

SUPREME COURT OF INDIA

Date: 16-10-2020

CORRIGENDUM-CUM-CLARIFICATION NOTICE

Reg. Comprehensive Plan for “Hearing by Courts through Video Conferencing Services” including Hardware and Support and in continuation of the subsequent Notice dated 27.09.2020 regarding extension of last date for submission of bids

Pursuant to the queries/clarifications raised during Pre-bid Meet held on 07.09.2020, the Competent Authority has approved as a Corrigendum-cum-Clarification to the existing Tender notice, as follows:

1. The Security Guidelines as provided at Objective III, Statement of Work Section II and relevant part of Technical Specifications (Annexure X) are further elaborated, appended herewith as Part-A;
2. The Technical Bid (Annexure XI) shall be in compliance with Statement of Work Section II, Technical Specifications (Annexure X) and Assessment Matrix, appended herewith as Part-B;
3. API Development documentation (Part-C) shall form part of Annexure-X (Technical Specifications).
4. Audio Quality Parameters, Network Quality Parameters, Screen Cast Quality Parameters, Video Quality Parameters, and General Parameters for Audit Trail & CDR (Part-D) shall also form part of the Annexure-X (Technical Details).
5. The response/recommendations to other queries raised or clarifications sought during Pre-bid Meet are appended herewith as Part-E.
6. The closing date for tender is further extended till 31/10/2020 by 03.00 PM.

This is for the information of all concerned.

Encl: As above

Sd/-
Additional Registrar
Admin. Material Section

General Security Guidelines recommended by the Committee

1. The bidder shall file an undertaking to provide most recent ISO/IEC 27001:2013 certification at the time of bid submission. The bidder shall provide most recent ISO/IEC 27001:2013 certification at the time of commissioning and annually for every year during the contract for the all the IT services engaged to deliver the complete functionality.
2. The bidder shall file an undertaking to provide security audit clearance certification from CERT-In empanelled agency for the entire solution at the time of bid submission. The bidder shall provide security audit clearance certification from CERT-In empanelled agency for the entire solution at the time deployment or commissioning and annually every year during the contract period and at any time when a change is implemented in the IT setup.
3. SOC 2 Type 2 Reports should be made available annually for every year during the contract for the all the online services engaged to deliver the complete functionality.
4. Single Sign-On with multi-factor authentication feature may be considered in order to avoid users having to remember multiple usernames and passwords and authenticate over and over again to multiple services there by avoiding the pitfall of users sharing/saving there usernames & passwords on portals, browsers or in files.
5. The IT setup security provided should be comprehensive and should include - firewall/UTM with capabilities to handle intrusion prevention, intrusion detection, DoS and DDoS attacks, anti-malware and antivirus capabilities, URL filtering, prevention blocking, application level firewall. The licenses required to

update the signatures and databases, on at least daily basis, for the purpose should also be provided for the duration of the contract.

6. The solution should ensure that the communication between the service provisioning point and SCI (for case management system integration and SIP server access) should be suitably encrypted with at least TLSv1.2 or higher security and employ ciphers which ensure secure key exchange mechanisms and AES256-GCM encryption (e.g. TLSv1.2 with ECDHE-RSA-AES256-GCM-SHA384).

7. No communication, either media data or otherwise, should happen using un-encrypted protocols. SIP as well as H.323 connections should also be established over encrypted channels. All communications should be suitably encrypted with at least TLSv1.2 or higher security and employ ciphers which ensure secure key exchange mechanisms and AES256-GCM encryption (eg. ECDHE-RSA-AES256-GCM-SHA384).

8. dedicated hardware should be deployed for delivering the services for SCI should be isolated from the other Non-SCI services. Virtualization setup, if used should be planned with zero trust principle.

9. The application logs, OS and its services logs etc. should be forensically stored.

10. The bidder shall submit full details of the security related aspects of the solution and a report on the threat assessment and threat mitigation approaches proposed to be employed for the solution.

11. If the bidder intends to provide a cloud hosted solution, the cloud service provider (CSP) should be a Meity empanelled CSP and the hosting infrastructure,

services, data and connectivity should be entirely be physically within the Indian territory.

12. Apart from hardware software must have capability to transmit the data as per bandwidth of end user. Apart from hardware, the VC software solution should possess noise cancellation, echo cancellation, NetEQ packet loss concealment, automatic gain control, surround noise suppression and cancellation features

13. It is assumed that 18 hosts are concurrently holding virtual meeting. In one virtual meeting highest number of participants is 250. Thus, peak reaches to 4500 participants if all hosts all are simultaneously conducting virtual meeting through VC with full capacity. For on premises solutions or cloud deployment bandwidth requirements can be

- A. Software Licence:
Application has to run for $16+2=18$ Courts and With each Court 250 users can connect
Total No of participants = 4500
- B. Bandwidth Requirement for Server:
4 MBPS required for each VC user
Total Bandwidth required= 20 GBPS ($5000*4$ MBPS)

It seems that for cloud deployment bandwidth management is to be done by bidder, whereas, for on premises solution bandwidth will be provided by SCI. Same is case for Firewall and other security aspects. Accordingly, its assessment needs to be considered separately for on cloud and on premises solution for equitable considerations.

Authorised by all the members of the Committee to sign on their behalf.

(Yashwant A. Goswami)

Assessment Matrix

General		Compliance Yes/
Supported mode of usage		
	Desktop Sharing	
	Virtual room	
	Break out rooms for Judges	
	Breakout discussion rooms for Lawyers	
	Waiting rooms	
Localization		
	Console in multiple languages	
Invitation stage		
	Schedule meetings	
	Schedule recurring meetings	
	One-click meetings (ad-hoc meetings)	
	Meeting calendar	
	Reminders and Notifications	
During Meetings		
Attendee management		
	Invite participants after meeting has started	
	Mute/unmute any participant (hard and soft control)	
	Stop/start video of participant (Hard and soft control)	
	Automated entry and advance invitation based on triggered event of selected participant and automated exit after event is over.	
	Role based participation or limitation in participation	
	Expel an attendee from the meeting	
	Bandwidth detection and management	
	Controls with Administrator and Super users	
Application sharing		
	Transfer mouse and keyboard control	
	Access to desktop	
	Access to selected applications	
	Clean screen (hide task bar etc.)	
	Instantly change presenters	
	pinning one or more participants on screen visibility	
Interaction		
	Annotation and drawing tools	
	Whiteboard (for flashing messages also)	
	Chat	
	Instant Messaging	
	Full screen/partial screen mode	

	Transcription	
	File transfer via virtual storage room	
	Hand raise	
	Activer talker or equivalent	
Video		
	Video-conference supported	
	Videos adjustable	
	Highlight video of current speaker	
	HD video quality (1080p)	
	Solution should support multiple resolutions and downgrade resolution as per bandwidth of the end user	
Audio function		
	Audio Conference Call Control	
	Mute/unmute participants	
	Integrated VoIP support	
	Integrated phone-based conference support (PSTN PRI lines included)	
	Local toll dial-in numbers	
	Local toll-free dial-in numbers	
	Voice Notes	
	Surround Noise cancellation, echo cancellation	
Support for troubleshooting		
	email	
	phone	
	Live Support	
	Ticket	
Meeting follow-up		
Functionality for organizers		
	Surveys / polls	
	Participant reporting	
	Meeting recording	
	Webcasting provision (Industry Standard)	
	Live Streaming Provision (Industry Standard)	
	Pre-recorded events to broadcast	
	Video embedding	
	Inactivity time-outs	
Integration		
	Integration with other solutions via API for automation in attendee management, their entrance and exit	
	Sharing data of registration and attendance	
Security		
Important Security Aspects		
	most recent ISO/IEC 27001:2013 certification at the time of bid submission	

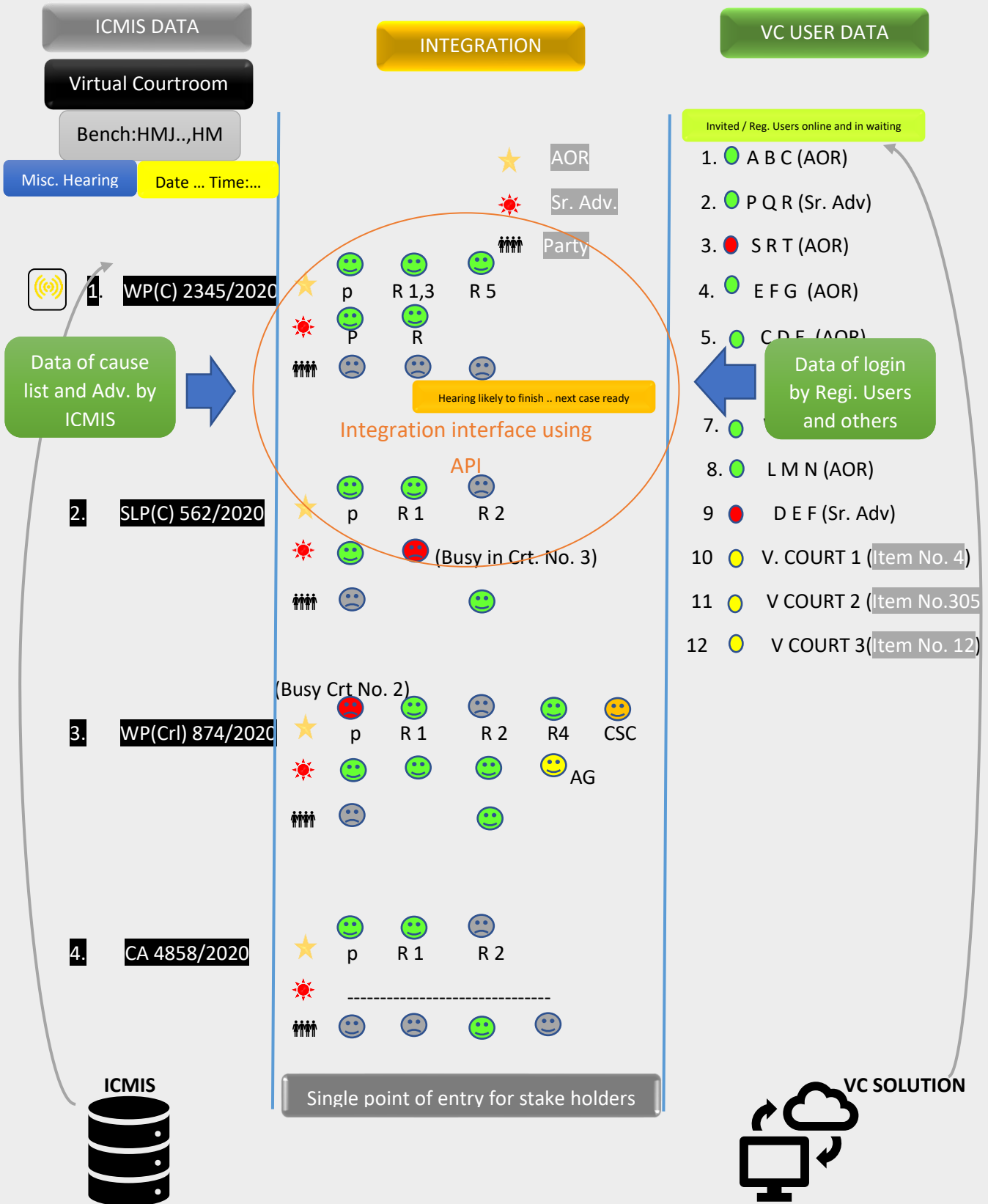
	Security Audit Clearance from Cert-in empanelled agency	
	SOC 2 Type 2 Reports	
	Single Sign on with multi factor authentication	
	Comprehensive IT Security Setup to include firewall/UTM with capabilities to handle intrusion prevention, intrusion detection, DoS and DDoS attacks, anti-malware and antivirus capabilities, url filtering, prevention blocking, application level firewall	
	Communication between the service provisioning point and SCI (for case management system integration and SIP server access) should be suitably encrypted with atleast TLSv1.2 or higher security and employ ciphers which ensure secure key exchange mechanisms and AES256-GCM encryption (eg. TLSv1.2 with ECDHE-RSA-AES256-GCM-SHA384).	
	No communication, either media data or otherwise, should happen using un-encrypted protocols. SIP as well as H.323 connections should also be established over encrypted channels. All communications should be suitably encrypted with atleast TLSv1.2 or higher security and employ ciphers which ensure secure key exchange mechanisms and AES256-GCM encryption (eg. ECDHE-RSA-AES256-GCM-SHA384).	
	cloud service provider (CSP) should be a Meity empanelled CSP	
	hosting infrastructure, services, data and connectivity should be entirely be physically within the Indian territory	
Meeting-specific security (defined at the invitation stage)		
	Low security: Meeting accessible to anyone with the meeting ID	
	Medium security: Meeting only accessible by means of an additional password	
	High security: Meeting only accessible to invited participants	
	Source Tracking	
	Accounts are deactivated after three failed attempts to enter the correct meeting password	
System-level security		

	minimum 128-bit SSL encryption (Data in motion as well as data in rest)	
	minimum 128-bit AES/ Blowfish encryption (Data in motion as well as data in rest)	
	Certified security	
	Host based intrusion detection system	
	End point security	
	Meeting recording (Data at rest) should be stored in encrypted manner with access to authorised users only	
Platform Support		
Web RTC support must for all popular and mostly used browsers		
Native Clients		
	Windows	
	Mac OS X	
	Linux (Ubuntu must besides other flavours)	
Cross-Platform Clients		
	HTML5 Client	
	Flash Client	
	Java Client	
Smartphone and Tablet Support		
	Android support	
	iOS support	

Authorised by all the members of the Committee to sign on their behalf.

