

REQUEST FOR PROPOSAL for Video Conferencing System

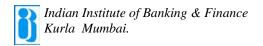
(Ref No: VC/11-12)

TO BE SUBMITTED BEFORE 5.00 P.M on 20 - December - 2012

ADDRESSED TO

Chief Executive Officer
Indian Institute of Banking & finance
Kohinoor City, Commercial II, Tower I,
Second Floor, Kirol Road,
Kurla – West,
Mumbai – 400 070.

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1. ABOUT IIBF:

Established in 1928 as a Company, Indian Institute of Banking & Finance (IIBF), formerly known as The Indian Institute of Bankers (IIB), is a professional body of banks, financial institutions and their employees in India with a Mission to develop professionally qualified and competent bankers and finance professionals primarily through a process of education, training, examination, consultancy/counselling and continuing professional development programs. During its 84+ years of service, IIBF has emerged as a premier institute in banking and finance education for those employed as well as seeking employment in the sector. Since inception, the Institute has awarded several banking and finance qualifications, viz., JAIIB, CAIIB, Diplomas and Certificates in specialized areas and helped the practitioners of banking and finance to sustain their professionalism through continuing professional development programs.

IIBF is a 'Distance Learning' Institute. In order that the candidates who appear for the examinations get adequate education/knowledge inputs, the Institute offers various educational services. The pedagogy of Distance Learning offered by the Institute is (i) publishing specific courseware for each paper/examination; (ii) publishing work books; (iii) tutorials through accredited institutions; (iv) contact classes; (v) virtual classes; (vi) e-learning through portal; (vii) campus training for selected courses, etc.

As a professional body, IIBF ensures that its members are given updated information about the profession they practice. Towards this end, the Institute offers a daily e-news letter called "Fin @ Quest", a monthly bulletin – "IIBF-Vision", a quarterly journal – "Bank Quest" and Research Studies and publish Research Reports; Management Development courses in collaboration with leading Management Institutions, besides organizing Seminars, Conferences, Lecturers, short duration programs, etc., as part of Continuing Professional Development.

The Institute's Governing Council consists of eminent persons from the banking and finance sector, academicians and professionals.

IIBF is an ISO 9001-2000 Organization with its Corporate Office in Mumbai and four Zonal Offices in Mumbai, Delhi, Chennai and Kolkata and its Website is: www.iibf.org.in

2. Major Activities of the Institute:

<u>Membership:</u> IIBF has got over 4.50 lakh active Ordinary members. There are 677 plus Institutional members (Banks and Financial Institutions).

Course Offered: The Institute currently offers courses such as

- JAIIB
- CAIIB

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- Diploma in Banking and Finance
- **Diplomas** like Diploma in Treasury, Investment and Risk Management, Diploma in Banking Technology, Diploma in International Banking and Finance, Advance Diploma in Wealth Management etc.
- Certificate Courses in Anti- Money Laundering and Know Your Customer, Trade Finance, Information System Banker, Credit Card for bankers, IT Security, Cyber Crimes & Fraud Management, FEMA, Rural Banking etc.(for details visit-www.iibf.org.in)

All these examinations are backed by specially developed courseware. The Institute has also published these courseware and they are available with the publishers viz. M/s Macmillan India Ltd. / M/s Taxmann Publications Pvt. Ltd and also with leading books shops.

<u>Web Portal:</u> Institute provides educational support through it's portal for the various courses of the examinations through e-learning and web classes. It renders web based professional skill-set development courses in selected areas.

3. Purpose:

Indian Institute of Banking & Finance (IIBF) desires to have:

- a. Video Conferencing System in its Board Room at Central Office Kurla, to have Point-to-Point/Multipoint VC between various Banks'/Institutes' having their Video Conference System.
- b. Video Conferencing System, to establish an electronic classroom environment for distance learning between Central office at Kurla and 4 Zonal offices.

In this connection, Institute would like to invite Proposal from a reputed vendor who can provide end-to-end solution for a turnkey project which will support Video Conferencing Facility.

4. Extent of Proposal:

Prospective vendor should note that any proposal submitted in response to this RFP and all associated amendments or clarifications submitted during evaluation, could form part of any subsequent contract to be signed for the supply of Video Conferencing (VC) Hardware/Software/ services relating to the Project.

5. Schedule of activities for RFP:

The following table presents the anticipated schedule for major activities associated with RFP distribution, proposal submission, proposal evaluation process, and contract award. IIBF reserves the right at its sole discretion to change the Schedule of Activities,including the associated dates:

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1. Release of RFP	26 th Nov 2012
2. Submission of request for Clarification, if any, from Vendor/Service Provider(written)	5 th Dec 2012
3. Pre-bid meeting for Clarification on written queries.	11 th Dec 2012
4. Proposal Submission by vendor	20 th Dec 2012
5. Vendors presentation/demo/walkthrough as part of evaluation	#
6. Opening of Commercial	#

[#] Date/Time shall be communicated to the Eligible / Shortlisted Vendors

6. Minimum Eligibility Criteria:

Sr.	Minimum Eligibility Criteria	Supporting Document
1	The vendor should have been in the VC Hardware/Software Supply and maintenance business at least for the immediate past 5 consecutive years.	Certificate of incorporation
2	The vendor should have registered a turnover of Rs.100 crores or above during last three completed financial years.	Self certified copies of the audited balance sheet and profit & loss statement for the last 3 completed financial years.
3	The vendor should be earning a Net Profit in each of the last three completed financial years.	Self certified copies of the audited balance sheet and profit & loss statement for the last 3 completed financial years.
4	The Vendor should have at least 3 references site in India each having at least 10 HD endpoint and one 10HD port MCU, out of which at least one should be from PSU/Bank/Educational institute undertaking.	POProject completion report
5	The vendor should provide the proof of accreditation to Quality Management Systems like ISO 9001:2008	Copy of Certificate
6	The vendor should have qualified and experienced system engineers for installation and maintenance of VC Hardware/Software being procured.	Number of engineers with qualifications and year/s of experience.
7	Vendor should have remote service delivery infrastructure to ensure immediate response and faster resolution. Vendor has to have 24 X 7 Telephonic support for soft calls resolution	Detailed address of support offices in metros(Mumbai, Delhi, Chennai and Kolkata)

	which are skill based.		
8	The Vendor may be supplying	g Authorisation letter from the	
	hardware/software/bandwidth offered by another but he should take full responsibility of implementing of participalities as part the	f	
	implementing / operationalsing as per the Institute's requirement and will be a single point of contact.		
9	The OEM for Video conference equipment should have direct office in India including warehouse for last 5 - 7 years to provide	Copy of Certificate	
	advance material parts.		

