

अनुबंध | Contract



अनुबंध क्रमांक | Contract No: GEMC-511687753159258

अनुबंध तिथि | Generated Date : 15-Apr-2025

बोली/आरए/पीबीपी संख्या | Bid/RA/PBP No.: GEM/2024/B/5712687

संगठन विवरण Organisation Details		खरीदार विवरण Buyer Details				
ग्रुप Type :	Central Government	पद Designation :	Sr Purchase and Stores Officer			
मंत्रालय Ministry :	Department of Space	संपर्क नंबर Contact No. :	080-22172248-			
विभाग Department :	Department of Space	ईमेल आईडी Email ID :	basavanna@isro.gov.in			
संगठन का नाम Organisation Name :	indian space research organization	जीएसटीआईएन GSTIN :	2917IND00019OND			
कार्यालय क्षेत्र Office Zone:	Isro Headquarters	पता Address :	Antariksh Bhavan New BEL Road, BANGALORE CITY, KARNATAKA-560094, India			
वित्तीय स्वीकृति विवरण Financial Approval Detail		भुगतान प्राधिकरण विवरण Paying Authority Details				
आईएफडी सहमति IFD Concurrence :	No	Role:	PAO			
प्रशासनिक अनुमोदन का पदनाम Designation of Administrative Approval:	Purchase Committee	भुगतान का तरीका Payment Mode:	ISRO			
वित्तीय अनुमोदन का पदनाम Designation of Financial Approval :	Sr Accounts Officer/IFA	पद Designation :	SHEEBA S L			
		ईमेल आईडी Email ID :	sheebasl@isro.gov.in			
		जीएसटीआईएन GSTIN :	-			
		पता Address:	ISRO Head Quarters,Antariksh Bhavan New BEL Road,Bangalore-560094, BANGALORE CITY, KARNATAKA-560094, India			
विक्रेता विवरण Seller Details						
जेम विक्रेता आईडी GeM Seller ID :	CBBA180000536007					
कंपनी का नाम Company Name :	CONNECTIVITY IT SOLUTIONS PRIVATE LIMITED					
संपर्क नंबर Contact No. :	09844444524					
ईमेल आईडी Email ID :	murthy@connectivitysolutions.in					
पता Address :	No.1877, 3rd Floor,Gangothri,31st Cross, 10th Main,Banashankari 2nd Stage, Bangalore, KARNATAKA-560070, -					
एमएसएमई पंजीकरण संख्या MSME Registration number :	-					
जीएसटीआईएन GSTIN:	29AAGCC1283L1ZC (R) , (M)					
खरीदार द्वारा सत्यापित एमएसएमई स्थिति MSME Status as verified by buyer :	Not Verified					
*जिसके नाम के पक्ष में GST/TAX इनवॉइस पेश किया जाएगा GST / Tax invoice to be raised in the name of - Buyer						
वितरण निर्देश Delivery Instructions : null						
उत्पाद विवरण Product Details (PAC)						
#	आइटम विवरण Item Description	आइटम विवरण Ordered Quantity	इकाई Unit	इकाई मूल्य (INR) Unit Price (INR)	कर विभाजन (INR) Tax Bifurcation (INR)	मूल्य (INR में सभी शुल्क और कर सहित) Price (Inclusive of all Duties and Taxes in INR)
1	उत्पाद का नाम Product Name : CISCO Point to Point upgradable Video Conferencing End Point ब्रांड Brand : CISCO ब्रांड प्रकार Brand Type : Registered Brand कैटलॉग की स्थिति Catalogue Status: OEM verified catalogue कैसे बेचा जा रहा है Selling As : OEM verified Reseller श्रेणी का नाम और चतुर्थांश Category Name & Quadrant : Video Conferencing End Point (Q2) मॉडल Model: Cisco Kit EQ with PTZ4K - 05 Years एचएसएन कोड HSN Code: HSN not specified by seller	1	pieces		NA	
कुल ऑर्डर मूल्य Total Order Value (in INR)						:
परेषिती विवरण Consignee Detail						
क्र.सं. S.No	परेषिती Consignee	वस्तु Item	लॉट नंबर Lot No.	मात्रा Quantity	दिनांक के बाद डिलीवरी शुरू करना है Delivery Start After	वितरण पूरा कब तक करना है Delivery To Be Completed By
	पद Designation : - ईमेल आईडी Email ID : basavanna@isro.gov.in	CISCO Point to Point				

