

Pre-Bid queries and their responses

Sl. No.	RFP Page No.	RFP Clause	Existing Clause	Bidder's Query/Suggestions	Banks Response
1	37	42	If Service Provider fails to deliver Product and/or perform any or all the Services within the stipulated time, schedule as specified in this RFP, the Bank may, without prejudice to its other remedies under the RFP, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5% of total Project Cost for delay of each week or part thereof maximum up to 5% of total Project Cost.	If Service Provider fails to deliver Product and/or perform any or all the Services within the stipulated time, schedule as specified in this RFP, the Bank may, without prejudice to its other remedies under the RFP, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5% of delayed product or service for delay of each week or part thereof maximum up to 5% of delayed product or service .	As per RFP. No change
2	53	5	Bidder should have experience of minimum 10 years in providing the Products/Services in Public Sector Banks (PSBs)/ Public Sector Undertakings (PSUs)/ Government Undertakings / Autonomous Bodies / Listed Public Companies in India	Bidder should have experience of minimum 10 years in providing the Products/Services in Public Sector Banks (PSBs)/ Public Sector Undertakings (PSUs)/ Government Undertakings / Autonomous Bodies / Listed Public Companies in India / Private Organizations etc.	As per RFP. No change
3	54	7	Bidder should have experience in implementation of video wall (10 screens or more) in last 3 years in PSBs* / PSUs / Government Undertakings / Autonomous Bodies / Listed Public Companies in India.	Bidder should have experience in implementation of video wall (10 screens or more) OR Active LED Videowall OR AVSI System in last 3 years in PSBs* / PSUs / Government Undertakings / Autonomous Bodies / Listed Public Companies in India / Private Organizations etc.	As per RFP. No change
4	70	4	Delivery Schedule: The successful bidders shall deliver Video wall system (video panels, controller, etc.) within a maximum period of 4 weeks from the date of issuance of purchase order.	Delivery Schedule: The successful bidders shall deliver Video wall system (video panels, controller, etc.) within a maximum period of 8 weeks from the date of drawing approval.	Please see Corrigendum-1
5	71	14	90% of the hardware cost will be payable on installation, commissioning and sign-off by the Bank. Remaining 10 % of the hardware cost will be payable on submission of Bank Guarantee.	90% of the hardware cost will be payable on delivery of material on site. Remaining 10 % of the hardware cost will be payable on installation, commissioning, sign-off and submission of Bank Guarantee.	Please see Corrigendum-1
6	58	1	1.8: Contrast Ratio: 1500:1 or better	Request you to consider Contrast Ratio as 1100:1 or better	Please see Corrigendum-1
7	58	1	1.9: Input Ports: Minimum 1 x USB, 2 x DP 1.2 (HDCP 2.2), 2 x HDMI 2.0 (HDCP 2.2), 1 x Ethernet ports(RJ45), Redundant HDMI and Redundant DP port for Multi- connectivity	Request you to consider the spec to be as: Minimum 1 x USB, 1 x DP 1.2 (HDCP 2.2), 2 x HDMI 2.0 (HDCP 2.2), 1 x Ethernet ports(RJ45)	As per RFP. No change
8	58	1	1.15: Redundant hot swappable Power	Remove the Specs since this is an Active LED spec & Feature	As per RFP. No change
9	58	1	1.17: Power supply and input board should be outside for quick replacement and diagnosis	Remove the Specs since this is an Active LED spec & Feature	As per RFP. No change
10	58	1	1.18 Display, controller and software should be preferably from one OEM for better compatibility and warranty support	Remove the Specs since this is an Active LED spec & Feature	As per RFP. No change
11	59	2	2.10 Output Ports: Minimum 4 ports NVIDIA Graphic card or better having GPU Memory of 16 GB GDDR6, Memory Interface 256-bit, Memory Bandwidth Up to 448 GB/s, HDCP 2.2 Support Each output port should have 4K support to avoid too many cabling	Request to Amend the specs to: Total Output Ports: 12x HDMI (FHD)	Please see Corrigendum-1
12	60	2.11	Controller Software able to create Interactive Web Sources	Request you to consider the spec as: Controller Software able to configure Interactive Web Sources	Please see Corrigendum-1
13	61	4	7.4 Panel corners should not damage due to stress and weight of other panels, if damaged should be covered under warranty/AMC	Request you to remove the clause of covered under Warranty/ AMC in case of physical Damage	As per RFP. No change
14	73	4	4. Comprehensive annual maintenance contract for Products mentioned above for 2 years, after the end of 3 years comprehensive warranty. (This cost should be maximum up-to 12 % p.a. of the Product cost.)	Request you to revisit the AMC cost terms from maximum upto 12% terms to minimum 12% or more	As per RFP. No change
15	76		Appendix-H	Please specify the Items Product category for which the MAF is required to be submitted?	As per RFP. No change

16	78		Appendix-I	Is it required from Bidder SI or OEM product owner ?	Bidder countersigned by OEM
17	71		90% of the hardware cost will be payable on installation, commissioning and sign-off by the Bank.	70% on delivery	As per RFP. No change
18	71		Remaining 10 % of the hardware cost will be payable on submission of Bank Guarantee.	20% installation , commissioning	As per RFP. No change
19	71		AMC payment after 3 years comprehensive warranty will be made quarterly in arrears.	10% Bank Guarantee.	As per RFP. No change
20	87		Delivery of Hardware	delivery timeline 8 weeks for hardware	Please see Corrigendum-1
21			Hardware procured under this RFP should be delivered within 4 weeks from issuance of PO.	delivery timeline for installation 2 weeks	As per RFP. No change
22	67	1	Bidder/OEM to conduct a site survey to determine installation requirements, including structural support, electrical connections, and environmental considerations.	When can we conduct the site survey, and whom should we contact for the gate pass?	After issuance of PO
23	67		Bidder/OEM should describe how the screens will integrate with existing systems (e.g., control systems, media players).	Could you please share the existing systems list that you are looking to integrate with the screens?	After issuance of PO
24	70	3	Third-Party Components :Not Applicable	Sometimes, we need to use third-party components during the service period to keep the system running. Therefore, kindly allow us to use them or remove the clause.	As per RFP. No change
25	68	1	The vendor/service provider shall provide warranty support for all Hardware, Software, and integrated systems supplied. Such warranty support shall be provided during normal office working hours. The warranty applies to all hardware, software, and interconnecting cables. Warranty shall be for 36 months period from the date of receipt of material at the site. The vendor/service provider shall ensure that during the warranty period the response time of any issue shall not exceed 1 day, and resolution time shall not exceed 3 days.	If the case goes to the OEM, the resolution time will be based on the OEM's TAT.	As per RFP. No change
26	86	g	Penalties for SLA uptime shall be as under. 99.9% to 99.00% : 5% of Total Project Cost 99% to 98% : 7 % of Total Project Cost <98% : 10% of Total Project Cost	It should be the AMC value quarterly penalty instead of the overall project value.	Please see Corrigendum-1