Note:

- Supporting documents requested should be arranged / numbered in the same order as mentioned above.
- Failure to meet any of these criteria will disqualify the vendor and it will be eliminated from further process.
- The Institute reserves the right to verify and/ or to evaluate the claims made under eligibility criteria and any decision in this regard shall be final, conclusive and binding upon the vendor.
- 'Project completion report' (point 4 above) should include references of customers where VC system of similar complexity / size / cost has been successfully implemented and is in operation from the same OEM whose solution are proposed to IIBF and with a certificate from the client regarding the performance of the system.

7. Brief Scope of Work:

- Brief scope of work includes end-to-end solution for VC solution. Which includes amongst other Design, Supply, Installation, Configuration, Integration, Testing and Commissioning of all VC equipments as per the Institute's requirement and all those things and accessories deemed necessary & not explicitly covered in BOM (ref Annexure – V)
- It also includes supply, installation, integration, testing and commissioning of Interactive Devices and Audio Equipment.
- Maintenance / Service support of VC Systems along with the collaborative tools, Audio equipment etc for a period of 5 years.

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- Support include onsite support for VC /Class room session on call bases post acceptance. It includes amongst other facility management to take care of the VC system, facilitate Lease line/ ISDN connectivity, assist in scheduling conferences, maintaining users, groups, trouble shooting etc. at central office/zonal offices as per IIBF's requirement. The engineer will be responsible to provide proactive services for VC solutions.
- The support engineer shall also co-ordinate with the Network Vendor (ISP) for network related issues, shall co-ordinate with field engineer for trouble shoot at Zonal office, if necessary.
- Assist IIBF in procuring of LAN/WAN/Internet connectivity (Lease Line/ISDN) required for VC, liaise with the service provider (MTNL, BSNL etc) to obtain the connectivity and commission the lines within 8 weeks from the date of the Purchase Order (PO) and has to follow-up with the service provider for troubleshooting and maintains the uptime.
- The Vendor shall prepare the design document after visiting the site along with the Engineer-in-charge for site specific installation requirement in accordance to IIBF's requirements.
- Integration of all Hardware, Software and Peripherals (Existing and New).Ref **Annexure I** for existing Setup/Hardware/Software.
- All Installations and Testing shall be carried out by the certified engineer.
- Installations and configuration of all the component/ Hardware/ Software/ Networking/ Security equipment etc has to be in line with the IIBF's requirements, using best Practices.
- Scope of work includes supply and implementation at all IIBF's Offices situated at Mumbai, Delhi, Chennai and Kolkata. (address given in **Annexure II**)
- Training and documentation.

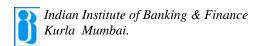
8. Evaluation:

The technical proposal will be evaluated only for those vendors who fulfill the minimum eligibility criteria as given under Para 'Minimum Eligibility Criteria' in this offer.

Failure to meet any of these criteria specified will disqualify the vendor and it will be eliminated from further process.

8.1. Technical Evaluation:

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Technical: The **Technical Compliance Template** for the RFP is given in **Annexure III** vendor are requested to give their response to each of the items.

Evaluation Weightage: Technical 70% Commercial 30%.

The technical proposals will be allotted weightage of 70% while the financial proposals will be allotted weightage of 30%.

Point will be awarded on the following basis as against the required Technical Compliance Template (Annexure – III).

Functional and Technical will be of 100 point:

1)	Technical Compliance (Annexure-III)	- 50 Point
2)	Presentation/Walkthrough/Demo	- 20 Point
3)	Past Experience, Support/Reference	- 20 Point
4)	Performance at lowest Bandwidth	
	(720p and 1080p)	- 10 Point

Point for Technical:(Annexure – II)

1)	Line Item Compliance	- 1 Point
2)	Line Item Non Compliance	- 0 Point

Proposal which secure minimum 80% in Technical Compliance will be called for making presentation/demo/walkthrough as part of evaluation process, date time will be advice in due course.

Highest Score (Technical evaluation) will be given Technical score of 70 and accordingly the Second highest; Third highest etc will be calculated.

Example:

If In response to the RFP, 3 proposals, Vendor 1, Vendor 2 & Vendor 3 were received. and their technical score are:

Vendor 1 score :- 65 Vendor 2 score :- 70 Vendor 3 score :- 90

Vendor 3 (Highest Technical score) = 70

No further discussion/interaction will be granted to the vendor who have been technically disqualified.

8.2. Commercial Evaluation:

The Commercial proposal of only those vendors technically deemed fit will be opened. However, IIBF will not bind itself to accept the lowest commercial or any commercial and reserve the right to accept any proposal, whole, or in part.

The evaluation process shall consider the "Total Cost of Ownership" (TOC) for the period of contract.

Proposal with a lowest cost shall be given a financial score of 30 and other proposals given financial scores that are inversely proportional to their prices.

Example:

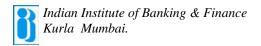
As per our example, price quoted by the qualified vendor are:

Vendor 1 = Rs.120/-Vendor 2 = Rs.100/-Vendor 3 = Rs.110/-

Vendor 2 = 30 (lowest price)

Point of Technical and Commercial Score will be added to arrive at Total Score out of hundred. The proposal securing the highest combined score will be ranked as H1, Second highest as H2 and Third Highest as H3.

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Example:

As per the above example, three proposals with combined Technical and Financial evaluations score would be ranked as under:

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Vendor 1 = 50.55 + 25.00 = 75.55 = H3

Vendor 2 = 54.44 + 30.00 = 84.44 = H2

Vendor 3 = 70.00 + 27.27 = 97.27 = H1
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Proposal of vendor 3 at Rs. 110.00 will be considered as most responsive vendor they may called for negotiation, if required.

IIBF's Decision in respect to evaluation methodology and short-listing the vendors will be final and no claims whatsoever in this respect will be entertained.

9. Proposal Format:

- The proposals should be submitted in two separate sealed covers, one TECHNICAL PROPOSAL marked as 'Technical-Information only', and one COMMERCIAL PROPOSAL marked as 'Commercial-Price Bid only'. These cover should be put in one big cover superscribed with 'Proposal for Video Conferencing System'
- The vendor should submit the proposal properly filed & paginated so that the papers are not lost.
- The proposal, which are not sealed or open tenders sent through Fax /e-mail will summarily be rejected.
- The proposal not submitted in the prescribed format or incomplete in details are liable for rejection.
- The proposal containing unauthentic erasing or alterations will not be considered.