1	संपर्क Contact : 080-22172248- जीएसटीआईएन GSTIN : 2917IND00019OND पता Address : Antariksh Bhavan New BEL Road, BANGALORE CITY, KARNATAKA-560094, India	upgradable Video Conferencing End Point	-	1	15-Apr-2025	04-Sep-2025
Product Specification for CISCO Point to Point upgradable Video Conferencing End Point						
विनिर्देश Specification	उप-विनिर्देश Sub-Spec	मूल्य Value				
Specification	Type of End Point	Point to Point upgradable				
	Does it require mandatory registration with MCU	NA				
	Video Conferencing System Resolution	1080p, 60 fps				
	Minimum Bandwidth Required for Specified video quality at End point/far-site end (Kbps)	2048				
	Type of Camera	PTZ				
	Camera Positioning System	Preset				
	Type of sensor	CMOS				
	Camera Control (focusing, brightness, and white balance)	Manual				
	Multiple Camera System in case of Automatic Voice activated CameraTracking	Single				
	Optical zoom	20X				
	Digital zoom	12X				
	Field of View at zoom (Degree)	70				
	Pan range Minimum to Maximum (+/- Degree)	90				
	Tilt Range (Degree)	20				
	Cord and Connector to be supplied	Yes				
	System delivers Full HD video and voice & Full HD content for an overall Full HD experience at specified bandwidth	Yes				
	Video coding support Protocol	H.264AVC,H.265				
	System has G-722/ G-711/ G-729 or equivalent nt wideband audio coding support	Yes				
	System supports sharing of video and graphics content during the video call	1080p, 60fps				
	It is possible to see both the near and far site on one Screen thus making most efficient use of a single display area	Yes				
	System is equipped with one or more Omni directional High Definition Microphones as required to cover large conference room	Yes				
	Number of microphone supported	3				
	Number of microphone supplied	3				
	Number of camera support from the same OEM	2				
	Number of Ethernet connection points for System supports for RJ-45, 10/100/1000 Mbps Base-T Ethernet connection	1				
	Wi Fi Connectivity	Yes				
	If Yes, Type of Wi Fi Connectivity	Integrated				
	System supports AES encryption video calls; System has Encryption On and Off capability	Yes				
	Video Codec shall support 16:9 format	Yes				
	Power supply: 230 + or - 10% volts, 50 Hz	Yes				
	Shall come with easy to use infra-red hand held remote control / Touch Panel with operating distance	No				
	All equipment are in compliance with the requirements of ITU-T (SIP Protocol & H Dot 323) Standard related to Video Conferencing	Yes				
	System to be IPv6 ready from day one	Yes				
	System uses standards based protocols & the offered system is inter operable with any existing H-323 AVC/SVC based VC equipment in a P to P call on VC end point; All H/W and S/W required to make it interoperable is included in the scope of supply	Yes				
	Number of Input DVI Ports	0				
	Number of Input HDMI or equivalent Ports	3				
	Number of Input USB Ports	0				
	Number of Output DVI Port	0				
	Number of Output HDMI or equivalent Port	2				
	Number of output USB Port	0				
	Calendering Feature	No				
	Recording @1080p on the end point	No				