(Yashwant A. Goswami)

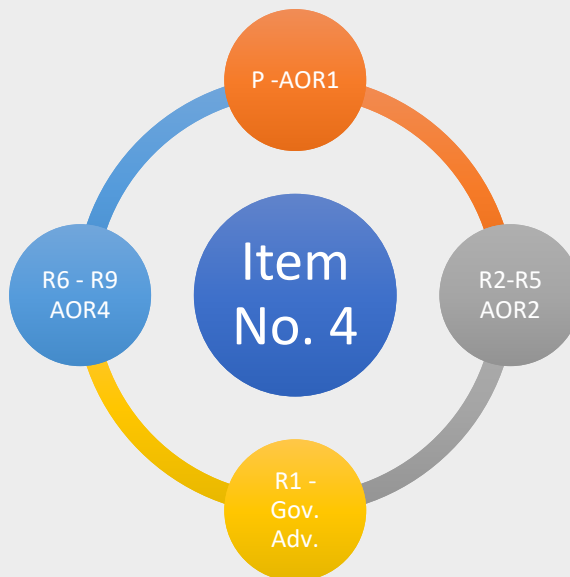
As per request made by SCI Registry regarding documentation of API vide mail dated 10th October, 2020 the committee recommends following skeleton



For those who are available online – single entry in virtual room when case called and exit when over. Re-entry in same session if disconnected



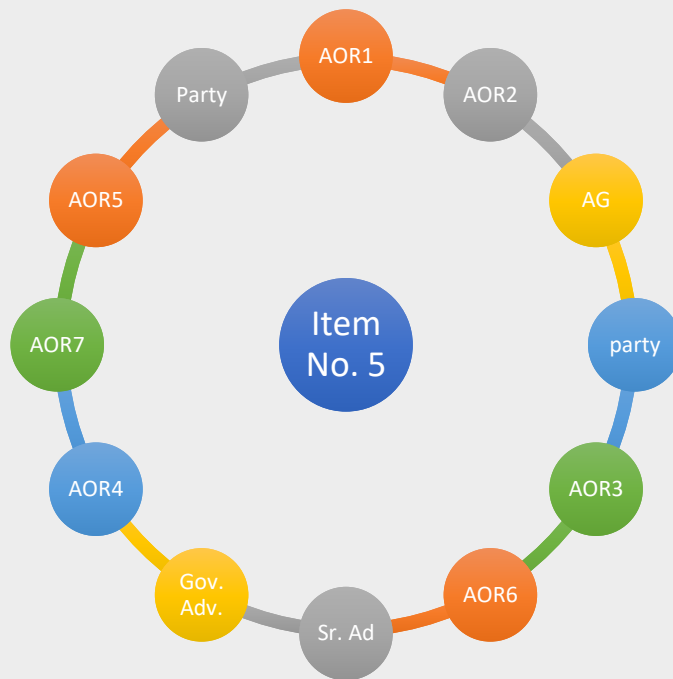
As shown in the figure all cases which are listed before the Court, concerned advocates and parties would stick to item no. and it is item number and associated persons will be pushed in virtual court room or their access will be enabled if all are already present (as may be the case)



For quick shifting of entry and exit from one item number to another in the cause list this mechanism can be adopted. Pointers and alerts can be managed if case is likely to take time or like to over. Similarly, in the upcoming case if many AOR or Sr. Adv are busy, it can be kept back or passed over.

It is possible to manage such facility by custom waiting room/lobby or any similar mechanism in main waiting room/lobby itself by which advocates and stake holders whose hearing is likely to be scheduled next or can be estimated close from the current ongoing hearing.

Thrust is on the facility whereby all concerned advocates and stake holders are pushed in VCR (Virtual Court Room) by automated command or human intervention when event is triggered. It should avoid time to assemble and disperse in VCR.



Requirements of software to be developed using API from ICMIS

1. Following listing parameters will be allowed to be queried or retrieved from ICMIS
 - a. List date
 - b. List time
 - c. Sitting judges
 - d. Main head (misc./regular)
 - e. Board type (court/chamber/registrar)
 - f. Court no.
 - g. Session (main/supplementary)
 - h. Item no.
 - i. Diary no.
 - j. Case no.
 - k. cause title
 - l. Is AOR (yes/no)
 - m. Advocate name
 - n. Parties represented by advocate
 - o. Mobile
 - p. Email
 - q. AOR Code
 - r. Sr. Adv Code
 - s. Other Adv. Designation code
 - t. Party names
 - u. Mobile number
 - v. Email address
 - w. Party nomenclature
 - x. Assisting advocate names
 - y. Assisting advocate details
 - z. Sharing details received with party or advocate

2. Registration and login details shall be shared share by VC solution software. Needless to say that registration details shall contain two or three primary keys e.g. AOR Code, advocate code, mobile number, email ID which shall be

common in both the databases i.e. ICMIS and VC solution registration of users.

3. Using both the details interface would be created which will facilitate business in the Courts as well as entry and exit of the users for conducting hearing before the Court for called out item number listed before the court on given day.
4. As per data supplied by ICMIS to SC Integrated VC hearing Interface (SCIVCI), it will know in which item number which AOR or Sr. Advocate will be appearing, accordingly it will create expectancy holes of availability (as shown in the figure given above)
5. As and when such user logs in, the expectancy hole will turn green to indicate availability, if the user logs in but is appearing in ongoing hearing before other Court, it would indicate red (busy in other Court), if he does not logs in the indicator would remain gray pointing unavailability.
6. In the subtitles, not only names of advocates or senior advocate but party to whom they are representing may be necessary aspect.
7. Human interface may be provided to indicate that next case is likely to called in some minutes or case is likely to consume about --- time. Similarly, in the upcoming case if essential advocates are not available, human interface may indicate that next case is likely to be kept back and item number --- can be taken up.
8. The most important part is ensuring speed in business. In physical hearing in physical court rooms, many cases consume only seconds as a result cases which are worth investing time can be heard giving optimum time they deserve. Shifting business of virtual hearing from one item to next item is consuming undeserving time, which not only adds to unproductive time but loss of valuable judicial hours allocated for the day. Hence, a mechanism is necessary whereby all the advocates and parties connected with item number listed before the Court are given entry by single command (preferably by automated interface, if not by human intervention) and when

business is over, they are taken out of the virtual court rooms with equal speed. This can be called as entry and exit based on triggered event.

9. While making such entry administrator or moderator shall have privilege to make audio/video of certain chosen participants on so as to avoid loss of time due audio conflict, echo and surround sound.
10. Needless to say, all the logs of this business need to be exchanged from day to day basis.
11. This is only a skeleton which give requirements which are inclusive and not design after unravelling minute intricacies. Keeping the figure shown above and details given herein bidders are supposed to make presentation. Better ideas which increase productivity, speed, efficacy, avoids inconvenience, add to security and stability will be appreciated and given due credit.
12. Scheduling of meeting and personalized services of calendar and hearing scheduled for selected day for the registered users whose events can be estimated through business shared through SCIVCI. Each event be click to join mode.
13. The SCIVCI should allow to access all the logs, detailed records/recording relating to each virtual hearing in an easy to use one click manner e.g.
 - a. Admin view
 - b. Virtual Court wise view
 - c. AOR or advocate wise view
 - d. Case wise view
 - e. Party wise view
 - f. and like others
14. Two resident engineers skilled, qualified and experienced need to be engaged to support this software. They shall quickly identify and fix runtime issues, bugs or file incident report / bug report in case immediate fix is not possible.

Signed on behalf of Tech. Committee
Yashwant A. Goswami

As per request by SCI Registry dated 10.10.2020 to give details following recommendations are given by the Committee		
Sr. No.	Audio Quality Parameters	Type
1	The maximum packet loss for received audio streams (percent).	integer
2	The mean packet loss for received audio streams (percent).	integer
3	The duration during which the participant received any audio (seconds).	integer
4	The mean bitrate of the sent audio stream (kbit/s).	integer
5	The maximum packet loss for the sent audio stream (percent).	integer
6	The mean packet loss for the sent audio stream (percent).	integer
7	The duration during which the participant sent audio (seconds).	integer
8	The identifier of the Calendar event associated with the conference.	string
9	The unique identifier of the conference.	string
10	Human readable name of the endpoint that is displayed in the meeting.	string
11	The duration for which the participant stayed in the meeting (seconds).	integer
12	The call rating given by the participant at the end of the call, ranging from 1 to 5.	integer
13	The unique endpoint identifier for the current call. Joining the same conference twice generates two distinct endpoint IDs.	string
14	The unique participant identifier (for example, an email address, phone number, or device ID).	string
15	Indicates the type of the participant identifier. Possible values:	string
16	The unique device identifier of the Meet hardware.	device_id
17	The participant's email address.	email_address
18	The participant's telephone number.	phone_number
19	The participant's external IP address.	string
20	Indicates if the participant is external to your organization.	boolean
21	The country from which the participant joined.	string
22	The city or geographical region within a country from which the participant joined.	string
23	The meeting code for the Court room for day	string
	NETWORK QUALITY PARAMETERS	
1	The fraction of time where the network did not have enough bandwidth to send all the data to Google servers (percent).	integer

2	The estimated bandwidth used by received media streams (kbps).	integer
3	The estimated bandwidth used by sent media streams (kbps).	integer
4	The maximum network jitter for received packets (milliseconds).	integer
5	The mean network jitter for received packets (milliseconds).	integer
6	The mean network round-trip time (milliseconds).	integer
7	The mean network jitter for sent packets (milliseconds).	integer
8	The network protocol that was used. Possible values:	string
9	Both TCP and UDP were used.	multiple
10	TCP.	tcp
11	UDP.	udp
12	Unknown network protocol.	unknown
13	The email address of the meeting creator.	string
	SCREENCAST QUALITY PARAMETERS	
1	The mean bitrate of the received screencasts (kbit/s).	integer
2	The mean frame rate of received screencasts (FPS).	integer
3	The median of the long side of the received screencasts (pixels).	integer
4	The maximum packet loss for received screencasts (percent).	integer
5	The mean packet loss for received screencasts (percent).	integer
6	The duration during which the participant received any screencast (seconds).	integer
7	The median of the short side of the received screencasts (pixels).	integer
8	The mean bitrate of sent screencasts (kbit/s).	integer
9	The mean frame rate of sent screencasts (FPS).	integer
10	The median of the long side of the sent screencasts (pixels).	integer
11	The maximum packet loss for sent screencasts (percent).	integer
12	The mean packet loss for sent screencasts (percent).	integer
13	The duration during which the participant sent a screencast (seconds).	integer
14	The median of the short side of the sent screencasts (pixels).	integer