9.1. Technical Proposal should include the following:

- A Letter by a duly authorized officer of the Firm/Company on the firms/Company's letterhead and duly signed by a authorized officer with name, title and seal. The Letter shall include:
 - a) A Statement that deviations are included, if applicable.
 - b) A Statement that proprietary information is included, if applicable.
- Table of Contents (List of documents enclosed)
- Minimum Eligibility Criteria supporting documents.

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- Authorisation letter from OEMs (Original Equipment Manufacturers/Software Vendor) of the quoted products, in case of 3rd party products.
- Detail technical specification/brochure of the required Hardware/Equipments, Software or other software/utility etc
- Details of Licences Requirement for product/software
- Detailed Architecture of the proposed solution with various features/functions of the system including fail over methodology/strategy.
- Bill of Materials (without any price detail)
- Resume of the proposed Project Management Team with Name, Designation, qualification & experience details.
- Specify the Hardware/equipment, software licences, Bandwidth required(each location) etc for successful implementation.
- Technical proposal should **not** indicate any cost aspect directly or indirectly. However, it should include commercial template **without** the cost to compare the break-up if any given by the vendor.
- Vendor shall furnish an Earnest Money Deposit (EMD) of Rs.1.00 Lakh (Rupees One Lakh Only) to be submitted in form of Demand Draft from a Scheduled Bank along with the Technical Bid. (refundable).

9.2 Commercial Proposal:

The Commercial proposal should give all relevant price information and should not contradict the Technical proposal in any manner. **All prices should be quoted in Indian Rupees only**.

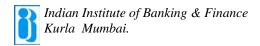
Commercial offer should include Annual Maintenance charges for next 2 years after expiry of three years warranty period.

The Commercial proposal shall comprise Commercial Statement /Bill of Material with price.

Tax/levies/Octroi if applicable, at present rate should be quoted. Tax ruling at the time of delivery of material and the resultant billing will be paid at actual.

Prices should be valid for 180 days from the date of submission. All increases in price will be to vendor's account.

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10. System Acceptance Testing:

Unsatisfactory performance of the VC System may result in rejection of part or all of the system under Acceptance testing. Acceptance testing will run for one week. Acceptance test will end when the performance of the system met the Functional & Technical requirement.

At the end of the successful completion of the acceptance test, the VC system shall be accepted.

11. Training:

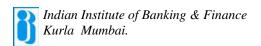
- Vendor shall organize for training as follows:
- 1-2 days user level training at Central office and Zones should be provided in batches at different locations during installation.
- Hands on support to be provided to the users at Central office and Zonal office for 1 week / Two cycle to the Users on use of the video conferencing solution. This can be 1:1 training.
- Minimum one trainer should be made available at each location for hand holding i.e. on the job training period.
- Vendor will provide Documentation to each participant (hardcopy and softcopy).
 Document should give illustration for each type of activity with issues and action steps.
- Training also includes Knowledge transfer to core team, engineers/operators and support personnel.
- User training should include amongst other the following:
 - a) Features/Functionality available
 - b) Administration/Parameterization
 - c) Trouble shooting,
 - d) Interpretation of Reports/logs etc

12. Infrastructure Sizing:

The Vendor must propose for the optimal size of the Hardware/Software etc. keeping in view current requirement and extrapolate the same for the full TCO period (i.e. 5 years).

During the agreement period, if at any stage, it is found that the solution provided by the vendor is not able to give the requisite performance as per the sizing parameters (i.e. up

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time above 99.5%) the vendor shall have to provide additional hardware/software without any additional cost to the Institute.

IIBF may normalize the hardware, if needed, in consultation with selected vendor.

13. Other Terms and Conditions:

- IIBF is a not-for-profit educational Institute and is eligible for special prices available for educational institutes. Vendors are requested to consider the same while giving commercial quote.
- The proposal should include onsite <u>warranty for a period of Three Years</u>.
- Warranty: The vendor to have back to back arrangement with OEM for Warranty and AMC. In case if the vendor fails to give service support during the warranty & the AMC period, then the OEM should arrange for an alternative partner to do so at the same prices as quoted in the commercial bid.(Annexure VI Format for MAF. Manufacturer Authorization Form)
- AMC (Minimum 4% of total VC infrastructure cost will be considered as AMC value for 4th and 5th year for arriving at TOC)
- The Vendor will provide Project Manager who will act as a single point of contact
 for all activities regarding this project. The Project Manager will be required to
 make on-site decisions regarding the scope of the work and any changes required
 by the work.
- The vendor shall provide all reference manuals, booklets, e-book and other material required for the effective maintenance of the systems.(print copy 3 number and softcopy)
- The Vendor shall provide a scalable and compatible infrastructure for present and future applications. The solution should have inherent capability for upgradation that is capable of handling VC on a wider scale.
- The vendor shall provide schedule of delivery, installation and commissioning. The responsibilities from both sides should be defined clearly against each milestone.
- All hardware components of the systems offered should be from the respective OEMs (Original Equipment Manufacturer).
- Vendor shall have back-to-back services support from OEM for all the quoted component

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- Vendor shall integrate the existing hardware/software with the existing infrastructure to provide a seamlessly integrated solution.
- The technical proposal will be evaluated for technical suitability as well as for other terms and conditions.
- Selected vendor will have to sign contract with IIBF at mutually acceptable terms and condition and Service Level Agreement (SLA)
- Vendor should specify only a single solution which is cost-effective and meets IIBF's requirement and should not include any alternatives.
- The Vendor shall bear all costs associated with the preparation and submission of its proposal, attending Pre-Bid meeting or arranging proof of concept(POC)/Product Walk Through etc. IIBF will provide no reimbursement for such costs.
- To assist in the scrutiny, evaluation and comparison of offers Institute may, at its discretion, ask some or all vendor for clarification of their offer.
- All design requirements should be worked around the requirements given by IIBF.
- All active components (Video Conferencing infrastructure solution) shall be from the same manufacturer for ease of maintenance, management and uniformity.
- All Version upgrade should be free, i.e. there should not be any Licensing Cost. While quoting, the vendors should anticipate the version /product changes during the entire project (TCO) period and should budget the same in their commercial proposal.
- The vendor will be responsible to provide complete documentation of the solution (Print (three copies) and Soft copy) which includes but not limited to the following:
 - 1. User Manuals; including Error Messages, their meanings and action steps.
 - 2. Design Manuals with the relevant data flow diagram
 - 3. Detailed Architectural Design.
 - 4. Maintenance Documents.
 - 5. System administration manual.
 - 6. Network and Security documents.
- Post implementation/live Support / Call centre services will be required based on the schedule of the Video Conference/Class Room session.

