



**Surat
Municipal
Corporation**

ADDENDUM & CORRIGENDUM-4

REQUEST FOR PROPOSAL

FOR

**SELECTION OF IMPLEMENTATION AGENCY FOR
INTEGRATED COMMAND AND CONTROL CENTER
(ICCC) IN SURAT CITY**

RFP No.: SSCDL-ICCC-RFP-01-2019

Last date for Price Bid Submission: 27.05.2019



Invited by

Surat Smart City Development Limited

115, Smart City Cell, Surat Municipal Corporation,

Muglisara, Main Road, Surat - 395003, Gujarat.

Surat Smart City Development Limited

ADDENDUM AND CORRIGENDUM-4

RFP Notification No.: SSCDL-ICCC-RFP-01-2019

The Bidder are requested to take note of the following changes made in the RFP documents, which are to be taken in to account while submitting the RFP. They shall be presumed to have done so and submitted the RFP accordingly.

- This Addendum and Corrigendum shall be the part of the RFP documents.
- All items specified in this Addendum and Corrigendum supersede relevant items to that effect as provided in the original RFP documents. All other specifications, terms and conditions of the original RFP document shall remain unchanged.
- Bidder shall read and consider following points, which shall be a part of the RFP documents.
- All the changes mentioned in this document should be read across the RFP, Addendum & Corrigendum, wherever applicable.

• The queries raised and given by bidders, but the clarifications are not made in this Addendum and Corrigendum shall be considered to remain unchanged as per the terms and conditions mentioned in the original RFP documents.

Changes with respect to RFP Schedule

Please note that with respect to tendering schedules, the following changes have been effected. Bidders are requested to take note of the same and adhere to the dates specified hereunder with regards to Price Bid Submission and Technical Bid Submission:

Particular	Current Dates	Proposed Dates
Online Price Bid Submission Date	17.05.2019 up to 18:00 hrs.	27.05.2019 up to 18:00 hrs.
Technical Bid Submission (in Hard Copy) Filled-in Technical Bid along with Bid Fee, EMD and other documents	In sealed envelope strictly by RPAD/Postal Speed Post On or before 22.05.2019 up to 18:00 hrs. To the Chief Accounts, Surat Municipal Corporation, Muglisara, Surat – 395003, Gujarat by RPAD or Speed Post Only.	In sealed envelope strictly by RPAD/Postal Speed Post On or before 31.05.2019 up to 18:00 hrs. To the Chief Accounts, Surat Municipal Corporation, Muglisara, Surat – 395003, Gujarat by RPAD or Speed Post Only.

**ADDENDUM & CORRIGENDUM-4: RFP for Selection of Implementing Agency for
Integrated Command Control Centre (ICCC) in Surat [RFP No.: SSCDL-ICCC-RFP-01-2019]**



Other Changes

#	Section	Page No.	Tender Reference	Existing Clause	Amended/New Clause
1.	15.1 , 15.2, 15.3	13	Addendum & Corrigendum 3	<p>Bidder is required to provide 60 encoders (inputs) and 60 decoders (outputs) w.r.t Video Wall controller. Further, please note the encoder: decoder should be in 1:1 ratio only.</p> <p>The solution comprising encoder /decoder which connects more than one input / output respectively is not acceptable.</p>	<p>Bidder is required to provide encoders (inputs) and decoders (outputs) w.r.t Video Wall controller as per below:</p> <ul style="list-style-type: none"> • Each input source (workstation or direct) shall be connected with an individual encoder device using HDMI/DVI/Display cable. • Each video wall cube to be connected to the decoder individually without looping. Maximum 4 video wall cubes can be connected with one decoder. • The encoder and decoder shall be connected using separate network cable to the dedicated network created for video wall. • Capability to project one or more input sources (workstation or direct) on the entire or part of the video wall or on single cube. • Apart from decoders required to connect 56 video wall cubes, four number of decoders with minimum 1 output to be provided separately to project content from video wall solution to other output devices like LED TV, projector, etc <p>Please refer to Annexure I for revised Specifications</p>
2.	15.15	42	Addendum & Corrigendum 1	<ul style="list-style-type: none"> • 15.15 55” LED Display Screen 	<p>Please refer to Annexure I for revised Specifications</p>
3.	15.37	66	Addendum & Corrigendum 1	<ul style="list-style-type: none"> • Call Center Management Solution 	<p>Please refer to Annexure I for revised Specifications</p>
4.	15.40	13	Addendum & Corrigendum 2	<ul style="list-style-type: none"> • 15.40 Video Conference System 	<p>Please refer to Annexure I for revised Specifications</p>
5.			General	Chief Executive Engineer	<p>Please read Chief Executive Engineer as “Chief Executive Officer” across the RFP.</p>
6.			General	TQ_8	<p>Please read TQ_8 as Section 11.2 TQ_1 “Format for Authorization Letters from OEMs” across the RFP.</p>