System supplied complete with the following components from the same OEM (a) Codec (b) Camera (c) At least one Microphones with suitable connectivity (d) Remote Control/Touch Panel (e) Data sharing capability using H/W or S/W (f) Necessary Cables	Yes
Type of Microphone	Omni Directional
System is also tropicalized and report available from ILAC/NABL/Govt Lab with all add on including Environmental Sequence	No
(a) Dry Heat- For 16 hrs at 55 deg C as per IS:9000/pt-3/sec-5/1977(b) Cold-For 4 hrs at 0 deg C as per IS:9000/pt-2/sec-4/1977 (c) Damp Heat- For 2 Cycles of 24 h each at 40 deg C & 95% RH as per IS:9000/pt- 5/sec-1/1991 (All Reaffirmed 2007)	No
After each environmental test and a recovery period of two hours, the video conferencing system has been checked for complete functional parameters, and the results found satisfactory	No
Type Test Report from ILAC/NABL/Govt lab confirming conformance to above technical specifications - to be made available to buyer	No
BIS Registration under CRS of Meity	NA
BIS Registration Number and its Validity	will provide later
UL/CE certification	No
If Yes, UL/CE certificate Number (Corresponding UL/CE Certificate to be furnished when demanded by the buyer)	Not Applicable
Minimum Operating temperature (Degree C)	0
Maximum Operating Temperature (Degree C)	35
Minimum Operating humidity (%RH)	10
Maximum Operating humidity (%RH)	90
Free installation and commissioning	Yes
On Site OEM Warranty (Year)	5

उत्पाद का बीआईएस लाइसेंस | BIS license of the product: 41090247

खरीदार परिभाषित अतिरिक्त विशिष्टता के लिए | Buyer Defined Additional Specification for CISCO Point to Point upgradable Video Conferencing End Point

विनिर्देश Specification	मूल्य Value
additional parameters requirement is added in the bid ATC	please refer
our requirement	(1)Cisco room kit -1Nos, (2) 85 inch display -2 Nos Detailed specifications as per Buyer Added Bid Specific ATC

शुद्धिपत्र | Corrigendum

- तक बढ़ाया गया | Extended Upto : 2025-01-06 10:00:00
- GeM-Bidding-Corr-7255641-3.pdf [यहां क्लिक करें | click here](#)

मूल्य द्विभाजन एक्सेल फ़ाइल विवरण | Price Bifurcation Excel File details: [price bid format in excel](#)

ईपीबीजी विवरण | ePBG Detail

सलाहकार बैंक Advisory Bank :	State Bank of India
ईपीबीजी प्रतिशत (%) ePBG Percentage(%):	3.00

बोली लगाने वाले को बोली के नियमों और शर्तों के अनुसार लागू ईपीबीजी प्रस्तुत करना होगा | The bidder shall furnish ePBG as applicable as per bid's terms and conditions

नियम और शर्तें | Terms and Conditions

1. General Terms and Conditions-

- This contract is governed by the [General Terms and Conditions](#), conditions stipulated to this Product/Service as provided in the Marketplace.
- This Contract between the Seller and the Buyer, is for the supply of the Goods and/ or Services, detailed in the schedule above, in accordance with the General Terms and Conditions (GTC) unless otherwise superseded by Goods / Services specific Special Terms and Conditions (STC) and/ or BID/Reverse Auction Additional Terms and Conditions (ATC), as applicable
- All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

2. Buyer Added Bid Specific Terms and Conditions-

2.1 Generic

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The

purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

2.2 Buyer Added Bid Specific ATC:
Buyer Added text based ATC clauses

CONDITIONS FOR BIDDER FROM A COUNTRY WHICH SHARES LAND BORDER WITH INDIA

1. Any bidder from a country which shares a land border with India will be eligible to bid in this tender, only if the bidder is registered with the Competent Authority. Competent Authority for the purpose of registration shall be the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade (DPIIT).
2. Any false declaration and non-compliance of the above would be a ground for immediate rejection of offer or termination of the contract and further legal action in accordance with the laws.
3. Validity of Registration: Registration should be valid at the time of submission of bids and should be valid at the time of placement of Order.

OEM authorization shall be submitted along with the bid failing which your offer will be rejected.

Security Deposit: You shall submit an interest free security deposit towards 3% of the total Order value.

This Security Deposit shall be submitted in the form of Bank Guarantee (in Rs.200/- non-judicial stamp paper or Demand Draft or Fixed Deposit Receipt (FDR) or Insurance Surety Bond). This Security Deposit shall be valid for a period of 60 days beyond the successful supply and acceptance of items as per PO terms. This Security Deposit shall be returned to you on successful supply & acceptance of items as per PO terms. In case of non-fulfillment of any of the Contractual obligations, the said Security Deposit shall be forfeited either fully or partly.