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- Vendor shall be responsible for Knowledge transfer to the incoming vendor at the end of contract period. This shall will includes amongst other, System walkthrough and hands on support for minimum of 2 weeks / one exam cycle.
- The EMD amount of all unsuccessful vendors would be refunded on completion of the RFP processing.
- The EMD amount may be forfeited:- If a vendor withdraws its proposal during the period of validity, If any of the vendor's statement turns out to be false/incorrect during evaluation or vendor fails to sign the contract post selection.
- The Successful vendor shall furnish the <u>performance security equivalent to 20%</u> of the order/contract value (TCO), in the form of <u>Performance Bank Guarantee</u> issued by a public Sector Bank in India for a period of contract.
- Any effort by a vendor to influence the IIBF on any matter relating to the proposal, it's evaluation, comparison, selection may result in the rejection of the vendor's proposal.

14. Supply, Installation and Commissioning(Completion of Project):

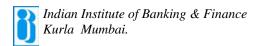
- Vendor shall deliver the solution within 8 weeks from the date of purchase order (PO).
- Vendor shall implement the complete solution (hardware, software, customized etc) within 12 weeks from the date of purchase order.
- Late Delivery / Installation / Commissioning: after 12 weeks. Penalty @1% of the contract value per week or part thereof until actual delivery subject to a maximum of 5% of total cost (TCO). Once the maximum is reached IIBF may consider termination of the contract and the performance security may be invoked.

15. Payment Schedule:

15.1 Infrastructure:

- 20%:- After delivery of complete hardware
- 20%:- After installation of complete hardware
- 20%:- After successfully completion of VC for board room(completion of two VC's)
- 20%:- After successfully completion of VC for class room. (completion of two Class room session)
- 20%:- After expiry of warranty period or against equivalent performance bank guarantee.

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Note: % of Order Value of VC Infrastructure – Hardware/Software, Networking, Security.

15.2 AMC:

AMC and Support charges shall be paid after expiry of warranty period on quarterly basis at the end of the quarter.

16. Subcontracting:

The Vendor will not subcontract or delegate or permit anyone other than the vendor's personnel to perform any of the work, service or other performance required of the vendor under this agreement.

17. Waiver of Minor Irregularities:

IIBF reserves the right to waive minor irregularities in proposals provided such action is in the best interest of IIBF.

Where IIBF may waive minor irregularities, such waiver shall in no way modify the RFP requirements or excuse the vendor from full compliance with the RFP specifications and other contract requirements if the vendor is selected.

18. Modify/Withdrawal of Proposals:

Prior to the date specified for receipt of proposal, a submitted proposal may be modified/withdrawn by submitting a signed written request for its modification/withdrawal to IIBF.

19. Non-Disclosure:

The contents of the proposal and all the project outputs should not be disclosed to any party unless Vendor and IIBF mutually agree in writing to the same. Vendor will not use the contents of this proposal to bid for any other contract.

The following annexure shall form part of the RFP and should be read together while submitting the proposal.

Annexure – I : Existing Setup/Hardware/Software

Annexure – II : IIBF Offices Address

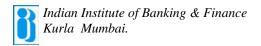
Annexure – III : Technical Compliance Template

Annexure – IV : Commercial Template Annexure – V : Bill of Material(BOM)

Annexure – VI : MAF - Manufacturer Authorization Form

The Institute reserves the right to change / add / modify / relax any / all conditions stipulated or increase / decrease items requested as also to accept / reject any / all offers without assigning any reason whatsoever.

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The decision of the Institute in selecting the vendor would be final and conclusive and the Institute will not entertain any correspondence in this regard.

Vendors are requested to give the best price item wise (inclusive of taxes) along with other terms and conditions on or before 20th December 2012 5.00 pm in a sealed envelop duly superscribed 'Quotation for Video Conferencing System' (<u>Technical-Information only or Price Bid only</u>) Addressing to:

Chief Executive Officer
Indian Institute of Banking & finance
Kohinoor City, Commercial II, Tower I,
Second Floor, Kirol Road,
Kurla - West
Mumbai – 400 070.

Annexure – I

Existing Setup/Hardware/Equipments

Central office Kurla Mumbai(Board Room):

Room Approx size. : (LBH) 45ftx25ftx10ft approx

Sitting capacity: 20

List of Devices/Equipments:

No	Make/Model	Item
1	NEC - NP16LP	Projector / screen
2	Crown – XLS202	Amplifier
3	Audio-technica	8 ch Audio Mixer x 2, JBL Speakers

Kolkatta Zonal Offices:

Room Approx size. : (LBH) 24ftx16ftx7ft approx

Sitting capacity: approx 30 seats, Chair with collapsible desk.

List of Devices/Equipments:

No	Make/Model	Item
1	SHARP PG-D200X	Projector and screen (2500 Lumens)
2		no audio equipments installed

Chennai Zonal Office:

Room Approx size: (LBH) 20ftx10ftx7ft approx

Sitting capacity: approx 30 seats, Chair with collapsible desk.

List of Devices/Equipments:

No	Make/Model	Item
1	PANASONIC/PT -LB1EA	LCD Projector (Lumens : 2200) and screen
		Speakers (CS6081T(8watts)-(850*4nos) Amplifier (SSB 60EM(60Watts)),
2	Aahuja	2 no. wireless mikes(AWM 520 VH), 2 no. collar mikes(AWM520VL)

Note: Class room with 30 sitting capacity to be setup at Mumbai and Delhi Zonal office shortly.