ANNEXURE-I

15.1 Video Wall Screen

The Video Wall for CCC shall be configured with 14 x 4 matrix formation of the following Professional Display (TV) Screens of DELTA /BARCO/CHRISTIE/PLANNER/NEC/MITSUBISHI make.

#	Parameter	Minimum Specifications	Compliance (Yes/No)	Remarks, if any
1.	Technology	DLP Display suitable for use in video wall		
2.	Screen Size	70" or higher (14x4 matrix)		
3.	Projection	Rear projection		
4.	Access	Rear Access		
5.	Lifetime of Light Source	Minimum 60,000 hrs.		
6.	Resolution	1920 x 1080 Full high definition (1080p) 16:9 Widescreen or 16:10		
7.	Brightness	Minimum 1000 lumens (ANSI) or Minimum onscreen 230 Cd/m2		
8.	Brightness Uniformity	≥ 95 %		
9.	Viewing angle	Maximum ± 35° Horizontal / ± 33°Verticle		
10.	Response time	8ms		
11.	Screen to Screen Gap	≤ 0.2 mm at all temperature/humidity conditions		
12.	Input	HDMI and other inputs as per Video Wall solution offered		
13.	Control	- On Screen Display (OSD) - IR remote control (Desirable)		
14.	Chip Type	Single chip DLP		
15.	Operations	24 x 7		
16.	Specify the proposed Make			
17.	Specify the proposed Model No			

15.2 Video Wall Controller (From same Video wall OEM)

#	Parameters	Minimum Requirements	Compliance (Yes/No)	Remarks, if any
Display Processor				
1.	Features	Supports output up to 1920 * 1200 resolution with 60fps		
		Supports H.264 decoding immediately		
		Supports up to 64 windows per display		
		Supports Multicasting Windows		
2.	Output	HDMI 1.3 , Channel -1 , Color depth 8/10 bit		
3.	Image processing	High tap filter for image scaling		
		Accurate synchronization for display wall		
		Support H.264/H.265/MPEG4 decoding		
		Up to 64 free window per display		
		Window title with vector texts		
		Bezel-compensation and overlap		
4.	Network	1000 MB network with redundancy		
		Should support POE(Desirable)		
		Supports protocol - DHCP, UDP, TCP/IP		
		Supports Static IP & Automatic IP		
5.	MTBF	more than 100,000 hours		
6.	Interface	HDMI /DVI-D, RS 232x1, USB x 2, RJ-45 x 2, BNC-F*2 Sync In/Out		
7.	Operating Range	Temperature: 0-40 degree Centigrade, Humidity - 10 to 90% non condensing		
8.	LED indicator	LED indicators for Power, Status, Network		
9.	Specify the proposed Make	Make should be same of Video wall display		
10.	Specify the proposed Model No			
HD Input Processor				
11.	Features	Captures signals up to 1920 * 1200 resolution with 60fps		
		Supports four windows at any position and in any size		