	VIDEO QUALITY PARAMETERS	
1	The mean frame rate of received video streams (FPS).	integer
2	The median of the long side of the received video streams (pixels).	integer
3	The maximum packet loss for received video streams (percent).	integer
4	The mean packet loss for received video streams (percent).	integer
5	The duration during which the participant received any video (seconds).	integer
6	The median of the short side of the received video streams (pixels).	integer
7	The mean bitrate of the sent video stream (kbit/s).	integer
8	The mean frame rate of the sent video stream (FPS).	integer
9	The median of the long side of the sent video stream (pixels).	integer
10	The maximum packet loss for the sent video stream (percent).	integer
11	The mean packet loss for the sent video stream (percent).	integer
12	The duration during which the participant sent video (seconds).	integer
13	The median of the short side of the sent video stream (pixels).	integer
	GENERAL PARAMETERS FOR AUDIT TRAIL AND CDR	
1	originating and desitnation call audio device IP	
2	Originating and desitnation call audio port used for IP	
3	Originating and destination call video device IP	
4	Originating and desitnation call video port used for IP	
5	Global call ID	
6	Node or server ID of originating caller and destination caller	
7	Span number of originator and desitnation	
8	Login ID of originating call and destination call	
9	Codec used by Originator and terminator to transmit Audio, video and screencast	
10	Max transmitting resolution by originator and destination callers	
11	RSVP audio and video reservations used by originator and terminators	

12	connect date and time	
13	disconnect date and time	
14	call termination action by user, date and time	
15	call forward, if used, similar parameters like device, originator, terminator, start and end	
16	PSTN details device	
17	VoIP details device	
18	conference ID or meeting ID	
19	call duration	
20	video content type identification	
21	Authorization code	
22	DTMF methods of originator and destination callers	
23	End point IDs	
24	Display name	
25	party associated name	
26	Registration status e.g. Active, Rejected, terminated by call server, Terminated by endpoint, timed out	
27	Dial string sent by originator	
28	Dedicated MCU details or logs	
29	Ingress cluster which handled the call	
30	call ID for originating and associated calls	
31	Number of calls evicted or dropped due to bandwidth limit at the throttle point	
32	Number of calls downspeeded due to bandwidth limitations at the throttle point	
33	Configured bit rate limit	
34	configured bandwidth limit	
35	Maximum concurrent calls using SIP signalling	
36	Maximum concurrent calls using h323 signalling	
37	Maximum concurrent calls gateway calls (SIP to H323)	
38	Maximum conference calls	
39	User Role in VMR calls	

40	Failure signalling code	
41	Software version used	
42	Maximum number of video and voice ports used for the conference	
43	MCU used for conference (if more than one comma separated values)	
44	Unique User logins	
45	Total Sessions	
46	IM Sessions	
47	Audio Sessions	
48	Video Sessions	
49	Total Conference	
50	IM Conference	
51	IM video Conference	
52	IM Audio Conference	
53	PSTN Conference	
54	Total Failures in P to P and conference calls	
55	Overall failure rate in P to P and conference calls	
56	IM Failure rate in P to P and conference calls	
57	Audio Failure rate in P to P and conference calls	
58	Application share failure rate in P to P and conference calls	
59	Total poor quality calls	
60	poor quality percentage	
61	PSTN Poor quality calls and percentage	
List provided hereinabove is inclusive. More meaningful additions will be appreciated.		
	Authorised by the Committee members to sign on their behalf.	
	(Yashwant A Goswami)	

Part E

Company	Existing Provision	Query/Revised Provision
SISL INFOTECH PVT. LTD.	Annual Turnover:- Bidder should have had a minimum annual turnover of Rs.250 Crore in last three 3 Financial years (From 1st April to 31st March) 2019-20, 2018-19, 2017-18	We request you to kindly amend the clause as:- Bidder should have a minimum average annual turnover of Rs.225 Crore in last three 3 Financial years (From 1st April to 31st March) 2019-20(Provisional), 2018-19, 2017-18 OR 2018-19, 2017-18, 2016-17"
SISL INFOTECH PVT. LTD.	Performance Security/Bank Guarantee:- The successful firm/company will have to deposit a Performance Bank Guarantee (PBG) @10% of the contract value (excluding Tax) on a Judicial stamp paper of appropriate value and from any scheduled bank within 3 days from the date of award of contract. The format of the Performance Bank Guarantee would be provided to the successful service Provider on the release of LOA/PO.	We request you to kindly amend the clause as:- "The successful firm/company will have to deposit a Performance Bank Guarantee (PBG) @10% of the contract value (excluding Tax) on a Judicial stamp paper of appropriate value and from any scheduled bank within 15 Working days from the date of award of contract. The format of the Performance Bank Guarantee would be provided to the successful service Provider on the release of LOA/PO."
SISL INFOTECH PVT. LTD.	Additional Points	We request you to kindly give clarity on actual duration of contract
SISL INFOTECH PVT. LTD.	3.OBJECTIVE -III - To develop key security features for next-generation protection like user-level security with device control and application-level firewalls, network protection as well as threat and vulnerability management from cyber-attacks, and endpoint level security for detection of a security breach and taking measured response.	We request the Hon. Authority to clarify the mentioned Objective as There is no functional specifications or Price schedule items are mentioned for security infra requirement in the tender. Also please confirm if the bidder is required to supply any kind of security device like Firewall along with the quoted solution to meet the said objective.
SISL INFOTECH PVT. LTD.	v) That the hardware shall be delivered, installed, and commissioned in full at the site as early as possible not later than 15 days from the date of PO/LOA & shall be considered as a turnkey project. Partial delivery and installation, if necessary, shall be allowed only with prior approval of the SCI.	We request the Hon. Authority to consider at least 45-60 days for delivery, installation and starting of the Video Conferencing Sessions as the hardware imported from outside India and it requires time to import them especially in the COVID Times.
SISL INFOTECH PVT. LTD.	xx) The bidder must ensure that the "SCI Hearing by Video Conferencing Solution" shall be compatible with the Supreme Court's existing devices being used for video conferencing as present as provided in Annexure - IX.	We request the Hon. Authority to please confirm if the Existing Video Conferencing Endpoints of Lifesize and Polycom are under Warranty so that they can be upgraded to latest Software Versions to support integration with latest proposed VC Platforms. We would request the Authority to share details of the Models of the exact Models of the existing VC Endpoints.
SISL INFOTECH PVT. LTD.	xxiii) That the bidder shall design the guidelines and ensure that end-to-end tight integration of all VC services & devices (existing & new one).	We request the Hon. Authority to please confirm if the Existing Video Conferencing Endpoints of Lifesize and Polycom are under Warranty so that they can be upgraded to latest Software Versions to support integration with latest proposed VC Platforms. We would request the Authority to share details of the Models of the exact Models of the existing VC Endpoints.
SISL INFOTECH PVT. LTD.	xxiii) That the bidder shall furnish the Part no./ Product identification number for all products as provided by the original manufacturer. The bidder shall also share the source code of developed software with the SCI.	As per our understanding of the clause, source code here means the API's of the proposed products for custom integration. Please confirm if our understanding is correct.
SISL INFOTECH PVT. LTD.	i) Delivery period for starting the Video Conferencing in 16 Honorable Courts and 02 Registrar Courts as early as possible but not later than 15 days from the date of the LOA/Purchase Order by way of allotting IDs and installation and Commissioning of hardware at designated places.	We request the Hon. Authority to consider at least 60 days for delivery, installation and starting of the Video Conferencing Sessions as the hardware imported from outside India and it requires time to import them especially in the COVID Times.
SISL INFOTECH PVT. LTD.	1. Development or provisioning of a customized comprehensive interface/platform for integrating with the Case Information Software of the Supreme Court for the hearing by video conferencing	We request the Hon. Authority to please clarify the Level of Integration needed and scope required to achieve from the integration. We would also request the share the details of the platform (Software/Language/Coding Mechanism) used by existing Case Information System.
SISL INFOTECH PVT. LTD.	b. to automate the sending of invitation VC links by emails, SMS and WhatsApp to the Advocate-on-Record and Party-m-person.	The solution to send SMS and WhatsApp need integration with SMS Gateway and WhatsApp Business Account. We request the Hon. Authority to confirm if both SMS Gateway and WhatsApp Business account will be provided by Hon. Supreme Court.
SISL INFOTECH PVT. LTD.	7. The solution shall be either end to end encrypted or have SSL encryption and only work on WebRTC.	The solution supports WebRTC for Users, however it is recommended for Host to install App for better control features.
SISL INFOTECH PVT. LTD.	14. The solution shall compatibility of VoIP so that participants can join via Audio facility.	We understand that the requirement as per the said clause is to integrate Vc Platform with Existing VOIP Telephony solution deployed at Honorable Supreme Court. Please confirm if our understanding is correct.
SISL INFOTECH PVT. LTD.	17. b. Mute and unmute/turn on and turn off the video of all users.	As per solution Host can turn OFF the Users/attendees Video. However due to Security and Privacy guidelines of the Operating Systems like, Apple iOS and Android, the Host can ask and request the User to Turn ON their camera.

Provisional balance sheet for 2019-20.
Request for average of three years

One year or three year clarity is requested

Comments by the Members of the Committee
Due covid situation request of bidders may be considered to file provisional balance sheet for the year 2019-2020
The condition of extending period of submitin BG from three days to 15 days from the date of award of contract can be considered positively against the backdrop of covid situation in the country.
As per the information received from competent Authority, initially, the contract period is one year which may be extended on an annual basis for subsequent years. One year period may be applicable to providing VC solution and API integration software (Hardware items purchased and service level agreements and other bindings in the contract shall continue)
In order to ensure the data protection, the bidder has been asked to provide an application firewall, explained as Objective-III under Project Objectives under Section-II (Statement of Work).
The delivery and commissioning period may be extended to 4 weeks suitably.
The details of existing hardware have been given in Annexure-IX. Warranty may be mentioned in Annexure IX
The details of existing hardware have been given in Annexure-IX. Warranty may be mentioned in Annexure IX
It is sourcecode of software application concerning API for integration application which is expected and not the video conferencing application.
The delivery and commissioning period may be extended to 4 weeks suitably.
The requirement specifications for the API development activity will need to be documented. shared data to be received, security aspects of the API services etc. Details sought by SCI Registry vide mail dated 10.10.2020 and the committee responds as under API documentation is given as Annexure to this report as desired by SCI Registry in mail dated 10.10.2020
The Supreme Court has its SMS gateway and such gateway can be used for interface software to be developed by the bidder. The WhatsApp gateway may be provided by the bidder from the concerned service provider.
Web RTC should work in any case however, it may be desirable that application support through app may also be allowed without diluting requirements of Web RTC.
The Supreme Court has its SIP Server connected with PRI lines. This SIP Server or PRI Lines can be used for facilitating the invite to VC hearing through audio mode only from his/her mobile phone or fixed-line telephone. This is crucial requirement and this being official business of the Court, moderator needs to have absolute authority in regulating the business. There are certain platforms which provide this kind of facility at application level. NOT specifically mention "the requisite VC platform for the hearing of matters by video conferencing shall have hard control of the camera and mic of the participants with the moderators."