Annexure - II

ZONE	CONTACT ADDRESS
CENTRAL OFFICE / CORPORATE OFFICE	Kohinoor City Commercial – II Tower-I, 2nd & 3rd Floor Kirol Road Off-L.B.S Marg Kurla- West MUMBAI - 400 070 Phone: 91 - 022 - 25039746 / 9604 / 9907 Fax: 91 - 022- 25037332
EASTERN	Indian Institute of Banking & Finance 408, "Anandlok", 4th Floor 227, Acharya J.C.Bose Road KOLKATA - 700 020 Phone: 033-22809681/82/83 Fax : 033-22809680 Email: iibez@iibf.org.in
WESTERN	Indian Institute of Banking & Finance 191-F, Maker Towers,19th Floor, Cuffe Parade, MUMBAI - 400 005 Phone: 91-022-2218 3302 Fax: 91-022-2218 0845 Phone: 91-022-2218 5134 Email: iibwz@iibf.org.in
NORTHERN	Indian Institute of Banking & Finance 109 - 113, Vikrant towers Ist floor, 4, Rajendra place NEW DELHI - 110 008 Phone: 91-011- 2575 2191 Phone: 91-011- 2575 2192 Fax: 91-011- 2575 2193 Email: iibnz@iibf.org.in
SOUTHERN	Indian Institute of Banking & Finance No.94, Jawaharlal Nehru Road (100 Feet Road) Opp to Hotel Ambica Empire, Vadapalani, CHENNAI - 600 026 Phone: 044 - 24722990, 24727961 Fax : 044 - 24726966 Email : iibsz@iibf.org.in *-*

Annexure-III

Technical Compliance Template

1. Technical Requirement for High Definition Multi Conferencing Unit (MCU):

Sr. No	Minimum Specification	Compliance (Yes/ No) / Detail Deviations
1	The MCU should be chassis/ box type purpose-built platform for video conferencing and should offer reliability, availability and scalability. Should be rack mountable on a standard 19" rack; MCU should be a hardware based platform.	
2	The MCU should support 15 port 720p resolutions @ 30 frames per second on IP in Continuous Presence and Voice Activated mode, each at 4 Mbps with High Definition (HD) in same chassis without cascading. Should support 30 plus layouts.	
3	The MCU should support minimum 7 port 1080p resolutions @ 30 frames per second on IP in Continuous Presence and Voice Activated mode, each at 4 Mbps with Full High Definition (HD) in same chassis without cascading. Should support symmetric 1080p conference for all the 7 parties	
4	The MCU should be scalable in future to support 30 sites @ 720 or 15 sites @ 1080p in CP in the same chassis/ box without cascading. Should support symmetric 1080p on all the 15 ports;	
5	The MCU should have minimum 4 PRI ports for conducting Video conference sessions on ISDN lines with external parties / vendors / customers. This support can be provided internally or via external gateway solution. System should have 4 ISDN PRI enabled ports.	
6	Support for Bit rates up to 4 Mbps with H.264 per connection. Resolution of QCIF up to 1080p	
7	The MCU shall Support H.239 dual video without losing ports on the MCU. System should support roll call, closed caption and message overlay features	
8	The MCU shall be capable of supporting H.323, H.320 and SIP in the same conference at any Bandwidth and resolution. System should support personal layout option for users	
9	MCU should have the ability to scale up the resolution of SD endpoints in conference. System should support both flexible and fixed resource capacity modes.	
10	The MCU shall provide a built in Web Server for configuration and administration.	
11	The MCU shall interoperate with multiple vendor endpoints. The MCU should support latest audio and video standards: (H.264,H.263, H.263++, H.261)	
12	The MCU should be able to host min of 15 conferences concurrently without clustering. This requirement is considering future scalability	

13	The MCU shall support native integration with Microsoft lync or OCS; MCU should support RTV protocol natively without external gateway. This requirement is considering future integration scope with MS solution	
14	The MCU shall support Sametime Connect client users to easily start multipoint audio and video meetings by placing audio or video calls from their contact list; for future integration scope with IBM solution	
15	The MCU must support minimum 2 dedicated 10/100/1000 Mbps ports for Full-Duplex/Auto Sensing Ethernet interfaces for diverse IP communication on two different networks. This additional network port should be available on the MCU and could be activated by adding an optional software/license Key in future.	
16	The quoted equipments should also be compatible to work with any OEM equipment in Point to Point or Multi Point conference following ITU-T standards	
Mak	ce Quoted for:	

Model Quoted for:

2. Technical Requirement for High Definition Video Conferencing Endpoints:

Sr. No		Minimum Specification	
		The system should be standard based with support for H.264, H.263++; The system should be compatible with legacy systems with support for H.261. The system should support latest audio standards. It should support H.264 HP / H.264 SVC/ latest standard	
1	General feature	The system should support far end camera control, dual stream and encryption.	
		The system should support IP and SIP standards; Should have ISDN PRI card/ module for ISDN connectivity	
		The system should support HD 720p and FHD 1080p resolutions at 25/30 fps; system should support 720@ 60fps	
	***	Minimum 4 inputs or Higher; Interfaces should be on the codec; (External splitter or mixer solution not acceptable)	
2	Video Inputs	support for 2 HD cameras	
	inputs	1x PC/ laptop connectivity; 1x external media player connectivity	
	Video Output	Minimum 3 outputs or higher; Interfaces should be on the codec; (External splitter or mixer solution is not acceptable)	
3		2 x output for connecting 2 HD displays.	
		1 x output for local recorder or other AV media device for backup recording. This port should be built in the codec.	
		Minimum 3 or Higher	
4	Audio Inputs	The systems must have support for three standard microphones with wide coverage. The microphone should be External.	
		The system should support PC audio input	
5	Audio Outputs	Minimum 2 audio out or Higher	
6	Camera	The system should be supplied with 12x zoom camera supporting 1080p resolution.	
7	Managem ent	The system should support web management. The system should support RS 232 control for control by external room management system	
8	Multisite upgrade Capability (inbuilt)	The system should be upgradeable in future to support 1+3 multisite through software upgrade. The inbuilt multisite should support HDCP	
9	Additional features	Dual stream support - people video 1080p & content video 1080p	

10	Additional features			
11	Additional features Native support for MS lync; endpoint should support native RTV/CCCP and 720p calling with lync clients without external gateway for future integration with MS technology			
12	Additional features	Native support of IBM sametime without external gateway for future integration.		
13	Additional features	System should support reconfigurable MTU size for IP.		
14	Additional features	System should support 3 mics in array or on codec; all the mics should be from the same OEM		
15	Additional features System should support H.243 and H.245 protocols			
16	Additional features System should support H.221, bonding.			
17	The quoted equipments should also be compatible to work with any OEM equipment in Point to Point or Multi Point conference following ITU-T standards			
	uoted for:			
Model Q	uoted for:			

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3. Technical Requirements for NAT Firewall Solution:

Sr No	Minimum Specifications(Application features)	Compliance (Yes/ No) / Detail Deviations
1	Resolves firewall traversal problems by providing a voice and video aware firewall traversal solution that supports SIP / H.323.	
2	Resolves firewall traversal problems by providing NAT-Traversal capability.	
3	Supports up to 10 Mbps of H.323 video traffic or 20 calls @ 512 kbps. The solution should be scalable to support 20 mbps or 40 calls @ 512 kbps in future.	
4	The firewall traversal solution should have two network interfaces for LAN and WAN/ public connectivity. It should support DMZ deployment	
5	Performs static IP routing.	
6	Provides integrated test tools to facilitate problem isolation.	
7	The firewall traversal solution proposed should allow for any to any calling	
8	Uses a simple web based GUI for configuration and management.	
9	H.460 traversal support	

Make Quoted for:

Model Quoted for:

4. Technical Requirements for Recording and Streaming Server:

Main features	 a) Record single point, point to point or multi point conference. 1080p recording should be possible and should be able to record minimum 2 site calls without a MCU. b) Capture presentation with H.239 c) Integrated with MCU for simple recording of multi point video conferencing. d) The streaming server should have a quick and easy way to record video meeting and 	
	view them live or on demand from H.323 endpoints and computer/laptop. e) Recording server should be RAID enabled internally or on external storage solution	
Streaming	The system should support unicast and multicast stream. System shall support live streaming of minim 4 sessions.	
Recording	The system should support 5 simultaneous recordings; It should support 1 TB HDD or external storage supporting 1 TB to be provided.	
Playback	The system should support playback of recorded sessions on endpoint;	
Management	The system should be manageable from web interface and support authentication through active directory integration.	
Security and redundancy	The system should support password protected streaming and content playback. The system should support power redundancy. In case of absence of redundant power supply on the unit, additional recording server should be provided so that it can act in a cluster mode and provide failover.	
S	Recording Playback Ianagement ecurity and edundancy	Streaming The system should support unicast and multicast stream. System shall support live streaming of minim 4 sessions. The system should support 5 simultaneous recordings; It should support 1 TB HDD or external storage supporting 1 TB to be provided. Playback The system should support playback of recorded sessions on endpoint; The system should be manageable from web interface and support authentication through active directory integration. The system should support password protected streaming and content playback. The system should support power redundancy. In case of absence of redundant power supply on the unit, additional recording server should be provided so that it can act in a cluster mode and provide failover.

Model Quoted for:

5. Technical Requirements for Management server:

Sr No		Minimum Specification	Compliance (Yes/ No) / Detail Deviations
1		Network status updated -MCU elements, call, Bandwidth, end point information, error status; solution should be a hardware based application	
2		Conference view: MCU controlling the conference, Conference ID, conference type, video and Bandwidth setting, numbers of participant including the current no., the number reserved and the no. of local participant.	
3	Network management	Centralized log management- for network and element type levels, logs files for MCU element and gateways that do not maintain their own log files.	
4	hardware	The network management application must provide a graphical reporting and statistic engine which will enable the system admin to intuitively generate the following graphical chart & reports.	
5		Point to Point calls report for the entire deployment.	
6		Simple fault Monitoring	
7		It should support internal / external gatekeeper	
8	Web based conference scheduling software	a) E-mail notification to attendees of date and time and topic of conference, templates for personalized and easy scheduling, seamless Conference control on one participants disconnect or reconnect endpoints, change screen layouts, extend conferences etc	
9	should be a part of same management server supporting:	b) The management server should support not less than 25 systems including endpoints, MCUs, gateways and streaming servers.	
10		c) The conference scheduling application must provide the ability to control and monitor the bandwidth usage of the solution.	

Make Quoted for:

Model Quoted for:

Note:

• For recording of Video Conference and multimedia presentations for live and on demand access. The Vendor shall provide a solution for recording and streaming of Video Conferences. The solution shall have provision for recording and streaming of important video conferences, Executive meetings, Top Management's Address, a training session or any other critical event.

- Vendor should quote all necessary hardware and software required to make this solution work strictly as per technical specification/requirements. Vendor can quote equivalent or higher technical specification to meet requirements.
- The Endpoint equipments should be capable of giving High Definition 1080p@ 30fps from day one. The equipments should have both the IP and SIP capabilities with support for any standard based external Multi point Control Unit (MCU), Gatekeeper, Gateway and scheduler compatibility.
- The complete VC solution should support ITU-T standards
- The solution shall be from the same OEM of the MCU, Endpoints, Recording Server and Firewall.

6. Technical Requirements for V.C. Trolley/stand to be used for mounting LED screen, V.C. codec, V.C. Camera, remote & Microphones:

SI No	Minimum Specifications	Compliance (Yes/ No) / Detail Deviations
1	Stand should be made up of heavy duty CRC Metal Frame embedded with 19mm gauge with powder coated, mat finished paint. Should support the weight load and provision to install LED's from 40 to 75" in single display mode / upto 55" inch in dual display mode.	
2	Adjustable Overhead Camera Stand for VC camera, Adjustable shelf for housing VC Codec, remote & microphone;-Fitted with Universal LED Mount for hanging the same.	
3	Height of mounting LED should be adjustable. Should be completely Knock down for safe logistics & easy to assemble; Lockable Wheels for easy Mobility & Locked when movement is not required	

The Trolley should be designed to fit the screen size as required; Approximate measurements - base dimension width- left to Right) 805 mm x (Depth) 535 mm x (Height) 150mm Vertical Panel Dimensions (Height) 1400 mm x (Width Left to Right) 450 mm x (Depth) 75 mm; the dimensions are just indicative.

Make Quoted for:	
Model Quoted for:	

Preferred Make: Chief / Swiveltelli /Sanus

7. Technical Requirements for Monitor Speakers:

Sr No		Minimum Specification	Compliance (Yes/ No) / Detail Deviations
1	Features	 a) Video shielded for use near video monitors b) Extremely smooth frequency response. c) Stainless steel grill for harsh environments d) 60 W transformer for 70 V or 100 V lines, with 8 ohms thru e) SonicGuard™ overload protection f) 130 mm (5.25 in) polypropylene coated woofer, 10 mm (.75 in) titanium coated horn-loaded tweeter. g) Includes InvisiBall® mounting hardware and sealed input panel cover. 	
2	Frequency Range	70 Hz - 23 kHz (-10 dB)70 Hz - 23 kHz (-10 dB); Nominal Coverage 100° x 100°	
3	Maximum SPL @ 1m	113 dB continuous peak pink noise 107 dB continuous average pink noise 103 dB continuous average music or speech: Power Capacity 200 W Continuous, Program Power, 100 W Continuous, Pink Noise	

Monitor speakers shall be mounted on a wall mount stand on 4 corners of the room to cater to the audience seating in the room. The wall mounted bracket should be quoted along with the speaker.