#	Parameters	Minimum Requirements	Compliance (Yes/No)	Remarks, if any
		Supports to loopback progressive VGA or HDMI input signal		
		Supports Multicasting Windows		
		Supports Power-on-Ethernet (Desirable)		
		Supports KVM		
12.	Input	DVI -I, Channel -1, Color depth 8 bit		
13.	Output	HDMI 1.3 , Channel -1		
14.	Network	1000 MB network with redundancy		
		Should support POE(Desirable)		
		Supports protocol - DHCP, UDP, TCP/IP		
		Supports Static IP & Automatic IP		
15.	Image processing	High tap filter for image scaling		
		Accurate synchronization for display wall		
		Support 4 window simultaneously		
		Supports windows multicasting		
16.	LED indicator	LED indicators for Power, Status, Network		
17.	Operating Range	Temperature: 0-40 degree Centigrade, Humidity - 10 to 90% non condensing		
18.	MTBF	more than 100,000 hours		
19.	Interface	HDMI Type A /DVI-I Type A/DVI-D /DP, RS 232 x1 (DB 9), USB x 2, RJ-45 x 2,		
20.	Specify the proposed Make	Make should be same of Video wall display		
21.	Specify the proposed Model No			
Video wall Solution Architecture				
22.	Features	<ul style="list-style-type: none"> Each input source (workstation or direct) shall be connected with an individual encoder device using HDMI/DVI/Display cable. Each video wall cube to be connected to the decoder individually without looping. 		

#	Parameters	Minimum Requirements	Compliance (Yes/No)	Remarks, if any
		<p>Maximum 4 video wall cubes can be connected with one decoder.</p> <ul style="list-style-type: none"> The encoder and decoder shall be connected using separate network cable to the dedicated network created for video wall. Capability to project one or more input sources (workstation or direct) on the entire or part of the video wall or on single cube. Apart from decoders required to connect 56 video wall cubes, four number of decoders with minimum 1 output to be provided separately to project content from video wall solution to other output devices like LED TV, projector, etc 		
Server Specifications				
23.	CPU	Core 2 Duo 2.4G Hz or above		
24.	Memory	16 GB or above		
25.	Network	2*1 GbE LAN		
26.	OS	Windows Server 2008/2010 or latest		
27.	HDD	2*1TB SAS HDD with RAID - 1 configuration		
28.	Make	OEM must be listed in Leader's Quadrant of the latest Gartner Magic Quadrant for Modular Servers		
29.	Specify the proposed Make			
30.	Specify the proposed Model No			

15.3 Video Wall Management Software

#	Functionality	Compliance (Yes/No)	Remarks, if any
Video Wall Monitoring Software from same OEM			
1.	Ability to pre-configure and store various display layouts and access them at any time with a simple mouse click.		
2.	Ability to display multiple sources anywhere on video wall in any size.		
3.	Ability to configure display layouts in real time without reboot.		
4.	Ability to create the display layout in background without interrupting the live display.		
5.	Ability to create and store different profiles defining one or more source and size for different scenarios.		
6.	Application must be GUI based with easy to use and configure interface.		
7.	Ability to control the Wall Monitoring System through remote PC connected by LAN		
8.	Ability to share the layouts over LAN/WAN Network with display in Meeting room or on Remote Workstations connected on LAN/WAN Network		
9.	Ability to display the screen content of the desktop / workstation connected with the Display Controller on the Display wall.		
10.	The wall management software should support open APIs to enable system integrators to integrate it with their Software.		
11.	Ability to centrally manage configuration parameters.		
12.	Ability to schedule backup and restore the configuration parameters.		
13.	Ability to Drag and Drop of sources.		
14.	Event log of user access and client access with time stamp.		
15.	Role based user creation and management.		
16.	Specify the proposed Make (Make should be same of Video wall display)		
17.	Specify the proposed Model No		