Company	Existing Provision	Query/Revised Provision
SISL INFOTECH PVT. LTD.	e. Dial out from the meeting control pane to invite and remind participants on audio/video	Please clarify if the Dial - out here means connecting attendees on PSTN Network through a Dial-Out call from the Vc Application.
SISL INFOTECH PVT. LTD.	2.2.3Should have minimum 3 Microphone inputs to connect 3 microphones with scalability up to 9 microphones on concurrent basis & microphone should work with at least 15 mts distance.	Please confirm if the scalability to support more than 3 mics can be achieved through an external Audio Mixer and 3rd Party Mics.
SISL INFOTECH PVT. LTD.	2.2.3Should have minimum 3 Microphone inputs to connect 3 microphones with scalability up to 9 microphones on concurrent basis & microphone should work with at least 15 mts distance.	We request the authority to modify the clause as "Should have minimum 3 Microphone inputs to connect 3 microphones with scalability up to 8 microphones on concurrent basis & microphone should work with at least 15 mts distance." Request the authority to consider support of 8 Mics instead of 9 mics.
SISL INFOTECH PVT. LTD.	The VC Endpoint should seamlessly integrate with Comprehensive solution over H.323/SIP protocol & it should be able to share content/presentation over H.239 and combined camera feeds from both the cameras	Please Confirm if the seamless integration of teh endpoint here means: 1. Seamless Integration of teh Proposed Endpoints with Proposed On-Premise or Cloud VC Platform. 2. Support allocation of dedicated SIP Address to each endpoint for Internal and external calling. 3. Support Push Directory of all VC Endpoints registered 4. Support Centrally Management of All VC Endpoints and configuration changes 5. Support Automatic Software Upgradation of Codecs to latest Software Versions
SISL INFOTECH PVT. LTD.	The VC Endpoint should seamlessly integrate with Comprehensive solution over H.323/SIP protocol & it should be able to share content/presentation over H.239 and combined camera feeds from both the cameras	Please clarify if the Hon. Authority would provide Dedicated Internet Access to all the VC Endpoints, to allow connectivity with Cloud VC Platforms.
CISCO	PROJECT SCOPE & TASKS	3.OBJECTIVE -III - To develop key security features for next-generation protection like user-level security with device control and application-level firewalls, network protection as well as threat and vulnerability management from cyber-attacks, and endpoint level security for detection of a security breach and taking measured response. We request the Hon. Authority to clarify the mentioned Objective as There is no functional specifications or Price schedule items are mentioned for security infra requirement in the tender. Also please confirm if the bidder is required to supply any kind of security device like Firewall along with the quoted solution to meet the said objective.
CISCO	PROJECT SCOPE & TASKS	xx)The bidder must ensure that the "SCI Hearing by Video Conferencing Solution" shall be compatible with the Supreme Court's existing devices being used for video conferencing at present as provided in Annexure- IX. We request the Hon. Authority to please confirm if the Existing Video Conferencing Endpoints of Lifesize and Polycom are under Warranty so that they can be upgraded to latest Software Versions to support integration with latest proposed VC Platforms. We would request the Authority to share details of the Models of the exact Models of the existing VC Endpoints.
CISCO	PROJECT SCOPE & TASKS	xxii)That the bidder shall design the guidelines and ensure that end-to- end tight integration of all VC services & devices (existing & new one). We request the Hon. Authority to please confirm if the Existing Video Conferencing Endpoints of Lifesize and Polycom are under Warranty so that they can be upgraded to latest Software Versions to support integration with latest proposed VC Platforms. We would request the Authority to share details of the Models of the exact Models of the existing VC Endpoints.
CISCO	PROJECT SCOPE & TASKS	xxiii)That the bidder shall furnish the Part no./ Product identification number for all products as provided by the original manufacturer. The bidder shall also share the source code of developed software with the SCI. As per our understanding of the clause, source code here means the API's of the proposed products for custom integration. Please confirm if our understanding is correct.
CISCO	ANNEXURE-X Technical Specifications	l.Development or provisioning of a customized comprehensive interface/platform for integrating with the Case Information Software of the Supreme Court for the hearing by video conferencing We request the Hon. Authority to please clarify the level of Integration needed and scope required to achieve from the integration. We would also request the share the details of the platform (Software/Language/Coding Mechanism) used by existing Case Information System.
CISCO	ANNEXURE-X Technical Specifications	b.to automate the sending of invitation VC links by emails, SMS and WhatsApp to the Advocate-on-Record and Party- m-person. The solution to send SMS and WhatsApp need integration with SMS Gateway and WhatsApp Business Account. We request the Hon. Authority to confirm if both SMS Gateway and Whatsapp Business account will be provided by Hon. Supreme Court.
CISCO	ANNEXURE-X Technical Specifications	7.The solution shall be either end to end encrypted or have SSL encryption and only work on WebRTC. The solution supports WebRTC for Users, however it is recommended for Host to install App for better control features.
CISCO	ANNEXURE-X Technical Specifications	14. The solution shall compatibility of VoIP so that participants can join via Audio facility. We understand that the requirement as per the said clause is to integrate Vc Platform with Existing VOIP Telephony solution deployed at Honorable Supreme Court. Please confirm if our understanding is correct.
CISCO	ANNEXURE-X Technical Specifications	17. b.Mute and unmute/turn on and turn off the video of all users. As per solution Host can turn OFF the Users/attendees Video. However due to Security and Privacy guidelines of the Operating Systems like, Windows, Apple iOS and Android, the Host can ask and request the User to Turn ON their camera.
CISCO	ANNEXURE-X Technical Specifications	e. Dial out from the meeting control pane to invite and remind participants on audio/video Please clarify if the Dial - out here means connecting attendees on PSTN Network through a Dial-Out call from the Vc Application.
CISCO	ANNEXURE-X Technical Specifications	2.2.3Should have minimum 3 Microphone inputs to connect 3 microphones with scalability up to 9 microphones on concurrent basis & microphone should work with at least 15 mts distance. Please confirm if the scalability to support more than 3 mics can be achieved through an external Audio Mixer and 3rd Party Mics.
CISCO	ANNEXURE-X Technical Specifications	2.2.3Should have minimum 3 Microphone inputs to connect 3 microphones with scalability up to 9 microphones on concurrent basis & microphone should work with at least 15 mts distance. We request the authority to modify the clause as "Should have minimum 3 Microphone inputs to connect 3 microphones with scalability up to 8 microphones on concurrent basis & microphone should work with at least 15 mts distance." Request the authority to consider support of 8 Mics instead of 9 mics.

Comments by the Members of the Committee
Yes. "Dial - out here means connecting attendees on PSTN Network through a Dial-Out call from the Vc Application."
External audio mixer or third party mic, if are compatible, and make use of existing Jabra Speaker and Surround sound system of Bose (already mentioned in NIT) in that case, without compromising audio quality, such techniques can be used.
When audio mixers and third party mikes are allowed, without compromising audio quality, in such cases this question does not survive.
The understanding of bidder is not incorrect.
Giving internet connectivity to VC end point is not subject of this tender document.
In order to ensure the data protection, the bidder has been asked to provide an application firewall, explained as Objective-III under Project Objectives under Section-II (Statement of Work) .
The details of existing hardware have been given in Annexure-IX. Warranty may be mentioned in Annexure IX
The details of existing hardware have been given in Annexure-IX. Warranty may be mentioned in Annexure IX
Understanding of the bidder is not incorrect
The requirement specifications for the API development activity will need to be documented shared, data to be received security aspects of the API services etc.
The Supreme Court has its SMS gateway and such gateway can be used for interface software to be developed by the bidder. The WhatsApp gateway may be provided by the bidder from the concerned service provider.
Web RTC should work in any case however, it may be desirable that application support through app may also be allowed without diluting requirements of Web RTC.
The Supreme Court has its SIP Server connected with PRI lines. This SIP Server or PRI Lines can be used for facilitating the invitee to VC hearing through audio mode only from his/her mobile phone or fixed-line telephone.
This is crucial requirement and this being official business of the Court, moderator needs to have absolute authority in regulating the business. There are certain platforms which provide this kind of facility at application level.
During VC hearing, the service provider gives facility for joining of such video conferencing by invitees through audio mode only by mobile phone or fixed-line phone. The Supreme Court has its SIP Server connected with PRI lines. This SIP Server or PRI Lines can be used for facilitating the invitee to VC hearing through audio mode only from his/her mobile phone or fixed-line telephone.
External audio mixer or third party mic, if are compatible, and make use of existing Jabra Speaker and Surround sound system of Bose (already mentioned in NIT) in that case, without compromising audio quality, such techniques can be used.
When audio mixers and third party mikes are allowed, without compromising audio quality, in such cases this question does not survive.

Company	Existing Provision	Query/Revised Provision	
CISCO	ANNEXURE-X Technical Specifications	The VC Endpoint should seamlessly integrate with Comprehensive solution over H.323/SIP protocol & it should be able to share content/presentation over H.239 and combined camera feeds from both the cameras	Please Confirm if the seamless integration of the endpoint here means: 1. Seamless Integration of the Proposed Endpoints with Proposed On-Premise or Cloud VC Platform. 2. Support allocation of dedicated SIP Address to each endpoint for internal and external calling. 3. Support Push Directory of all VC Endpoints registered 4. Support Centrally Management of All VC Endpoints and configuration changes 5. Support Automatic Software Upgradation of Codecs to latest Software Versions
CISCO	ANNEXURE-X Technical Specifications	The VC Endpoint should seamlessly integrate with Comprehensive solution over H.323/SIP protocol & it should be able to share content/presentation over H.239 and combined camera feeds from both the cameras	Please clarify if the Hon. Authority would provide Dedicated Internet Access to all the VC Endpoints, to allow connectivity with Cloud VC Platforms.
VELOCIS	PROJECT SCOPE & TASKS	3.OBJECTIVE -III - To develop key security features for next-generation protection like user-level security with device control and application-level firewalls, network protection as well as threat and vulnerability management from cyber-attacks, and endpoint level security for detection of a security breach and taking measured response.	We request the Hon. Authority to clarify the mentioned Objective as There is no functional specifications or Price schedule items are mentioned for security infra requirement in the tender. Also please confirm if the bidder is required to supply any kind of security device like Firewall along with the quoted solution to meet the said objective.
VELOCIS	PROJECT SCOPE & TASKS	v)That the hardware shall be delivered, installed, and commissioned in full at the site as early as possible not later than 15 days from the date of PO/LOA & shall be considered as a turnkey project. Partial delivery and installation, if necessary, shall be allowed only with prior approval of the SCI.	We request the Hon. Authority to consider atleast 45-60 days for delivery, installation and starting of the Video Conferencing Sessions as the hardware imported from outside India and it requires time to import them especially in the COVID Times.
VELOCIS	PROJECT SCOPE & TASKS	xx)The bidder must ensure that the "SCI Hearing by Video Conferencing Solution" shall be compatible with the Supreme Court's existing devices being used for video conferencing at present as provided in Annexure - IX.	We request the Hon. Authority to please confirm if the Existing Video Conferencing Endpoints of Lifesize and Polycom are under Warranty so that they can be upgraded to latest Software Versions to support integration with latest proposed VC Platforms. We would request the Authority to share details of the Models of the exact Models of the existing VC Endpoints.
VELOCIS	PROJECT SCOPE & TASKS	xxi)That the bidder shall design the guidelines and ensure that end-to-end tight integration of all VC services & devices (existing & new one).	We request the Hon. Authority to please confirm if the Existing Video Conferencing Endpoints of Lifesize and Polycom are under Warranty so that they can be upgraded to latest Software Versions to support integration with latest proposed VC Platforms. We would request the Authority to share details of the Models of the exact Models of the existing VC Endpoints.
VELOCIS	PROJECT SCOPE & TASKS	xxii)That the bidder shall furnish the Part no./ Product identification number for all products as provided by the original manufacturer. The bidder shall also share the source code of developed software with the SCI.	As per our understanding of the clause, source code here means the API's of the proposed products for custom integration. Please confirm if our understanding is correct.
VELOCIS	4. Delivery Schedule	j)Delivery period for starting the Video Conferencing in 16 Honorable Courts and 02 Registrar Courts as early as possible but not later than 15 days from the date of the LOA/Purchase Order by way of allotting IDs and installation and Commissioning of hardware at designated places.	We request the Hon. Authority to consider atleast 60 days for delivery, installation and starting of the Video Conferencing Sessions as the hardware imported from outside India and it requires time to import them especially in the COVID Times.
VELOCIS	ANNEXURE-X Technical Specifications	l.Development or provisioning of a customized comprehensive interface/platform for integrating with the Case Information Software of the Supreme Court for the hearing by video conferencing	We request the Hon. Authority to please clarify the Level of Integration needed and scope required to achieve from the integration. We would also request the share the details of the platform (Software/Language/Coding Mechanism) used by existing Case Information System.
VELOCIS	ANNEXURE-X Technical Specifications	b.to automate the sending of invitation VC links by emails, SMS and WhatsApp to the Advocate-on-Record and Party- m-person.	The solution to send SMS and WhatsApp need integration with SMS Gateway and WhatsApp Business Account. We request the Hon. Authority to confirm if both SMS Gateway and Whatsapp Business account will be provided by Hon. Supreme Court.
VELOCIS	ANNEXURE-X Technical Specifications	7.The solution shall be either end to end encrypted or have SSL encryption and only work on WebRTC.	The solution supports WebRTC for Users, however it is recommended for Host to install App for better control features.
VELOCIS	ANNEXURE-X Technical Specifications	14. The solution shall compatibility of VoIP so that participants can join via Audio facility.	We understand that the requirement as per the said clause is to integrate VC Platform with Existing VOIP Telephony solution deployed at Honorable Supreme Court. Please confirm if our understanding is correct.
VELOCIS	ANNEXURE-X Technical Specifications	17. b.Mute and unmute/turn on and turn off the video of all users.	As per solution Host can turn OFF the Users/attendees Video. However due to Security and Privacy guidelines of the Operating Systems like, Apple iOS and Android, the Host can ask and request the User to Turn ON their camera.
VELOCIS	ANNEXURE-X Technical Specifications	e. Dial out from the meeting control pane to invite and remind participants on audio/Video	Please clarify if the Dial - out here means connecting attendees on PSTN Network through a Dial-Out call from the VC Application.
VELOCIS	ANNEXURE-X Technical Specifications	2.2.35should have minimum 3 Microphone inputs to connect 3 microphones with scalability up to 9 microphones on concurrent basis & microphone should work with at least 15 mts distance.	Please confirm if the scalability to support more than 3 mics can be achieved through an external Audio Mixer and 3rd Party Mics.
VELOCIS	ANNEXURE-X Technical Specifications	2.2.35should have minimum 3 Microphone inputs to connect 3 microphones with scalability up to 9 microphones on concurrent basis & microphone should work with at least 15 mts distance.	We request the authority to modify the clause as "Should have minimum 3 Microphone inputs to connect 3 microphones with scalability up to 8 microphones on concurrent basis & microphone should work with at least 15 mts distance." Request the authority to consider support of 8 Mics instead of 9 mics.
VELOCIS	ANNEXURE-X Technical Specifications	The VC Endpoint should seamlessly integrate with Comprehensive solution over H.323/SIP protocol & it should be able to share content/presentation over H.239 and combined camera feeds from both the cameras	Please Confirm if the seamless integration of the endpoint here means: 1. Seamless Integration of the Proposed Endpoints with Proposed On-Premise or Cloud VC Platform. 2. Support allocation of dedicated SIP Address to each endpoint for internal and external calling. 3. Support Push Directory of all VC Endpoints registered 4. Support Centrally Management of All VC Endpoints and configuration changes 5. Support Automatic Software Upgradation of Codecs to latest Software Versions