Performance Bank Guarantee: Wherever products offered carry warranty, Successful Bidder shall submit Performance Bank Guarantee for 3% of the Order value from a Nationalised / Scheduled Bank on Rs.200/- non judicial stamp paper and should be valid beyond 2 months from the completion of the warranty period. The PBG shall be returned to you after fulfilling of all warranty obligations. In case of non-fulfillment of any of the warranty obligations, the PBG shall be forfeited either partly or fully. Alternately vendors can request for withholding 3% payment till completion of the warranty period.

In case of any queries, kindly contact us on email id: psa_isrohq@isro.gov.in, Ph: 080-22172142/2248 quoting our reference no. 2023003585

Detailed specification and terms

Sl. No.	Features	Specifications
Cisco Room Kit EQ		
1	Package	<ol style="list-style-type: none">1. The VC Endpoint solution should include Codec, 4K or better Quad Camera, PTZ Camera, 8 nos. of digital Microphone, Touch Panel, and required cables and adaptors.2. All Components should be from same OEM.3. Same touch panel must be

		<p>able to control both; the camera and codec.</p> <p>4. Codec must be custom-built hardware and not software loaded on a PC.</p>
2	Video Standards	Latest video standards H.264, H.265
3	Video Frame Rate	Should support 60 fps with 1080p resolution.
4	Video Features	<p>1. Ability to send and receive two live simultaneous video sources in a single call, so that the image from the main camera and another camera can be seen simultaneously.</p> <p>2. Should support H.239 and BFCP protocols</p>
5	Video Input	<p>1. Should have at least 1 x HDMI inputs to connect Full HD cameras at 1080p60fps.</p> <p>2. Must have 2 additional HDMI inputs to connect two laptops/PC/Camera for presentations supporting upto 4K30fps Resolution including 1080p60fps.</p> <p>3. Additional 1x USB-C input supports formats up to maximum 3840 x 2160 at 30 fps</p> <p>4. Should support the ability to view and share presentations at a resolution upto 4K15 and 1080p60 resolution</p> <p>5. The system must have the ability to share content from PCs connected via wired or wireless network.</p>
6	Video Output	<p>1. Should have at least 3 no.'s of HDMI output to connect Full High Definition display devices such as plasma and projectors for both Video and Content.(Triple Monitor Support). The codec should support upto 4K60fps resolution on all 3 Video Outputs.</p> <p>2. When not in a VC call, it should be possible to view 2 different presentations on each of the screen so that users can collaborate.</p>
7	Audio standards supported	G.711, G.722, G.722.1, 64 kbps MPEG-4 AAC-LD standard must be supported.
8	Other Audio features	Noise Reduction, Automatic Gain control, Acoustic Echo Cancellation, Active Lip synchronization
		1. Should support upto 8 Microphones. 8 digital Table

9	Audio Inputs	<p>mics should be provided day one. Any other component like POE Switch etc. required for integrating 8 mics should be included. PoE switch shall be of same make as that of VC Endpoint.</p> <p>2. The pick up of the microphones should be at least 10 feet from the microphone.</p> <p>3. Echo Cancellation for every input must be available.</p> <p>4. 1x HDMI Audio Input for content audio</p>
10	Audio Outputs	<p>1. Should support audio output on 3 x HDMI Outputs</p> <p>2. Additional 1 x line out mini-jack to connect to external speakers</p>
11	Network Interfaces	<p>1. LAN /Ethernet-- 10/100/1000 Mbps full duplex</p> <p>2. Wi-Fi 802.11a/b/g/n/ac 2.4 GHz, 5 GHz for LAN. It should be possible to make video calls on Wireless network.</p>
12	Bandwidth	H323/SIP upto 6 Mbps point-to-point.
13	Network Capabilities	Packet Loss Based Downspeeding
14	H.323/ IP Features	<p>1. QoS--DiffServe</p> <p>2. IP adaptive bandwidth management (including flow control)</p> <p>3. Auto Gatekeeper discovery</p> <p>4. System should support IPv4 and IPv6 from day one.</p> <p>5. System should support IPv4 and IPv6 from day one.</p> <p>6. Should support URL Dialling</p> <p>7. Support for H.245 DTMF tones in H.323</p>
15	Menu Control	Password protected system menu
16	Encryption of video call	<p>1. ITU-T standards based Encryption of the video call</p> <p>2. Call should be encrypted end-to-end on IP</p> <p>3. Should support Standards-based: H.235 v3 and AES Encryption via Automatic key generation and exchange.</p> <p>4. Ability to manually turn encryption ON/ OFF should be there.</p> <p>5. Automatic key generation and exchange</p>
		1. System Management user