15.15 55" LED Display Screen

#	Parameter	Minimum Specifications	Compliance (Yes/No)	Remarks, if any
1.	Display Size	55" inch diagonal		
2.	Technology	LED Backlit		
3.	Resolution pixel	(1920 x 1080) Full HD		
4.	Aspect Ratio	16:9		

#	Parameter	Minimum Specifications	Compliance (Yes/No)	Remarks, if any
5.	Brightness	350 nits or more		
6.	Native Contrast Ratio	1000:1		
7.	Viewing Angle	178:178		
8.	Response time	8 ms or less		
9.	Screen Mirroring	Not Required		
10.	Inbuilt Speakers	Yes		
11.	VGA Port	Optional		
12.	HDMI	Yes, minimum 2 quantity		
13.	USB	Yes		
14.	DVI-D	Yes		
15.	Display Port	Optional		
16.	Power Supply	230V AC, 50 Hz		
17.	Mounting	Wall Mount		
18.	Certification	BIS		
19.	Should able to sync with centralized content management, Video wall , in premise presentation if necessary			
20.	Specify the proposed Make			
21.	Specify the proposed Model No			

15.37 Call Center Management Solution

#	Minimum Specifications	Compliance (Yes/No)	Remarks, if any
1.	<p>The contact centre solution should be able to route voice/ VOIP calls from centralized Interactive Voice Response System (IVRS) to respective call centre (s) along with interaction history of the calling party.</p> <p>The solution should able to integrate / route the call to existing Sitilink IVRS system for smooth operations.</p> <p>Note: Scope of EPBAX and PRI Lines are not in the scope of SI. However, the SI is required to co-ordinate with SMC for the smooth roll out of IVRS based call centre management solution.</p>		
2.	The callers should be able to access the various services through state-of-art centralized integrated Interactive Voice Response System (IVRS). The information is envisaged to be available to the		

#	Minimum Specifications	Compliance (Yes/No)	Remarks, if any
	customer through telephone (IVRS) and call centres agents.		
3.	The IVRS should establish two way communication on the same channel with customers through recorded synthesized voice in Hindi / English / Regional Language or in combination of languages to give information, reply to queries and provide other.		
4.	IVRS should be modular and scalable in nature for easy expansion without requiring any change in the software.		
5.	It should be possible to access IVRS through any of the access device such as Landline telephone, Mobile phone (GSM as well as CDMA) etc.		
6.	IVRS should support various means of Alarm indications/error logs in case of system failures, e.g. Functional error, missing voice message prompt, etc., and shall generate error Log		
7.	The system should have the ability to define business rules based upon which the system should quickly identify, classify and prioritize callers, and using sophisticated routing, to deliver interactions to the best qualified agent in the any of the connected local/remote call centre, regardless of interaction channel		
8.	The IVRS should be capable to capture usage details of each customer as the customer traverses through a call. The IVRS should have an interface through which usage details can be shared with other solutions.		
9.	<p>The application should provide CTI services such as:</p> <ul style="list-style-type: none"> • Automatic display (screen pop) of information concerning a user/customer on the call agent screen prior to taking the call based on ANI, DNIS or IVR data. • Synchronized transfer of the data and the call to the call centre agent. • Transfer of data corresponding to any query 		