Comments by the Members of the Committee
The understanding of bidder is not incorrect.
Giving internet connectivity to VC end point is not subject of this tender document.
In order to ensure the data protection, the bidder has been asked to provide an application firewall, explained as Objective-III under Project Objectives under Section-II (Statement of Work) .
As the solution is required in difficult times, therefore, commissioning or deployment on war footing is required, therefore, such request needs to be considered only when something is physically not possible and not otherwise. Keeping in mind possibility and probability this may be considered.
The details of existing hardware have been given in Annexure-IX. Warranty may be mentioned in Annexure IX
The details of existing hardware have been given in Annexure-IX. Warranty may be mentioned in Annexure IX
Understanding of the bidder is not incorrect
The delivery and commissioning period may be extended to 4 weeks suitably.
The requirement specifications for the API development activity will need to be documented shared, data to be received, security aspects of the API services etc.
The Supreme Court has its SMS gateway and such gateway can be used for interface software to be developed by the bidder. The WhatsApp gateway may be provided by the bidder from the concerned service provider.
Web RTC should work in any case however, it may be desirable that application support through app may also be allowed without diluting requirements of Web RTC.
During VC hearing, the service provider gives facility for joining of such video conferencing by invitees through audio mode only by mobile phone or fixed-line phone. The Supreme Court has its SIP Server connected with PRI lines. This SIP Server or PRI Lines can be used for facilitating the invitee to VC hearing through audio mode only from his/her mobile phone or fixed-line telephone.
This is crucial requirement and this being official business of the Court, moderator needs to have absolute authority in regulating the business. There are certain platforms which provide this kind of facility at application level. NIT specifically mention "the requisite VC platform for the hearing of matters by video conferencing shall have hard control of the camera and mic of the participants with the moderators."
During VC hearing, the service provider gives facility for joining of such video conferencing by invitees through audio mode only by mobile phone or fixed-line phone. The Supreme Court has its SIP Server connected with PRI lines. This SIP Server or PRI Lines can be used for facilitating the invitee to VC hearing through audio mode only from his/her mobile phone or fixed-line telephone.
Annexure-IX has given details of the audio system installed in the Court Rooms, which may be used by the bidder to ensure one mic for each Hon'ble Judge sitting in the Bench. External audio mixer or third party mic, if are compatible, and make use of existing Jabra Speaker and Surround sound system of Bose (already mentioned in NIT) in that case, without compromising audio quality, such techniques can be used.
Annexure-IX has given details of the audio system installed in the Court Rooms, which may be used by the bidder to ensure one mic for each Hon'ble Judge sitting in the Bench. External audio mixer or third party mic, if are compatible, and make use of existing Jabra Speaker and Surround sound system of Bose (already mentioned in NIT) in that case, without compromising audio quality, such techniques can be used.
The understanding of bidder is not incorrect.

Company	Existing Provision	Query/Revised Provision	
Reliance JIO	v) That the hardware shall be delivered, installed, and commissioned in full at the site as early as possible not later than 15 days from the date of PO/LOA & shall be considered as a turnkey project. Partial delivery and installation, if necessary, shall be allowed only with prior approval of the SCI.	Request for relaxation to within 8 weeks subject to pre-requisites to be met by customer.	Relaxation request up to 8 weeks
Reliance JIO	vi) That the bidder shall be responsible for any risk to the works to be performed under its obligation under the contract and for trespassers and shall make good at his own expenses all losses and damages whether to the works, themselves, or any other property of the company or the lives, persons or property of other firms.	Request to amend as per below: Bidder shall not be responsible for losses/ damages if caused due to customer; also customer to be responsible for loss/damages due to theft etc.	
Reliance JIO	xviii) That the bidder at its own cost shall also manage, secure, and maintain the insurance covers of hardware & manpower provided.	Since the hardware is installed at SCI premise, need clarity if this requirement of insurance for hardware is only applicable during installation phase. After handover of the solution/hardware to customer, customer shall be required to take adequate insurance cover.	
Reliance JIO	xxiii) That the bidder shall furnish the Part no./ Product identification number for all products as provided by the original manufacturer. The bidder shall also share the source code of developed software with the SCI.	Bidder will provide details of all hardware and solution deployed at SCI. However, since the Video conferencing software is not sold to customer and only licenses are charged to customer, request to please delete following: "The bidder shall also share the source code of developed software with the SCI".	
Reliance JIO	bidder should use the hardware of reputed brands. The decision as regards to brands of SCI shall be final	Need revert on some of the preferred brands so that bidder may look for complaint product within those brands.	
Reliance JIO	Similar works means the work/services mentioned at Scope of work in this RFP/tender document.	The word "similar services" has not been used under Pre-Qualification Criteria credentials asked for. Need clarity whether the term "similar services" is not applicable for this section.	
Reliance JIO	j) Delivery period for starting the Video Conferencing in 16 Honourable Courts and 02 Registrar Courts as early as possible but not later than 15 days from the date of the LOA/Purchase Order by way of allotting IDs and installation and Commissioning of hardware at designated places.	Since procurement of hardware is approx. 30-45 days and software development also takes time, request to amend delivery timeline to within 60 days from PO issue date.	
Reliance JIO	b) If the Supplier fails to meet the delivery schedule other than due to an event of force majeure or any reason solely attributable to SCI, then penalty @ (2%) Two percent of LOA/PO value per day shall be imposed, subject to a maximum of 10% of the contract value. In case the penalty exceeds 10%, SCI reserves the right to cancel the contract.	Request for amendment of delayed delivery to 0.5% per week with max up to 10% of contract value	Request for amendment
Reliance JIO	c) The problem at other locations i.e. branch/offices should be rectified within 4 hours of reporting	Need Clarification what is meant by "Other location/branches".	Heard and noted
Reliance JIO	a) If the problem persists for more than four hours in calendar day and total of more than 45 hours in a month then the contract is liable for cancellation if so desired by the user	Since for any hardware fault, the delay in exceptional untoward circumstances may happen, it is requested to pls delete the clause and keep the penalties for uptime SLA violation.	Heard and noted
Reliance JIO	g) Data Loss- 1% of the bill amount per incident.	1. Since data storage is not in bidder scope, request to pls amend the clause to: Data Loss if the issue happens on account of bidder supplied Software and Hardware- 1% of the bill amount per incident. 2. Also mention the quantum of loss that qualifies for the penalty.	Heard and noted
Reliance JIO	The Supreme Court of India shall be exclusive owner of the hardware and software supplied by the Bidder under the SC Hearing by Video Conferencing Solution and the Bidder shall be solely responsible for Updation and upgradation of the software and VC licenses procured under such contract. The Bidder shall also be responsible for the maintenance of the hardware supplied, for the entire contract period.	Since SCI becomes owner of all hardware and software post-handover of the solution to SCI, the insurance need of supplied complete solution will be in scope of SCI. Pls revert.	Heard and noted
Reliance JIO	SCI reserves the right to terminate the Contract, in whole or in part, at its convenience, by serving a written notice of 30 days to the Service Provider, at any time during the currency of the Contract.	Since the bidder will have to make significant investment in software development, it is requested that the in-contract period termination as per SCI convenience to be on mutually agreed terms along with pre-mature exit penalty as decided mutually between Service provider and SCI at the time of termination.	
Reliance JIO	1. VC licenses per year	No of Years not mentioned. Pls elaborate whether bidder to quote for license for one year only?	whether five year or one year?
	7. installation Commissioning and Documentation Charges		

Comments by the Members of the Committee
The delivery and commissioning period may be extended to 4 weeks suitably.
As data integrity and protection is important aspect, proposed amendment seems difficult for recommendation of alteration. The Committee is not inclined to consider this amendment.
It is as per terms and conditions of insurance.
It is as per terms and conditions of insurance.
It may be clarified that source code required is only for API integration and not the Video Conferencing solution
Mere recommendation, committee has nothing to offer to this comment
In the pre-qualification criteria reference of "Similar Work" with reference to Scope of work already mentioned in NIT need to be referred and detailed so as to provide opportunity to bidder to satisfy and decide pre-qualification criteria. Details sought by SCI Registry vide mail dated 10.10.2020 and the committee responds as under Pre-qualification criteria mentioned on Page 17 of the NIT document nowhere mentions term "similar work" however in the footnote of prequalification criteria following text is found mentioned. "Note: (a) Similar works means the work/services mentioned at Scope of work in this RFP/tender document." Hence, either the above footnote needs to be removed or in the prequalification criteria "similar work" related aspect be made mention of, to give meaning to the footnote appearing in the Prequalification criteria. The Committee was asked to give conclusive remarks vide mail dated 12.10.2020 05:33 pm. The Committee unanimously resolves to recommend removal of the footnote relating to "similar work" as explained earlier in original report and explanation thereto.
The delivery and commissioning period may be extended to 4 weeks suitably.
Already deliver time is recommended to be extended against this backdrop this does not require comments from the Committee. Needs no comments from Committee as query misquotes the NIT as it is clearly mentioned other locations "Branches/offices"
This seems difficult proposition to consider. We are not inclined to consider.
This seems difficult proposition to consider. We are not inclined to consider.
This seems difficult proposition to consider. We are not inclined to consider. As per NIT it is already mentioned
Insurance will be governed by its terms and conditions. Committee is not inclined to comment on the same.
This seems difficult proposition to consider. We are not inclined to consider. As per the information received from competent Authority, initially, the contract period is one year which may be extended on an annual basis for subsequent years. One year period may be applicable to providing VC solution and API Integration software (Hardware items purchased and service level agreements and other bindings in the contract shall continue)