17	Management	<p>ng HTTPS and SSH</p> <p>2. System Management using HTTPS and SSH 4K or better quad Camera</p> <p>3. It should support Automatic speaker tracking and auto group framing.</p> <p>4. Camera view modes:</p> <p>a. Frames camera mode: Automatically captures a condensed view of in-room participants and frames them individually or in smaller groups for more equitable meetings, on Webex and when using third-party meetings</p> <p>b. People focus: When the device is used with Webex, it uses advanced camera intelligence to dynamically update the screen layout to ensure everyone is equally framed in the meeting</p> <p>c. Speaker tracking: When enabled, it uses a dedicated microphone array to detect and provide a prominent view for the active speaker</p> <p>5. Camera should have 80° horizontal field of view.</p> <p>6. Auto focus, brightness, and white balance</p> <p>7. It should be accompanied with 2nd PTZ 4K camera with 20x Optical Zoom, to capture far participants.</p> <p>8. Both the cameras should also work together seamlessly to support Automatic Speaker Tracking upto 45 feet</p>
18	Directory services	<p>1. Should support Local and Global directories</p> <p>2. Should support LDAP and H.350 protocols for directory transfer.</p>
19	Multipoint Capability	<p>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.</p>
20	User Interface	<p>1. In order to provide a good user experience, the unit must be equipped with an intuitive Touch Screen/Panel for controlling the VC unit.</p> <p>2. Must have ability to browse the directory, search a contact, change layouts, mute/ unmute, increase-decrease volume.</p> <p>3. The user should have the ability to select between two presentation sources such</p>

		<p>h as a fixed PC and a laptop from the user interface. Users should also have the ability to share presentation wirelessly.</p> <p>4. The Touch Interface should be able to provide Room information such as display Room Temperature, humidity, air quality etc</p>
21	USB Passthrough	<p>It should be possible to connect the Codec (natively or via external device) to a PC /Laptop and Make use of Camera, Mic and Display to work with any Soft Client applications (via PC) such as Webex, Zoom, MS Teams, Vidyo, etc. USB Cable to connect to PC should be supplied.</p>
22	Warranty and Support	<p>1. The vendor has to ensure Comprehensive On-site Warranty and 24x7 support for the supplied hardware with OEM back to back support for 5 years from date of acceptance. OEM Part number for back to back OEM support to be provided in BOM.</p> <p>2. The vendor would be responsible for installation of updates and upgrades of the firmware of supplied hardware.</p> <p>In case the supplied hardware is rendered end of life/support during the contract period, a substitute (with overlap of minimum 45 days) of equivalent or better specification should be provided with no extra cost to the ISRO HQ in place of the original product given in the bidding document submitted by the successful bidder. The bidder shall inform ISRO HQ within a week of OEM declares end of life/support of the relevant product during the contract period.</p>
23	MAF	<p>1. Vendor shall submit on OEM's letter head mentioning the following -</p> <p>a) OEM has authorized the Vendor to participate in this specific tender.</p> <p>b) OEM shall provide back-to-back support and SLA shall be 8x5 with advance replacement.</p> <p>2. Submission of OEM's certification as stated above is a mandatory requirement. It should be included under</p>