Mal	ZΔ	On	oted	1 fo	r.
VIA	NC	Vu	vici	ı iv	ч.

Model Quoted for:

Preferred make: JBL / Tannoy / QSC

8. Technical Requirements for Audio Amplifier:

Sr No	Minimum Specification(Features)	Compliance (Yes/ No) / Detail Deviations			
1	Precision detented level controls, power switch, power LED and min. six LEDs indicate signal, clip and fault for each channel; High Performance, Lightweight Class D amp; Integrated PureBand Crossover System for better performance and control; Peakx Limiters provide maximum output while protecting your speakers				
2	1/4" RCA Inputs can be used as loop-thrus to distribute signal to additional amplifiers Efficient forced-air fans prevent excessive thermal buildup				
	Dual channel amplifier wherein 4 speakers would get integrated with the same amplifier. Two speakers would ru on a single channel				
Make Quoted for:					
Model Q	Model Quoted for:				

Preferred make: Crown / Biamp / QSC

9. Technical Requirements for Digital Signal Processor(DSP):

Sr No	Minimum Specification		Compliance (Yes/ No) / Detail Deviations
1	Connectors	 RS-232: DB9F OBAM In/Out: IEEE 1394B Audio: Mini (3.5mm) quick connect terminal blocks IR Receive: Mini (3.5mm) quick connect terminal block 	
2	Inputs/Output	Input: • Phantom power: 48 V DC • Analog input Gain: -20 to 64 dB on all inputs in 0.5 dB steps, software adjustable • Equivalent input noise: <-122 dBu, 20 - 20,000 Hz Output: • Output Gain: -100 to 20 dBu in 1 dB steps, software adjustable • Output impedance: 50 Ohm, each leg to ground, designed to drive loads > 600 Ohms	
3	System	 Frequency response: 20-22,000 Hz, + 0.1 /- 0.3 dB Common Mode Rejection Ratio: <-61dB, 20 - 20,000 Hz, no weighting Cross talk: <-110 dB, 20-20,000 Hz,1kHz, channel-to-channel Latency: Mic/Line inputs to outputs: 20 ms, AEC and NC processing enabled Acoustic Echo Cancellation Span: 200ms Total Cancellation: >65 dB Convergence Rate: 40 dB/second Noise cancellation: 0-20 dB, software selectable 	
4	Optional Telco Cards	 Input gain: -100 to +20 dB in 1 dB steps, software adjustable Nominal transmit level: 0 dBu in SoundStructure yields -15 to -17 dBm to phone Nominal receive level: -15 to -17 dBm from phone yields 0 dBu output 	

DSP with at least 8 inputs & 8 outputs that would be required to cancel the echo & feedback from the microphones, V.C. & other equipments when in use.

Make Quoted for:	
Model Quoted for:	

Preferred make: Polycom / BLU/Biamp

10. Technical Requirements for Switcher & Scalar:

Sr No	Minimum Specification		Compliance (Yes/ No) / Detail Deviations
1	Inputs	2 HDMI connectors (HDMI, HDCP version 1.1); 1 VGA on a 15-pin HD connector; 1 composite video on an RCA connector; 1 Y/C on a 4-pin connector; 2 component video each on 3 RCA connectors; 2 HDMI, 1 VGA, 2 COMP, 1 CV, 1 Y/C, unbalanced stereo audio on 7 3-pin terminal block connectors.	
2	Outputs	1 RGBHV on 5 BNC connectors; 1 HDMI connector (HDMI, HDCP version 1.1); 1 VGA on a 15-pin HD connector; 1 S/PDIF on an RCA connector; 1 unbalanced stereo audio on RCA connectors	
3	Output Resolutions	480i, 480p, 720p60, 1080i60, 1080p60, 576i, 576p, 720p50, 1080i50, 1080p50, WXGA, WSXGA, WUXGA, VGA, SVGA, XGA, SXGA, UXGA, Native.	
	to scale the sele uts an HDMI sig	cted video signal to a computer graphics or HDTV output resolunal	ition, embeds the audio
Make Qu	oted for:		
Model O	noted for		

Preferred make: Kramer / Extron

11. Technical Requirements for LED Monitor:

Sr No	Minimum Specification	Compliance (Yes/ No) / Detail Deviations			
1	Brightness: Min. 450 cd/m2, Scanning Rate: Min. 150 Hz & above				
2	General: a) Slim and Clear panel b) Smart Features like WiFi ready c) Skype Ready d) In built media player e) USB and SD Card input slots f) In built 10W speakers				
LED mo	nitor to be mounted on the trolley to see the V.C. video & the content, whenever	required			
Make Q	Make Quoted for:				
Model Q	Model Quoted for:				

Preferred make: Panasonic / Sharp / Samsung

12. Technical Requirements for Document Camera:

Sr No		Minimum Specification	Compliance (Yes/ No) / Detail Deviations	
1	Imaging Element:	 •Pick-up device: 1/4" CMOS sensor •Effective pixels: 2592 x 1944, 5.0 megapixels •White Balance: Auto •Exposure: Auto •Brightness: Auto Output Signals: Analog: SXGA, XGA, WXGA, USB: QVGA, VGA, SVGA, XGA, SXGA, UXGA 		
2	Optics	Lens: F – number = 2.8 Capture Area: 11.7" x 16.5" Zoom: •10x digital (includes lossless zoom) •Lossless zoom: 2x (XGA / WXGA output), 1.9x (SXGA output) Focus: Auto Lighting Source: Upper: White LED x2, Brightness: 250 lx (shooting area: A3) Frame Rate: Analog / USB: 30 frames per second maximum		
3	Functions	Image Rotation: Horizontal / Vertical: ±90 degrees Internal Memory: 1 GB internal, SD card slot Image Freeze: One-touch Source Search: PC / DC Input Terminal: VGA, Built-in microphone Output Terminal: VGA, USB-B, Composite video		
	nt Camera to be pers/documents o	used at Mumbai Class room to be used as an interactive equipment.	ent & would be used to	
Make Qu	uoted for:			
Model Quoted for:				