Company	Existing Provision	Query/Revised Provision	
Reliance JIO	8. Annual CMC charges for supplied hardware	No weightage mentioned against sr no 7 & 8 of the table, what weightage shall be applicable for these items (installation & commission charges ; annual CMC charges)	
Reliance JIO	Development or provisioning of a customized comprehensive interface/platform for integrating with the Case Information Software of the Supreme Court for the hearing by video conferencing with the facilities.	What is the expectation from bidder? Is it to provide scheduling APIs or is it to build custom middle ware that interfaces CIS and VC platform?	wants details whether SCI will write its own API
Reliance JIO	a. to schedule the hearing by video conferencing, and	What is the expectation from bidder? Is it to provide scheduling APIs or is it to build custom middle ware that interfaces CIS and VC platform?	same as above
Reliance JIO	b. to automate the sending of invitation VC links by email, SMS and WhatsApp to the Advocate-on-Record and Party- m-person.	What is the expectation from bidder? Is it to provide scheduling APIs or is it to build custom middle ware that interfaces CIS and VC platform?	same as above
Reliance JIO	Supreme Court can self-schedule video or audio conferences, connect, receive dial-in, without the involvement of the OEM.	Is PSTN dial-in required compulsorily?	
Reliance JIO	The platform shall have the provision of exporting registration and attendance data to the SC database.	We require format and data fields	
Reliance JIO	The System to be developed shall have the capability to manage up to 250 participants in a single meeting/ID with these participants joining from PC, laptop, mobile devices like android/iOS over an app, and PSTN networks.	Is PSTN dial-in required compulsorily?	
Reliance JIO	The solution shall be an online, real-time collaboration tool with features like: IM, video, voice, audio, screen sharing, document/ presentation sharing.	What is the expectation on Transcription ?	
Reliance JIO	The solution shall have instant access from any browser.	Pls allow bidder to propose compliant and supported browsers list	
Reliance JIO	f. The meeting control panel should be able to show the meeting host and attendees the names of all the participants connected to the meeting along with their device type detail.	Device type details not available.- Is it required on Day0?	Type of device needs to be extended for a certain period as it can be provided later on is requested by the vendor
Reliance JIO	The solution should have a feature of administrator controls. Administrator/SC shall be able to control participants' video, audio & content/screen sharing controls remotely.	Screen Sharing control thru host admin panel need to be developed	Type of device needs to be extended for a certain period as it can be provided later on is requested by the vendor
Reliance JIO	The solution shall be served with PSTN Local numbers availability of India & across Globe.	This requires bidding entity to be Telecom Service provider having valid license? Is Single bidder allowed to bid on the consortium of companies can bid for?	requested for consortium as such services may not available with the one Company
Reliance JIO	The OEM Telephonic Support shall be available 24x7x365 with 99.9% uptime India based.	Pls relax to 99.5%. However Customer care support is available 24x7x365 basis except for force majeure situations.	
Reliance JIO	The solution shall be provisioned with access control and audit trail mechanism as per industry standard and security norms defined by concerned regulatory bodies.	We require details on standards and specifics to meet concerned regulatory bodies.	Asking to define standards for audit trail
Reliance JIO	The solution shall have privilege-based VC access to a different group of users according to the requirement of the Supreme Court of India which can be controlled by the Administrator.	Need more clarity	Needs clarity on what are the groups and what facilities are to be given
Reliance JIO	Number of Clients with the minimum budget/ turn over above 100 Cr.	Is A: 100 Cr refers to client company turnover or it is revenue for bidder company towards services delivered?	
Reliance JIO	To be awarded after seeing a demo of proposed project	Pls elaborate on scope of demo. Will the demo to be conducted on the bidder existing VC application that has not been customised for SC requirements. Moreover the hardware as asked for in the tender, will not have been procured at evaluation stage.	Demo of pre existing product can be given not what is expected as per RFP
Reliance JIO	Contract Period not mentioned	Contract Period of the complete solution (VC, hardware and Comprehensive maintenance is not explicitly mentioned). Is it 5 years in line with CMC duration of hardware?. Pls provide.	What is contract period whether five years or something else?
Reliance JIO	Type of Connectivity at all 16 courts and 2 registrar courts	We understand that telecom connectivity at all 16 courts and 2 registrar courts it out of scope of this tender. Pls clarify.	

Comments by the Members of the Committee
For Item Nos. 7 and 8 in Price Schedule Annexure I, Last column formula is $G = E \times F/100$ wherein Item Nos. 7 and 8 would give undesirable results using the given formula and ultimate results would not be comparable as desired. Therefore, appropriate steps may be taken so that results are competitive and weightage and Price run hand in hand.
Details sought by SCI Registry vide mail dated 10.10.2020 and the committee responds as under
Please refer to page No. 43 to NIT which is ANNEXURE – I Price Schedule. Item No. 7 mentioned there is – "Installation, commissioning and documentation charges". Item No. 8 is - "Annual CMC charges for supplied hardware".
Weightage is given in column No. F whereas, formula is given for calculating weighted value in column No. G. Formula requires to multiply value in column no. F. As no weightage is given to item Nos. 7 & 8, for item Nos. 7 and 8 weightages would be zero or null. Therefore, value in column No. G would be zero or null. Total weighted cost will completely ignore values of item No. 7 and 8.
If this is intended then no amendment is required. If it is not intended, same requires amendment to that extent.
The Committee was asked to give conclusive remarks vide mail dated 12.10.2020 at 05.33 pm. The Committee assumes that Item Nos. 7 and 8 on page 43 are not intended to be considered as relevant parameters hence no weightage is given to them as such their values will not be relevant in calculating the Total Weighted Cost for Commercial Bid.
The requirement specifications for the API development activity will need to be documented shared, data to be received, security aspects of the API services etc.
Yes
API integration should take care of the same, and this goes without saying
The requirement specifications for the API development activity will need
Bidder may visit SC premises as NIT provides for the same get himself acquainted with such basic questions
All reputed and popular browsers may be considered.
From day 1. It may be necessary that solution and integrated software supports all kinds of devices.
This seems difficult proposition to consider. We are not inclined to consider.
As per terms and condition of NIT
As per provisions of NIT, the Committee not inclined to amend or alter.
Audit trail details as are supposed to be retained and shared by service provider although are pretty standard, in view of API integration, some extra details may have to be maintained by service provider, therefore, it would be in the fitness of things that audit trail data elements and its standards are mentioned in NIT itself.
Details sought by SCI Registry vide mail dated 10.10.2020 and the committee responds as under
Audit Trail parameters are given as Annexure to this report as desired by SCI Registry in mail dated 10.10.2020
It may be clarified whether it role based access or some different classification of users is expected.
Details sought by SCI Registry vide mail dated 10.10.2020 and the committee responds as under
API documentation is given as Annexure to this report as desired by SCI Registry in mail dated 10.10.2020
Details, if read as a whole, does not call for any further explanation
It is quite settled practice to give demo by giving EOJ, hence does not call for elaboration or details
As per the information received from competent Authority, initially, the contract period is one year which may be extended on an annual basis for subsequent years. One year period may be applicable to providing VC solution and API integration software (Hardware items purchased and service level agreements and other bindings in the contract shall continue)
It is correct