		Vendor's Documents submitted along with the offer.
85 inch Display Certified to work with Cisco Room Kit EQ		
24	Make and Model	Specify make and model
25	Compatibility and certified for use with Cisco Room Kit EQ	The offered displays shall be compatible and certified for use with Cisco Room Kit EQ by Cisco. Documentary proof to support this requirement shall be submitted.
26	Screen Size	85 inch or better
27	Panel Technology	IPS
28	Native Resolution (Pixels)	3840 x 2160 or better
29	Aspect Ratio	16:09
30	Brightness	500 nits or Better
31	Native Contrast Ratio (Min)	1100:1 or better
32	Dynamic Contrast Ratio	1,000,000:1 or better
33	Viewing Angle (Horizontal: Vertical)	178:178
34	Haze	28%
35	Response Time (G to G)	8 milisecond or better
36	Color Depth	1.07Billion colors
37	Orientation	Portrait and Landscape
38	Inbuilt Speaker	Minimum 10 W + 10 W
39	Connectivity Ports	
40	HDMI	≥ 03 ,HDCP 2.2/1.4
41	DP IN	≥ 01, HDCP 2.2/1.3
42	HDMI Out	≥ 01
43	OUTPUT AUDIO	≥ 01
44	USB Port	≥ 01 ports
45	LAN (RJ45)	01 Port
46	External control	RS232C(in/out) through stereo jack
47	Play Via URL	Required
48	Operating System	Webos or OEM Owned OS
49	Media Player	Embedded
50	Built-in Storage	16GB Or Better
51	Built-in Signage Software	Required
52	Mounting arrangement	Wall Mount
		PIP,PBP(4) Screen Share,Screen Rotation Cisco Certification-Yes(Proof)

53	Feature- Software	f of Document to be attached) Smart Energy Saving, Wake on LAN, BEACON, HDMI-CEC
54	Duty Cycle	24/7 or better
55	Life Time	50,000 Hrs
56	Certifications	BIS, FCC Class "A"/CE/KC, Safety- CB/NRTL, ERP/ENERGY STAR- YES
57	Power Supply	230 V AC, 50 Hz
58	Power consumption	200 W or lesser
59	Operating Temperature Range	0 °C ~ 40 °C
60	Operating Humidity (%RH)	10 % ~ 80 %
61	Accessories to be supplied	AC Power cord, Remote Control, User manual, wall mount bracket
62	On Site OEM Warranty (Year)	<p>1. The vendor has to ensure Comprehensive On-site Warranty and 24x7 support for the supplied hardware with OEM back to back support for 3 years from date of acceptance.</p> <p>2. The vendor would be responsible for installation of updates and upgrades of the firmware of supplied hardware.</p> <p>In case the supplied hardware is rendered end of life/support during the contract period, a substitute (with overlap of minimum 45 days) of equivalent or better specification should be provided with no extra cost to the ISRO HQ in place of the original product given in the bidding document submitted by the successful bidder. The bidder shall inform ISRO HQ within a week of OEM declares end of life/support of the relevant product during the contract period.</p>
63	MAF	<p>1. Vendor shall submit on OEM's letter head mentioning the following -</p> <p>a) OEM has authorized the Vendor to participate in this specific tender.</p> <p>b) OEM shall provide back-to-back support and SLA shall be 8x5 with advance replacement.</p> <p>2. Submission of OEM's certification as stated above is a mandatory requirement. It should be included under</p>

		Vendor's Documents submitted along with the offer.
64	Bill of Materials	
	Item	Quantity
	Cisco Touch Panel with required cables	1 no
	Cisco Quad Camera with required cables	1 no
	Cisco PTZ Camera with power adapter	1 no
	Cisco Codec EQ with power adapter	1 no
	Cisco Table Microphone Pro	8 nos
	Cisco HDMI Cables	As required
	Cisco Network Cables	As required
	8 port PoE switch	1 no
	85 inch or higher displays with required cables	2 nos
	Accessories, if any	As required

Terms and Condition

65	Delivery	All the items shall be delivered within 16 weeks from the GEM Contract date. Installation, commissioning of the supplied devices shall be completed within 1 month from date of delivery.
66	Installation and Commissioning	Vendor will be responsible for the installation and commissioning of the supplied VC device and the displays. The VC device would be registered to ISRO's on-premise MCU. Vendor shall be responsible for integration to the existing MCU at ISRO.
67	Onsite Support	OEM/Vendor to note that no remote access will be provided to the system for troubleshooting and support purpose. For any unresolved issue if the system expert needs access to the hardware, they need to visit ISRO HQ