Model Quoted for:

Preferred make: Epson / Vaddio

13. Technical Requirements for interface connectivity & Cables & Connectors:

Customized Cable Manager / Box boxes with minimum 1 no. of VGA + Audio port, 1 LAN interface & 1 universal power socket.
The cables & connectors at all the locations.
Make Quoted for:
Model Quoted for:

Preferred Make: Kramer / Extron

Annexure - IV

Commercial Template

1. VC Infrastructure – Hardware/Software, Networking, Security.

S	Product	Mak	Mode	Part	Description/	Qty	Unit	Tota	Tax &	Tota
r.		e	l No	No	Configuratio		Cost	1	Levies	1
					n			[axb		Cost
						(a)	(b)]	(d)	[c+d
]
								(c)		(e)
1										
2										
							Total(1)			

2. Cost of Implementation and Integration.

Sr.	Item/Description	Implementation	Tax &	Total Cost
		/ Integration	Levies	[a+b]
		cost		(c)
		(a)	(b)	
1	Implementation and Integration			
	Total(2):			

3. AMC (Minimum 4% of total VC infrastructure cost will be considered as AMC value for 4th and 5th year for arriving at TOC)

Sr.	Item/Description	AMC Cost	Tax &	Total Cost
		(a)	Levies	[a+b]
			(b)	(c)
1	AMC for 4th year (Post Warranty)			
2	AMC for 5 th year (Post Warranty)			
	Total(3):			

4. Onsite Support per person

	it charte support per person			
Sr.	Item/Description	Cost (a)	Tax & Levies	Total Cost [a+b]
		(a)		
			(b)	(c)
1	Onsite support per annum			
2	Onsite support for VC per day			
	Total(4):			

Total charges for approximate visits will form part of TCO to be payable on actual number of visits.

5. Additional Training

Sr.	Item/Description	Training Cost	Tax &	Total Cost
		(a)	Levies	[a+b]
			(b)	(c)
1	VC/ Network/ Security etc per batch			
	Total(5):			

Cost for 2 days on-site Training for a batch of max 5 employees per batch. Additional Training cost will be considered for Commercial evaluation only, will paid on actual basis.

The cost should be valid for TOC period, payable on actual basis as & when required after completion of training.

TCO - Total Cost of Ownership

Sr.	Item/Description	Cost	Tax &	Total Cost
		(a)	Levies	[a+b]
			(b)	(c)
1	VC-Infrastructure Total (1)			
2	Cost of Implementation and			
	Integration Total (2)			
3	AMC Total (3)			
4	Onsite Support per person(4)			
5	Additional Training Total (5)			
	TC	O :		

Note:

- Cost in INR. TCO (Total Cost of Ownership) will be considered for comparison.
- The Vendor should fine tune the bill of material format to accommodate all the hardware and software items.
- Prices for any optional services, if any, should be quoted separately.(will be added to TCO
- Bill of Material (with price details) must be submitted for Commercial proposal.
- A copy of Bill of Material (without any cost detail) must be submitted along with Technical proposal.
- The TCO must include all the costs, taxes & duties associated with the Project for five (5) years period.

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Annexure-V

Bill of Material (BOM)

List of Devices/Equipments at Board Room Central Office, Kurla Mumbai:

Sr. No.	Description	Qty	Quoted make	Quoted Model
1	An MCU with min. 7 port 1080p capability	1 no.		
2	A video firewall to connect 2 different network	1 no.		
3	A recording & a streaming server	1 no.		
4	A Full HD V.C. 1080p codec along with 1 + 3 multipoint capability (through a software/hardware) & an additional table top microphone	1 no.		
5	A 55" Full HD LED monitor	2 no's		
6	A switcher cum scalar	1 no.		
7	A customized box with required interfaces	2 no's		
8	A stand/trolley for the display, V.C. codec, V.C. microphone & V.C. camera	1 no.		
9	Necessary Av Cables & Connectors	1 Lot		
10	Centralized Management server	1 no.		

List of Devices/Equipments at Class room, Mumbai Kurla:

Sr. No.	Description	Qty	Quoted make	Quoted Model
1	A Full HD 1080p V.C.	1 no.		
2	A 47" Full HD LED monitor	2 no's		
3	A Document Camera	1 no.		
3	A customized box with required interfaces	2 no's		
4	A stand/trolley for the display, V.C. codec, V.C. microphone & V.C. camera	1 no.		
5	Necessary Av Cables & Connectors	1 Lot		

List of Devices/Equipments at Class room, Zonal Offices(four Zonal offices class room)

Sr. No.	Description	Qty	Quoted make	Quoted Model
1	A Full HD 1080p V.C.	4 no's		
2	A 55" Full HD LED monitor	4 no's		
3	Shielded monitor speakers with mounting brackets	16 no's		
4	Dual Channel Amplifier	4 no's		
5	Wireless handheld microphone	8 no's		
6	An Audio DSP	4 no's		
7	A switcher cum scalar	4 no's		
8	A customized box with required interfaces	4 no's		
9	A stand/trolley for the display, V.C. codec, V.C. microphone & V.C. camera	4 no's		
10	Necessary Av Cables & Connectors	4 Lot		

Annexure - VI

MANUFACTURER'S AUTHORIZATION FORM (For Full HD Video Conferencing Solution)

To
Indian Institute of Banking & Finance
Kohinoor City,
Commercial II,
Tower 1, 2nd Floor,
Off L.B.S.Marg, Kirol Road,
Kurla West,
Mumbai – 400 070

Dear Sir,	
Sub: RFP No.:for 'Video	Conferencing Solution'
We	having factories at
Partner/System Integrator) to bid, negotiate and conclude the no	contract with IIBF against RFP
We hereby extend our full warranty as per General Terms & Offered for supply against this invitation for bid by the above	9
We hereby further confirm that the solution quoted by our power warranty 2 (Two) AMC has been examined and vetted by Part Codes (product and warranty) quoted by our partner are our partner will work as per requirements specified by IIBF.	us. We also confirm that all the
Yours faithfully,	
(Name)For and on behalf of M/s	
Signature of Witness Dated:	Signature of Manufacturer Dated:
Place:	Place: Sd./-Seal

Note: This letter of authority should be on the letterhead/certificate form issued by the manufacturing concern and should be signed by a person competent and having the power of Attorney to bind the manufacturer.