Company	Existing Provision	Query/Revised Provision			Comments by the Members of the Committee
Hitachi Systems Micro Clinic	Objective II	To Develop a comprehensive Software(Desktop and mobile Application for all platforms) with prescribed essential features	To develop the software we need very granular details to estimate of costs. Please specify the platform instead of all platform to limit the cost and scope for right estimates. Please elaborate more on the technical and functional requirement of the software		The Committee does not feel it necessary to give details of the platform, however requirement specification need to be made available separately with proper documentation and clarity.
Hitachi Systems Micro Clinic	Objective III	To develop key security features for next generation protection like user level security with device control and application level firewall....	Are we also looking for Mobile MDM solution here as device control is mentioned here. Please provide the security and control expectations with respect to applicable devices and systems	want Clarity on MDM and Firewalls...	Requirements are clear. No further clarification seems necessary
Hitachi Systems Micro Clinic	Project Scope & tasks	that the Hardware shall be delivered, install and commissioned in full at the site as early as possible not more than 15 days	15 Days delivery is very less time to supply , install and commissioning. Please extend to 8-10 weeks (Subject to Software Dev scope)	Extension in delivery time	The delivery and commissioning period may be extended to 4 weeks suitably.
Hitachi Systems Micro Clinic	Project Scope & tasks	XX) The Bidder should ensure that the " SCI hearing by video conferencing Solution" shall be compatible with the supreme court existing devices being used for video Conferencing at present as provided in annexure - IX	Do bidder need to integrate with existing devices? Any software level integration is required (API level)? To make is more secure, are we looking for ay API gateway implementation here?	Lifespan versioning details polycom details required about versions and models etc	The details of existing hardware have been given in Annexure-IX. Warranty may be mentioned in Annexure IX
Hitachi Systems Micro Clinic	Service Level Agreements(SLA)	Penalty @2% of PO value per day	15 days delivery is not possible in this covid situation hence this penalty should be relaxed. 2% Penalty is on very higher side. Please extend the delivery schedule as 8-10 weeks and penalty as 0.5% per week maximum to 10% of PO value.	Extension in delivery time and reduce percentage of penalty	Already delivery time is recommended to be extended against this backdrop this does not require comments from the Committee.
Hitachi Systems Micro Clinic	Service Level Agreements(SLA)	d) Even if the service is slow performance rather than unavailability will be considered as the same unavailability	Please remove this clause as slow performance may occur for multiple reasons beyond Bidder control	Service availability may dependent on multiple factors...to reconsider this is request made	It is difficult to accept recommendation of the bidder. The committee is not inclined to consider this request.
Hitachi Systems Micro Clinic	Service Level Agreements(SLA)	Security breach & Data Loss penalty	These parameters are quite subjective and also dependent on multiple factors which are beyond control of bidder only hence need specific responsibility to cover these aspects	data loss and security may dependent on multiple factors...to reconsider this is request made. It needs to be kept limited to the application	It is difficult to accept recommendation of the bidder. The committee is not inclined to consider this request.
Hitachi Systems Micro Clinic	Project Scope & tasks	3.OBJECTIVE -III - To develop key security features for next-generation protection like user-level security with device control and application-level firewalls, network protection as well as threat and vulnerability management from cyber-attacks, and endpoint level security for detection of a security breach and taking measured response.	We request the Hon. Authority to clarify the mentioned Objective as There is no functional specifications or Price schedule items are mentioned for security infra requirement in the tender. Also please confirm if the bidder is required to supply any kind of security device like Firewall along with the quoted solution to meet the said objective.	repeat	Recommendation relating to security are given separately.
Hitachi Systems Micro Clinic	Project Scope & tasks	v)That the hardware shall be delivered, installed, and commissioned in full at the site as early as possible not later than 15 days from the date of PO/LOA & shall be considered as a turnkey project. Partial delivery and installation, if necessary, shall be allowed only with prior approval of the SCI.	We request the Hon. Authority to consider atleast 45-60 days for delivery, installation and starting of the Video Conferencing Sessions as the hardware imported from outside India and it requires time to import them especially in the COVID Times.	repeat	The delivery and commissioning period may be extended to 4 weeks suitably.
Hitachi Systems Micro Clinic	Project Scope & tasks	xx)The bidder must ensure that the "SCI Hearing by Video Conferencing Solution" shall be compatible with the Supreme Court's existing devices being used for video conferencing at present as provided in Annexure - IX.	We request the Hon. Authority to please confirm if the Existing Video Conferencing Endpoints of Lifesize and Polycom are under Warranty so that they can be upgraded to latest Software Versions to support integration with latest proposed VC Platforms.	repeat	The details of existing hardware have been given in Annexure-IX. Warranty may be mentioned in Annexure IX
Hitachi Systems Micro Clinic	Project Scope & tasks	xxii)That the bidder shall design the guidelines and ensure that end-to- end tight integration of all VC services & devices (existing & new one).	We would request the Authority to share details of the Models of the exact Models of the existing VC Endpoints.	repeat	The details of existing hardware have been given in Annexure-IX. Warranty may be mentioned in Annexure IX
Hitachi Systems Micro Clinic	Project Scope & tasks	xxiii)That the bidder shall furnish the Part no./ Product identification number for all products as provided by the original manufacturer. The bidder shall also share the source code of developed software with the SCI.	We request the Hon. Authority to please confirm if the Existing Video Conferencing Endpoints of Lifesize and Polycom are under Warranty so that they can be upgraded to latest Software Versions to support integration with latest proposed VC Platforms.	repeat	The details of existing hardware have been given in Annexure-IX. Warranty may be mentioned in Annexure IX
Hitachi Systems Micro Clinic	Project Scope & tasks	xxiv)That the bidder shall furnish the Part no./ Product identification number for all products as provided by the original manufacturer. The bidder shall also share the source code of developed software with the SCI.	We would request the Authority to share details of the Models of the exact Models of the existing VC Endpoints.	Source code of what ?	Understanding of the bidder is not incorrect
Hitachi Systems Micro Clinic	Delivery Schedule	j)Delivery period for starting the Video Conferencing in 16 Honorable Courts and 02 Registrar Courts as early as possible but not later than 15 days from the date of the LOA/Purchase Order by way of allotting IDs and installation and Commissioning of hardware at designated places.	As per our understanding of the clause, source code here means the API's of the proposed products for custom integration. Please confirm if our understanding is correct.	repeat	The delivery and commissioning period may be extended to 4 weeks suitably.
Hitachi Systems Micro Clinic	Annexure- X Technical Specification	l.Development or provisioning of a customized comprehensive interface/platform for integrating with the Case Information Software of the Supreme Court for the hearing by video conferencing	We request the Hon. Authority to consider atleast 60 days for delivery, installation and starting of the Video Conferencing Sessions as the hardware imported from outside India and it requires time to import them especially in the COVID Times.	scope of integration details need to be given	The requirement specifications for the API development activity will need to be documented shared, data to be received, security aspects of the API services etc.
Hitachi Systems Micro Clinic	Annexure- X Technical Specification	b.to automate the sending of invitation VC links by emails, SMS and WhatsApp to the Advocate-on-Record and Party- m-person.	We request the Hon. Authority to please clarify the Level of Integration needed and scope required to achieve from the integration.	Gateway ownership of SCI	The Supreme Court has its SMS gateway and such gateway can be used for interface software to be developed by the bidder. The WhatsApp gateway may be provided by the bidder from the concerned service provider.
Hitachi Systems Micro Clinic	Annexure- X Technical Specification	7.The solution shall be either end to end encrypted or have SSL encryption and only work on WebRTC.	We would also request the share the details of the platform (Software/Language/Coding Mechanism) used by existing Case Information System.	Recommendation	Web RTC should work in any case however, it may be desirable that application support through app may also be allowed without diluting requirements of Web RTC.
Hitachi Systems Micro Clinic	Annexure- X Technical Specification	14. The solution shall compatibility of VoIP so that participants can join via Audio facility.	The solution supports WebRTC for Users, however it is recommended for Host to install App for better control features.	Inside SCI intra network or outside?	During VC hearing, the service provider gives facility for joining of such video conferencing by invites through audio mode only by mobile phone or fixed-line phone. The Supreme Court has its SIP Server connected with PRI lines. This SIP Server or PRI Lines can be used for facilitating the invitee to VC hearing through audio mode only from his/her mobile phone or fixed-line telephone.
Hitachi Systems Micro Clinic	Annexure- X Technical Specification	17. b. Mute and unmute/turn on and turn off the video of all users.	We understand that the requirement as per the said clause is to integrate VC Platform with Existing VOIP Telephony solution deployed at Honorable Supreme Court. Please confirm if our understanding is correct.	Camera Turn on...objections raised	This is crucial requirement and this being official business of the Court, moderator needs to have absolute authority in regulating the business. There are certain platforms which provide this kind of facility at application level. NIT specifically mention "the requisite VC platform for the hearing of matters by video conferencing shall have hard control of the camera and mic of the participants with the moderators."
Hitachi Systems Micro Clinic	Annexure- X Technical Specification	e. Dial out from the meeting control pane to invite and remind participants on audio/video	As per solution Host can turn OFF the Users/attendees Video. However due to Security and Privacy guidelines of the Operating Systems like, Apple iOS and Android, the Host can ask and request the User to Turn ON their camera.	PSTN details...whether dial out call	During VC hearing, the service provider gives facility for joining of such video conferencing by invites through audio mode only by mobile phone or fixed-line phone. The Supreme Court has its SIP Server connected with PRI lines. This SIP Server or PRI Lines can be used for facilitating the invitee to VC hearing through audio mode only from his/her mobile phone or fixed-line telephone.
Hitachi Systems Micro Clinic	Annexure- X Technical Specification	2.2.3.Should have minimum 3 Microphone inputs to connect 3 microphones with scalability up to 9 microphones on concurrent basis & microphone should work with at least 15 mts distance.	Please clarify if the Dial - out here means connecting attendess on PSTN Network through a Dial-Out call from the Vc Application.	audio mixer	Annexure-IX has given details of the audio system installed in the Court Rooms, which may be used by the bidder to ensure one mic for each Hon'ble Judge sitting in the Bench. External audio mixer or third party mic, if are compatible, and make use of existing Jabra Speaker and Surround sound system of Bose (already mentioned in NIT) in that case, without compromising audio quality, such techniques can be used.
Hitachi Systems Micro Clinic	Annexure- X Technical Specification	2.2.3.Should have minimum 3 Microphone inputs to connect 3 microphones with scalability up to 9 microphones on concurrent basis & microphone should work with at least 15 mts distance.	Please confirm if the scalability to support more than 3 mics can be achieved through an external Audio Mixer and 3rd Party Mics.		Annexure-IX has given details of the audio system installed in the Court Rooms, which may be used by the bidder to ensure one mic for each Hon'ble Judge sitting in the Bench. External audio mixer or third party mic, if are compatible, and make use of existing Jabra Speaker and Surround sound system of Bose (already mentioned in NIT) in that case, without compromising audio quality, such techniques can be used.
Hitachi Systems Micro Clinic	Annexure- X Technical Specification	2.2.3.Should have minimum 3 Microphone inputs to connect 3 microphones with scalability up to 9 microphones on concurrent basis & microphone should work with at least 15 mts distance.	We request the authority to modify the clause as "Should have minimum 3 Microphone inputs to connect 3 microphones with scalability up to 8 microphones on concurrent basis & microphone should work with at least 15 mts distance." Request the authority to consider support of 8 Mics instead of 9 mics.		

Company	Existing Provision	Query/Revised Provision			Comments by the Members of the Committee
Hitachi Systems Micro Clinic	Annexure- X Technical Specification	The VC Endpoint should seamlessly integrate with Comprehensive solution over H.323/SIP protocol & it should be able to share content/presentation over H.239 and combined camera feeds from both the cameras	Please Confirm if the seamless integration of teh endpoint here means: 1. Seamless Integration of teh Proposed Endpoints with Proposed On-Premise or Cloud VC Platform. 2. Support allocation of dedicated SIP Address to each endpoint for internal and external calling. 3. Support Push Directory of all VC Endpoints registered 4. Support Centrally Management of All VC Endpoints and configuration changes 5. Support Automatic Software Upgradation of Codecs to latest Software Versions		
Hitachi Systems Micro Clinic	Annexure- X Technical Specification	The VC Endpoint should seamlessly integrate with Comprehensive solution over H.323/SIP protocol & it should be able to share content/presentation over H.239 and combined camera feeds from both the cameras	Please clarify if the Hon. Authority would provide Dedicated Internet Access to all the VC Endpoints, to allow connectivity with Cloud VC Platforms.		Understanding of the bidder is not incorrect
Acer	PROJECT SCOPE & TASKS	3. OBJECTIVE -III - To develop key security features for next-generation protection like user-level security with device control and application-level firewalls, network protection as well as threat and vulnerability management from cyber-attacks, and endpoint level security for detection of a security breach and taking measured response.	We request the Hon. Authority to clarify the mentioned Objective as There is no functional specifications or Prics schedule items are mentioned for security infra requirement in the tender. Also please confirm if the bidder is required to supply any kind of security device like Firewall along with the quoted solution to meet the said objective.		Internet connectivity is not subject of the VC Project Solution Security related aspects and recommendations of the Committee are separately provided
Acer	PROJECT SCOPE & TASKS	v) That the hardware shall be delivered, installed, and commissioned in full at the site as early as possible not later than 15 days from the date of PO/LOA & shall be considered as a turnkey project. Partial delivery and installation, if necessary, shall be allowed only with prior approval of the SCI.	We request the Hon. Authority to consider atleast 45-60 days for delivery, installation and starting of the Video Conferencing Sessions as the hardware imported from outside India and it requires time to import them especially in the COVID Times.	Delivery time needs extension	The delivery and commissioning period may be extended to 4 weeks suitably.
Acer	PROJECT SCOPE & TASKS	xxii) That the bidder shall design the guidelines and ensure that end-to- end tight integration of all VC services & devices (existing & new one).	We request the Hon. Authority to please confirm if the Existing Video Conferencing Endpoints of Lifesize and Polycom are under Warranty so that they can be upgraded to latest Software Versions to support integration with latest proposed VC Platforms.		The details of existing hardware have been given in Annexure-IX. Warranty may be mentioned in Annexure IX
Acer	PROJECT SCOPE & TASKS	xxiii) That the bidder shall furnish the Part no./ Product identification number for all products as provided by the original manufacturer. The bidder shall also share the source code of developed software with the SCI.	As per our understanding of the clause, source code here means the APIs of the proposed products for custom integration.		Understanding of bidder is not incorrect
Acer	4. Delivery Schedule	i) Delivery period for starting the Video Conferencing in 16 Honorable Courts and 02 Registrar Courts as early as possible but not later than 15 days from the date of the LOA/Purchase Order by way of allotting IDs and installation and Commissioning of hardware at designated places.	We request the Hon. Authority to consider atleast 60 days for delivery, installation and starting of the Video Conferencing Sessions as the hardware imported from outside India and it requires time to import them especially in the COVID Times.	SLA to be diluted and as per industry standards	The delivery and commissioning period may be extended to 4 weeks suitably.
Acer	ANNEXURE-X Technical Specifications	I. Development or provisioning of a customized comprehensive interface/platform for integrating with the Case Information Software of the Supreme Court for the hearing by video conferencing	We would also request the share the details of the platform (Software/Language/Coding Mechanism) used by existing Case Information System.		The requirement specifications for the API development activity will need to be documented shared, data to be received, security aspects of the API services etc.
Acer	ANNEXURE-X Technical Specifications	14. The solution shall compatibility of VoIP so that participants can join via Audio facility.	We understand that the requirement as per the said clause is to integrate Vc Platform with Existing VOIP Telephony solution deployed at Honourable Supreme Court. Please confirm if our understanding is correct.		During VC hearing, the service provider gives facility for joining of such video conferencing by invitees through audio mode only by mobile phone or fixed-line phone. The Supreme Court has its SIP Server connected with PRI lines. This SIP Server or PRI Lines can be used for facilitating the invitee to VC hearing through
Acer	ANNEXURE-X Technical Specifications	17. b. Mute and unmute/turn on and turn off the video of all users.	As per solution Host can turn OFF the Users/attendees Video. However due to Security and Privacy guidelines of the Operating Systems like, Apple iOS and Android, the Host can ask and request the User to Turn ON their camera.		This is crucial requirement and this being official business of the Court, moderator needs to have absolute authority in regulating the business. There are certain platforms which provide this kind of facility at application level. NIT specifically mention "the requisite VC platform for the hearing of matters by
Acer	ANNEXURE-X Technical Specifications	e. Dial out from the meeting control pane to invite and remind participants on audio/Video	Please clarify if the Dial - out here means connecting attendees on PSTN Network through a Dial-Out call from the Vc Application.		During VC hearing, the service provider gives facility for joining of such video conferencing by invitees through audio mode only by mobile phone or fixed-line phone. The Supreme Court has its SIP Server connected with PRI lines. This SIP Server or PRI Lines can be used for facilitating the invitee to VC hearing through Annexure-IX has given details of the audio system installed in the Court Rooms, which may be used by the bidder to ensure one mic for each Hon'ble Judge sitting in the Bench. External audio mixer or third party mic, if are compatible, and make use of existing Jabra Speaker and Surround sound system of Bose
Acer	ANNEXURE-X Technical Specifications	2.2.3 Should have minimum 3 Microphone inputs to connect 3 microphones with scalability up to 9 microphones on concurrent basis & microphone should work with at least 15 mts distance.	Please confirm if the scalability to support more than 3 mics can be achieved through an external Audio Mixer and 3rd Party Mics.		Annexure-IX has given details of the audio system installed in the Court Rooms, which may be used by the bidder to ensure one mic for each Hon'ble Judge sitting in the Bench. External audio mixer or third party mic, if are compatible, and make use of existing Jabra Speaker and Surround sound system of Bose (already mentioned in NIT) in that case, without compromising audio quality, such techniques can be used.
Acer	ANNEXURE-X Technical Specifications	2.2.3 Should have minimum 3 Microphone inputs to connect 3 microphones with scalability up to 9 microphones on concurrent basis & microphone should work with at least 15 mts distance.	We request the authority to modify the clause as "Should have minimum 3 Microphone inputs to connect 3 microphones with scalability up to 8 microphones on concurrent basis & microphone should work with at least 15 mts distance." Request the authority to consider support of 8 Mics instead of 9 mics.		
Acer	ANNEXURE-X Technical Specifications	The VC Endpoint should seamlessly integrate with Comprehensive solution over H.323/SIP protocol & it should be able to share content/presentation over H.239 and combined camera feeds from both the cameras	Please Confirm if the seamless integration of the endpoint means: 1. Seamless Integration of the Proposed Endpoints with Proposed On-Premise or Cloud VC Platform. 2. Support allocation of dedicated SIP Address to each endpoint for internal and external calling. 3. Support Push Directory of all VC Endpoints registered 4. Support Centrally Management of All VC Endpoints and configuration changes 5. Support Automatic Software Up gradation of Codecs to latest Software Versions		Understanding of the bidder is not incorrect.
Acer	Section 4 Service Level Agreements(SLA)	If the Supplier fails to meet the delivery schedule, then penalty @2% per day shall be imposed.	Delivery periods are totally affected because of Covid-19. In all the Govt. tenders penalty due to delays is @0.5% per week upto a max. of 10% of contract value. We request the Hon. Authority to consider the same SLAs for this tender.		It seems difficult to accept recommendation of bidder. The committee is not inclined to consider it.
LG	Screen Size(diagonal) minimum (inch) should be of 100(20% less or high acceptable)	The deviation % mentioned should be 2% less or high in place of 20% less or high.	The standard largest size of display available with all the reputed display OEMs is 98 inches.	Noted	As there is 20% + or - mentioned hence calls for no comments
LG	Screen Size(diagonal) minimum (inch) should be of 55 (20% less or high acceptable)	The deviation % mentioned should be 2% less or high in place of 20% less or high.	The standard size of display available with all the reputed display OEMs in the mentioned category is 55 inches.	Noted	As there is 20% + or - is mentioned hence calls for no comments
LG	Required native resolution (pixels) 1920X1080(Full HD) & 3840X2160(UHD)	Please remove Full HD resolution & mention the resolution to be only UHD (3840X2160)	Technology has moved to UHD resolution & looking at the system to be technologically ready would request to make resolution as UHD only. UHD resolution is available with all reputed display OEMs.	Recommendation and suggestions	As NIT mentions Full HD and UHD (both are required), the comments from the committee are not required.
	Brightness (nits) acceptable:		Looking at the application brightness lower than 500 nits will result in decrease in visibility or clarity of content.	Recommendation and suggestions	