#	Minimum Specifications	Compliance (Yes/No)	Remarks, if any
	<p>raised by any IP agent regarding a query raised by a customer whose call is being attended by the call IP agent.</p> <ul style="list-style-type: none"> Call routing facilities such as business rule based routing, skills-based routing etc. 		
10.	The application should support integration to leading CTI middleware vendors.		
11.	Should provide pre-integration with industry standard IVR servers and enhance routing & screen-pop by forwarding the information.		
12.	Should provide facilities for outbound calling list management, and software based predictive or preview dialling.		
13.	<p>Call Centre Agent’s Desktop: The agents desktop shall have an application which shall fulfil the following functionalities :</p> <ul style="list-style-type: none"> It should provide consistent agent interface across multiple media types like fax, SMS, telephone, email, and web call back. The agent’s desktop should have a “soft-phone” – an application that enables standard telephony functions through a GUI. It should be possible for agents to escalate the query. 		
14.	System should be able to integrate with e-mail / SMS gateway so that appropriate messages can be sent to the relevant stakeholders after the interaction and any updates thereon.		
15.	Should intelligently and automatically routes inquires with skills based routing discipline to agents		
16.	Should have an Intelligent distribution of email to agents		
17.	<p>CTI (Computer Telephone Integration) Application Requirements</p> <ul style="list-style-type: none"> The CTI link should allow a computer application to acquire control of the agent resources on the IP EPABX & change state of the agent phone through commands on the CTI link. 		

#	Minimum Specifications	Compliance (Yes/No)	Remarks, if any
	<ul style="list-style-type: none"> • The CTI link should pass events & information of agent states & changes in agent states as well as incoming calls to the computer applications. • The CTI link should allow a computer application to take control of the call flow inside the IP EPABX & also allow the computer application to decide the most suitable action / agent for an incoming call. • Should be able to integrate with various domain systems of SMC to send/receive data like caller number, call duration, agent id, transfer details, etc. • Ability to generate and service requests • Call events should be handled from the system such as hold, retrieve hold, conference, transfer, etc. • CTI should be integrated with core call center system and update the IVR 		
18.	<p>Automatic Call Distribution (ACD) Requirements</p> <ul style="list-style-type: none"> • The ACD solution should be able to route the call to any remote call centre agent using IP phones • Should able to Handle high call volumes efficiently • Should allow calls to be transferred within the call center • Should support multiple groups for all call types • Should provide highly configurable system for adding/removing users • Should have an ability to queue or hold the call for an agent if none is immediately available. • Should have an ability to keep the callers informed as to the status of the call and providing information to callers while they wait in queue. • System should be able to perform prioritized call routing 		
19.	<p>Supervisor Module</p> <p>The call centre should provide a graphical console application program for the supervisor's</p>		

#	Minimum Specifications	Compliance (Yes/No)	Remarks, if any
	<p>workstation. This position shall facilitate the following features:-</p> <ul style="list-style-type: none"> • Any supervisor shall be able to monitor or control any group in the call Centre. • It shall show the live activity of each agent in details as well as in a summarized fashion including information like total number of calls received, calls answered, average response time etc. • The Supervisor console shall also graphically display live status of the call session summary, number of call waiting in the queue, call traffic etc. • Live status of the group shall be shown, including waiting calls and calls being answered currently. • Access to the supervisor console shall be restricted. • It shall be possible for a supervisor to attend calls whenever necessary. 		
20.	<p>Recording</p> <p>The solution should have provision for call recording, archival and retrieval. The recording should contain detailed call information and the solution must provide advanced searching capabilities</p> <p>The solution should able to store /retain the recording on the recording server for 30 days.</p>		
21.	<p>Proposed solution should not have any user license restriction up to 50 user licenses. The performance of solution must not degrade with increase in number of users in the application up to 50 user licenses.</p>		
22.	<p>Should have a comprehensive audit trail detailing every user activity including system/security administrators.</p>		
23.	<p>Security and Privacy</p> <ul style="list-style-type: none"> • Should be capable to protect the caller information and thus privacy of the caller. • System must maintain log including date, 		