		installation site for such access.
68	Replacement of defective parts	Advance replacement of defective parts should be arranged by vendor at no extra cost to ISRO HQ. The defective equipment/items should be replaced by the equipment/spares of the same specification/make preferably with the spare part number of the OEM of the failed items. If in case these are not available, compatible equipment with higher specification which should be certified by the OEM have to be installed, after taking necessary approval from ISRO HQ. If required vendor has to replace the complete server.
69	Failed component	It should be noted that the failed component will not be given to the vendor until the time replacement is complete and the system is tested for proper functionality.
70	Media Retention	Any defective/failed storage hard disk or any storage media shall be replaced by the Vendor without insisting on return of defective media. The defective media will not be given to the Vendor.
71	Acceptance	<ol style="list-style-type: none"> 1. Vendor shall demonstrate H.323 dialing, SIP dialing and connection to PC through USB port such that Camera, Mic and Speaker of the VC device are available natively in the PC and can be used to join browser/app based virtual meetings. 2. Vendor shall demonstrate Camera Frame, People Focus and Speaker tracking camera modes. 3. Vendor shall demonstrate noise removal feature
72	Payment	100% payment will be made after delivery, satisfactory installation, commissioning and acceptance of the items and upon certification of Bills by User Division.
		<ol style="list-style-type: none"> 1. At the time of installation and commissioning of the supplied equipment if it is found that some additional hardware accessories or software items with licenses are required to complete the

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Note

e configuration and meet the operational requirement which were not included in the original list of deliverables supplied by the vendor, the vendor is required to supply such items. Vendor to ensure completeness of the list of deliverables in the offer to avoid such discovery during installation.

2. It is the responsibility of the vendor to coordinate with the OEM and carry out all the activities like troubleshooting/ log collection/ on-site hardware replacement for the supplied devices.

3. Bidder must provide a detailed compliance sheet with their compliance and documents asked against each clause clearly. Bid will be rejected in case of improper / incomplete compliance sheet without providing any clarification.

2.3 Certificates:

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

2.4 Generic:

Data Sheet of the product(s) offered in the bid, are to be uploaded along with the bid documents. Buyers can match and verify the Data Sheet with the product specifications offered. In case of any unexplained mismatch of technical parameters, the bid is liable for rejection.

2.5 Warranty:

Warranty period of the supplied products shall be 5 years from the date of final acceptance of goods or after completion of installation, commissioning & testing of goods (if included in the scope of supply), at consignee location. OEM Warranty certificates must be submitted by Successful Bidder at the time of delivery of Goods. The seller should guarantee the rectification of goods in case of any break down during the guarantee period. Seller should have well established Installation, Commissioning, Training, Troubleshooting and Maintenance Service group in INDIA for attending the after sales service. Details of Service Centres near consignee destinations are to be uploaded along with the bid.

2.6 Service & Support:

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

2.7 Service & Support:

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

2.8 Forms of EMD and PBG:

Successful Bidder can submit the Performance Security in the form of Fixed Deposit Receipt also (besides PBG which is allowed as per GeM GTC). FDR should be made out or pledged in the name of

Sr. Accounts officer

A/C (Name of the Seller). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of Security Deposit, the FDR will be released in favour of bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Successful Bidder has to upload scanned copy of the FDR document in place of PBG and has to ensure delivery of hard copy of Original FDR to the Buyer within 15 days of award of contract.

2.9 Forms of EMD and PBG:

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of

Sr. Accounts officer

payable at

SBI dollars collony

. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

2.10 Generic:

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

2.11 Certificates:

To be eligible for award of contract, Bidder / OEM must possess following Certificates / Test Reports on the date of bid opening (to be uploaded with bid):

- 1) Bid specific OEM authorisation certificate, Technical Compliance sheet shall be duly filled signed and uploaded

2.12 Scope of Supply:

Scope of supply (Bid price to include all cost components) : Supply Installation Testing and Commissioning of Goods

2.13 Buyer Added Bid Specific ATC:

Buyer uploaded ATC document [Click here to view the file.](#)

नोट: यह सिस्टम जनरेटेड फाइल है। कोई हस्ताक्षर की आवश्यकता नहीं है। इस दस्तावेज़ का प्रिंट आउट भुगतान/लेनदेन उद्देश्य के लिए मान्य नहीं है।

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