Company	Existing Provision	Query/Revised Provision	Comments by the Members of the Committee		
LG	300,350,400, 45,05,00,60,07,00,100 0,1500 or higher	Please make brightness as 500 nits & above only.	All reputed display OEMs have brightness of 500 nits & above.		
LG	Other required ports are HDMI, USB, RS232, RJ-45	Mentioned Industry standard input, output & control ports as below: Input--HDMI 3 nos.(for 98" & 2 nos. for 55" display), DP, DVI-D, Audio, USB 2.0 type A, Output: DP, Audio, Control Ports: IR, RS-232, LAN	Mentioned input & output ports are available with reputed display OEMs & looking at the application it is necessary to have multiple ports available.		
LG	Not mentioned.	To ensure the quality of the product there are industry standard certification which needs to be available for the product to be quoted by OEM/vendor. Kindly add below mentioned certifications: BIS, UL/FCC/CE.	To ensure the best quality product is supplied & restricting nonbranded/ Chinese products/ Low quality products. BIS ensures all required testing as per Indian standards. You can Visit BIS site for more information		
LG	Not mentioned.	Bezel of display is important for aesthetic look of the display. Bezel to be less than 15mm which is available with all standard OEMs.	In latest technology displays the bezel size has reduced which gives the display a better look & feel to match with the aesthetic of the Room.		
LG	Not mentioned.	As per industry standard feature available in this category of display please add below feature in specification: Inbuilt Wifi, built-in memory(BGB),SNMP,Fall over	Mentioned features will help in enhancing the overall application of the display.		
LG	Not mentioned.	Please add contrast ratio of the display to be 500000:1	High dynamic contrast ratio will enhance the overall picture quality of the display.		
LG	Not Mentioned	Please add standard warranty to be 3 years on display. Available with all standard display OEMs.	Standard 3 years warranty from OEM will ensure high quality product.		
LG	Not Mentioned	Supplied product should not be manufactured or imported from China.	This point will ensure that a high quality standard product is provided. To check the country of manufacturing or country of origin you can check BIS certificate of the supplied model at BIS Government site.		
LG	Not mentioned.	OEM should be present in India from last 5 years with an OEM registration copy.	To ensure that OEM has credibility in India & it's not a new entrant.		
LG	Not mentioned.	OEM should have local direct registered service centre in Delhi.	To ensure high standard & quick response service.		
Cromtech	Para	Page	Existing Provision	Query/ Revised provision	
Cromtech	1	64	Development and provisioning of Customized comprehensive platform/ interface for integrating with case information software of Supreme Court for hearing by Video Conference with the facilities	Please share more information on case information System. We understand that it is an existing system. Please clarify if the system is deployed on cloud or on premise. What is the Software Platform and version of the case information system? Please share if APIs or Source code are available for integration with VC System	The requirement specifications for the API development activity will need to be documented shared, data to be received, security aspects of the API services etc.
Cromtech	1 (b)	64	to automate sending of invitation VC Link by email, SMS and What's App to Advocate on Record and Party in person.	For sending SMS and What's App messages: SMS gateway is required. Please confirm if the SMS Gateway are already available to integrate with VC System.	The Supreme Court has its SMS gateway and such gateway can be used for interface software to be developed by the bidder. The WhatsApp gateway may be provided by the bidder from the concerned service provider.
Cromtech	3	64	The platform shall have provision of exporting registration and attendance data to the SC database.	We understand that the feature complies for active directory. Please confirm if active directories are available to integrate it with VC System	At present SC does not have active directories.
Cromtech	11	65	The solution shall be end online, real-time collaboration tool with features like IM, Video, voice, audio screen sharing, document/presentation sharing, recording, transcription etc.	Please elaborate Type of transcription and what is the source of Transcription	The bidder may visit SC premises as per provision mentioned in NIT
Cromtech	13	65	The solution shall have interoperability to add various video endpoints to meeting likewise. Hardware VC endpoints (H323/SIP), Systems/ Laptop (O/S: Microsoft, Linux, MAC) & Mobiles (Android or iOS).	Please Amended the OS as: Microsoft Windows and MAC	Court uses Ubuntu Linux hence recommendation is difficult to accept. Particularly when Web RTC is requested it suggests that solutions are sought which are not dependant.
Cromtech				Please elaborate the feature of Flashing messages on whiteboard. We understand that whiteboard feature can be used for live annotation.	
Cromtech	14	65	The solution should have a whiteboard for flashing messages, pooling attendee status, Q&A, record meetings, or the session. The session should be over the web and exported to save locally or to NAS (Network - Attached storage).	Recording can be done on Local System. Please share the availability of NAS.	The bidder may visit SC premises as per provision mentioned in NIT

Company	Existing Provision	Query/Revised Provision		Comments by the Members of the Committee
Cromtech	19	66	The solution shall provide the web-based portal for the users to login/authentication for VC system.	Please also add the Application based Login / Authentication for VC System. Requirement of Login/Authentication for specific class users or one and all may be clarified. It may be necessary to give details as to whether web based or application based login would suffice the purpose. Authentication parameters are considered under Security Aspects, the same may be considered as and when this subject is taken up. Details sought by SCI Registry vide mail dated 10.10.2020 and the committee responds as under API documentation is given as Annexure to this report as desired by SCI Registry in mail dated 10.10.2020
Cromtech	28	66	The prime URL should be on the name of Supreme court of India & FQDN shall be mapped with two public IP's of different ISPs.	Please clarify if the requirement is specific for on premise deployment. Requirement is not specific to on premise deployment
Cromtech	2.2.3	68	Should have minimum three microphone inputs to connect 3 microphones with scalability up to 9 microphones on concurrent basis at microphone shall work at least 15 mts distance	The asked feature can be achieved with Audio Digital Signal Processor of same OEM. By adding the Audio DSP, the requirement for additional microphone can be achieved and also gives the flexibility to scale up the system in future. Annexure-IX has given details of the audio system installed in the Court Rooms, which may be used by the bidder to ensure one mic for each Hon'ble Judge sitting in the Bench. External audio mixer or third party mic, if are compatible, and make use of existing Jabra Speaker and Surround sound system of Bose (already mentioned in NIT) in that case, without compromising audio quality, such techniques can be used.
Cromtech	S. No. 2	18	Bidder should have had a minimum annual turnover of Rs 250 Cr in last 3 financial years.	Very difficult to qualify which can limit the evaluation of identifying a robust solution with good competition, since the technology has been evolving in Video Conferencing and even Pioneers of Video Conferencing has been left behind, but the new entrants with a better technology will not be able to meet the figure to even qualify. Would request the turnover around Rs. 50 cr annually. Difficult to accept the recommendation of the bidder. The Committee is not inclined to consider this.
Genious	Clause/Point No.	Existing Provision In the Clause	Clarifications Sought	
Genious	1.1.2	Screen size (diagonal) minimum (Inch) should be of 100 (20% less or high acceptable) after approval of the Competent Authority.	We are offering you 98 inch LG Display as per page no. 67 clause no. 1.2 (20% less or high acceptable)	Take note of request As there is 20% + or - is mentioned hence calls for no comments
Genious	2.1.8	The system have ability to pair with laptop for sending content without any wire to the VC System	In Laptop or Video conferencing system does not provide wireless content. Its need one HDMI or DVI cable for content sharing. For wireless content sharing the system need wireless presentation devices sepearately. It should include in BOQ for Wireless content sharing.	Any piece of hardware or software required to achive the requirement may be considered as part of the solution
Genious	2.2.3	Should have minimum 3 Microphone inputs to connect 3 microphones with scalability up to 9 microphones on concurrent basis & microphone should work with at least 15 mts distance.	Please change this clause as per below description: should have minimum 2 microphone inputs to connect 2 microphones with scalability up to 4 microphones. So more OEM/Bidder can participate.	It is difficult to accept the recommendation of the bidder. We are not inclined to consider
Genious	2.4.1	The device should be supplied with two cameras, one focusing the camera and one focused on the audience. Both the cameras should be controlled by a single touch panel.	Please delete Both the cameras should be controlled by a single touch panel. This bid only specific for single OEM. Kindly change/delete this clause to participate more OEM/Bidder.	It is difficult to accept the recommendation of the bidder. We are not inclined to consider
Genious	2	Bidder should have had a minimum annual turnover of Rs. 250 Crore in last three Financial years (From 1st april to 31st march.)	Please change this clause as per below description: The bidder minimum annual turn over clause should be as per CVC or supreme court guidelines. Please consider the same.	request for lowering the turn over It is difficult to accept the recommendation of the bidder. We are not inclined to consider