#	Minimum Specifications	Compliance (Yes/No)	Remarks, if any
	<p>time, terminal number of each operation, done by every user/group and should have back up.</p> <ul style="list-style-type: none"> • There should be a complete and comprehensive security from unauthorized access and misuse. • System should support the following <ul style="list-style-type: none"> - Forced password change - Display last login/logout - Failed login attempts - Inactivity time out - No concurrent login - Block/delete/relocate users - Password control (length, composition etc.) - Password not displayed when entered - Password change interval - Password change history - Login session timeout - Allows password reset - Allows user to change password 		
24.	<p>Reporting</p> <ul style="list-style-type: none"> • The daily, weekly, monthly MIS reports shall include all the following but not limited to: report on calls handled, call pending, average duration of calls, min. & max duration of calls, number of instances the operator found busy, calls abandoned due to breakdown, etc. The proposed solution must have comprehensive reports for various activities by the Contact Center: <ul style="list-style-type: none"> - Calls per week, month or other period. - Numeric and graphical representation of call volume - Calls for each interaction tracked by type - Number of dropped calls after answering - Calls that ended while on hold, indicating that the caller hung up - Reports must have restricted access based on user access privileges. 		

#	Minimum Specifications	Compliance (Yes/No)	Remarks, if any
	<ul style="list-style-type: none"> - The ad-hoc reporting tool must enable reports to be exported to other formats like MS Excel and MS word format - Agent based/shift based and other suitable reporting shall be there 		
25.	Specify the proposed Make		
26.	Specify the proposed Version No		

15.40 Video Conference System

#		Minimum Specifications	Compliance (Yes, No)	Remarks, if any
1.	Camera	Should support Full HD 1080p resolution with 30 fps from day one.		
2.		Camera should have functionality of motorized pan, tilt and zoom, controlled from remote or console		
3.		Camera/Solution should support Autofocus and minimum 3 camera presets		
4.		Camera should have minimum 10X of Optical zoom.		
5.		Should have at least 65 degrees field of view (horizontal)		
6.		Should support at least 180 degrees of pan and 40 degrees of tilt		
7.		Should support H.264 (MPEG-4 AVC), H.264 SVC video codec		
8.		Solution should have ability to send and receive two live simultaneous video sources in a single call, so that the image from the main camera and PC or document/Presentation camera can be seen simultaneously.		
9.		It should be possible to display the main video on one screen and the presentation / dual video on the other screen.		
10.	Video Input/output	Should have DVI (Digital Video Interface) or HDMI input to connect PC / Laptop directly to the Video conferencing system with Audio.		
11.		Video Output: Should have at least 2 HDMI / DVI (High Definition Multimedia Interface) with Full HD 1080p output to connect display devices such as LCD / LED and projectors for both Video and Content. (Dual Monitor Support)		

#		Minimum Specifications	Compliance (Yes, No)	Remarks, if any
12.		Audio Inputs: Should support minimum 2 Microphone inputs. And it should be supplied from day one.		
13.	Network	Min. 1 x 1G LAN / Ethernet Port.		
14.		IPv4 and IPv6 support		
15.		Solution should be able initiate and receive Video conference Session/call via local (Intranet) static IP on Point to Multipoint Leased line/MPLS connectivity between HQ/ICCC and branches & also over the Internet (Live/Real) Static IP.		
16.		System should support Password protected system menu for better security.		
17.		ITU-T standards based Encryption of the video call/session.		
18.	Speakerphone	Should have minimum 1 x Speakerphone or Speaker & MIC with Full Duplex Audio Supported functionality and have feature of echo cancellation, Noise reduction.		
19.		Solution should support integration with Leading business certifications like Skype for Business, Cisco Jabber, WebEx and other video conferencing, recording, and broadcasting applications that support USB cameras		
20.	Accessories	Solution should be offered with Full HD Camera, Speakerphone-MIC System, Remote control, Power Supply with cables, all types of Video & Audio connectivity Cables in required quantity, all types of Video/Audio/Network converters required if any along with mounting kit for ideal wall placement or for elevating the camera on a table and placement of speakers/mic to utilize solution with full functionality from day one..		
21.		Minimum 3 Years of Comprehensive Warranty and support of Parts/Hardware/Software/License and 2 Years of AMC.		
22.		Specify the proposed Make		
23.		Specify the proposed Model No		