITU Telecommunication Standardization Sector that defines the protocols to provide audio-visual communication sessions on any packet network. Its helpful in integration.</p>
12.	<p>Technical Compliance - Should support appropriate Video Codec H.264 and H.263 [Point B, Page 72]</p>	<p>We want upgraded technology so both should be there.</p>
13.	<p>Technical Compliance - General specs for Contact Centre: System should support skill based routing. [Point C, Page 73]</p> <p>Query - The contact centre functionality supported with additional contact centre application from same OEM. The RFP is purely for back office then what is the purpose behind including contact centre features?</p>	<p>We may require this in future. So do not want additional tender for it.</p>

14.	<p>Technical Compliance - Configuration of all Class 5 features via Web based GUI [Point D, Page 74]</p> <p>Query - Please specify class 5 feature</p>	<p>Industry standard UC features : Conference bridge, Video Call, Voicemail , Chat, presence, Recording, Click to call, MS Outlook integration etc.</p>
15.	<p>Technical Compliance - Recording File should be played on the GUI and should be downloadable by the administrator. [Point E, Page 74]</p> <p>Query - Is this voice recording requirement? Please clarify.</p>	<p>We may need to record calls so this facility should be there in system.</p>
16.	<p>Technical Compliance - Immediate Divert to voicemail for all extensions and 100% Fax to Email. [Point E, Page 74]</p> <p>Query - Do this feature required from day 1 for all users?</p>	<p>Yes! Its necessary features.</p>
17.	<p>Technical Compliance - 100% Voicemail to Email for all extensions without any additional hardware. [Point E, Page 74]</p> <p>Query - Do this feature required from day 1 for all users?</p>	<p>Yes! Its necessary features.</p>
18.	<p>Technical Compliance - Inbuilt 100% Call Recording for all extensions without any additional hardware. [Point E, Page 74]</p> <p>Query - Do this feature required from day 1 for all users?</p>	<p>Yes! Its necessary features.</p>
19.	<p>Technical Compliance - UTM/Firewall for VPN Connectivity (for NOIDA, Varanasi, Patna, Sahibganj, Kolkata and Farakka 6 Nos. [Point 4, Page 75]</p> <p>Query - Please specify the make</p>	<p>As per Technical specification mentioned in Tender Documents.</p>

20.	<p>Technical Compliance - IP/VoIP Handset Phone with Caller ID (for NOIDA, Varanasi , Patna, Sahibganj, Farakka and Kolkata)- 30 nos. [Point 6, Page 75]</p> <p>Query - can we quote Phone based on new technology of open SIP from 3rd party?</p>	As per technical specification / compliance statement mentioned in the tender document .
21.	<p>Technical Compliance - 8-Ports Metal housing Umanaged Gigabit PoE Switch (for Varanasi , Patna, Sahibganj, Farakka and Kolkata)- 5 nos. [Point 7, Page 75]</p> <p>Query - Please specify the make</p>	As per technical specification mentioned in tender document.
22.	<p>Technical Compliance - Training : Proper Training of IP-PBX System by expertise. [Point 11, Page 75]</p> <p>Query - Specify the No of days and No of participants in the training.</p>	After successful installation minimum 3 Days training required. User manual for the same also be provided.
23.	<p>Technical Compliance - Like: Supply of Installation of Passive work for required LAN for User end, CAT6 Cable, Patch Cord, I/O, Face Plate with SMB, PVC Channel/Pipe etc. [Point 11, Page 75]</p> <p>Query - require exact qty. and need to do site survey.</p>	15 Nos. LAN connection at Noida and rest in all location (Kolkata, Patna, Varanasi, Sahibganj and Farakka).
24.	Bid cost of Rs. 1000/- and Bid security of Rs. 88,000/- may be exempted as BSNL being a 100% Government of India Enterprise.	The procurement is as per The World Bank guidelines and exemptions of Bid Cost and Bid Security to Government of India Enterprise is not applicable.

25.	With reference to S. No. 3(A) of technical specification of tender document which states that " The solution should be processor based only. The software should be from indigenous or globally known OEM. No open source or Asterisk based solution is allowed. Preferred brand can be Avaya, Cisco , Neox and Alcatel or equivalent", it is stated that BSNL has a partnership with a very reliable, indigenous OEM M/s Clixo, which is also registered with MSME. For reference, list of customer is attached. In this regard please clarify that M/s Clixo, our partner, will be acceptable as an equivalent to the preferred brand listed.	If your solution matches the compliance statement/ specification i.e. the proposed solution should processor based and not open source or Asterisks, you may participate.
26.	With reference to S. No. 3(B) of technical specification of tender document which states that "Protocol to be supported: SIP, MGCP, H.323", MGCP is under proprietary protocol of M/s CISCO. Therefore, please clarify how other OEM will comply to this. Kindly confirm the same and if it is so then how will it be complying CVC guidelines.	It is a protocol which is not proprietary to Cisco. However, you may participate if your solution support SIP or H.323
27.	With reference to S. No. 3(G) Certifications & Warranty of technical specification of tender document which states that "Company Should be listed in Deloitte, Gartner , any equivalent", please clarify that M/s Clixo, our partner, will be acceptable as an equivalent.	You may participate if you have any certification equivalent to Gartner, Deloitte which is globally accepted.