

Page no	Clause	RFP Clause	Query/ Request	Bank Response
21	Eligibility Criteria	The bidder should have an experience of at least two (2) years in providing Digital Signage solution with at least 2500 units live.	We are providing the DSS Soution to various bank in india since last five years , there is no such big tender has been published by any any bank in last 2 years so this is very cirital to have the said experience , We wuld request to bank to cahnge the clause as * The Bidder Should have an experience of at least two (2) years in providing Digital Signage solution (i.e. the completed works up to 31.07.2024 shall only be considered)", as under:- (a)Three works, each costing not less than 200.00 lacs [or] (b)Two works, each costing not less than 300.00 lacs [or] (c)One work costing not less than 500.00 lac	Please refer corrigendum
22	Eligibility Criteria	The bidder should have at least 100 employees in India on their payroll.	We have our Presence in PAN Indian and providing our services to top leading PSUs / PSBs of the country even in toughest location likewise North East , Jammu Kashmir etc . Since we hire the Manpower on Project basis as a when required, so request to the bank to remove this clause , it will support us for bidding in this tender .	Please refer corrigendum
89	SCORING CRITERIA FOR FUNCTIONAL SPECIFICATIONS	"A" will carry 5 marks, "C" will carry 3 marks and "N" will carry 0 marks.	Please confirm that scoring will be done based on the changes done by the Bank in the Response to pre bid queries / Corrigendum/s / Addendum/s released by the Bank.	No change. A, C and N will carry marks as mentioned in RFP.
18	K) Regulatory requirements/Compliance with Bank's IS Security policy	Physical Security of the facilities.	Please note that since the equipments will be in the Bank's premises, the onus of security should be with the Bank. Bidder can only obtain necessary insurance policy for the equipment as stated in clause M) Insurance on page number 19.	Any update on servers, clients required to be complied with IS Audit observations, guidelines from regulatory aouthorities and Bank's IS policy will be responsibility of the service provider.
18	K) Regulatory requirements/Compliance with Bank's IS Security policy	Password Policy of the Bank Data Encryption/Protection requirement of the Bank.	Please provide password policy Encryption policy	It will be shared with successful bidder.
112	6.1	Format 6.10- Eligibility Criteria 6 - Bidders should be capable of processing at least 5,000 DSS units per day.	Need more clarity on this requirement.	No change. Clause is clear
	Native Resolution	32" HD Ready	32" doesn't come in FHD or UHD. Request to 32" HD Ready or higher	No change
	Display Technology	Backlight LED/LCD	All OEM display comes in backlight LED and front panel is LCD	No change
	Display Orientatation	Landscape Only	Get the better product, quality with reputed brands	No change
	Brighthness (Nits)	300 or more	Since this is required for indoor application minimum 300 nits is more than enough. This will help to get competitive price	No change
		Request to remove this Point		No change
	Dust proof IP Rating		Since this display is required for indoor application IP 5x is not required. Request to remove this point.	No change
	Energy star rating	Request to remove this Point	Energy star rating comes in consumer TV not in commercial TV. Already required certification is asked in tender.	Please refer corrigendum
	3.3.1 MAKE IN INDIA	Request to Add Make In India	As Govt Of India promoting Make In India products to get boost to Manufacturing Industry. So we request to add Make In India also in tender specification	It is already there
16	Page 16 F -Web portal for Monitoring	Switching On / OFF & Configure	Bank to provide 24X7 TWO UPS Power Points	Two UPS power point and one I/O Box with LAN connection will be provided by Bank at each location. Providing and maintenance/ replacement of Power cable from UPS points and LAN cable from I/O port to the DSS unit will be responsibility of the vendor.
			Bank to provide One DATA / Lan Point through Banks network router which should be powered On 24X7	Two UPS power point and one I/O Box with LAN connection will be provided by Bank at each location. Providing and maintenance/ replacement of Power cable from UPS points and LAN cable from I/O port to the DSS unit will be responsibility of the vendor.
		dedicated web based portal & to provide status of Up/down sites with individual equipment , provision for sending email and SMS containing fault information, To provide live view of sites in web portal	Bank to provision branch's to access the dedicated webportal at branch level under banks network	Bidder should be able to provide functionality in webportal as per requirement of Bank as mentioned in RFP document.

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11	3.3.2 SCOPE OF WORK DC / DR Servers	DR & DC Servers & DATA Connectivity with all requirement	We consider Bank will provide its DR / DC premises for storing the DR / DC Servers along with power and DATA Link 24X7 during the contract period.	Space in DC/DR for installation of servers, UPS power points and LAN connections will be provided by Bank.
	require to integrate with Bank's other vendors		Bank to ensure other vendors to provide all required parameters & to work tendomly to ensure the requirement gets implimented at no additional cost to supplierwho wins the bid	No change in the clause. As this project is under OPEX model, no separate charges shall be paid to make DSS live.
17	H) Performance Requirements		We consider Bank working 8 Hours Only. Banks not to consider Banks Holidays	DSS Units should be in working condition all the time, Branches may switch ON/OFF as per working hours of Branches.
17	I) Relocation of equipment		Banks to ensure Power points Lan Points 24X7 -Bank to provide 2 UPS Power Points & One DATA / Lan Point through Banks network router which should be powered On 24X7	Two UPS power point and one I/O Box with LAN connection will be provided by Bank at each location. Providing and maintenance/ replacement of Power cable from UPS points and LAN cable from I/O port to the DSS unit will be responsibility of the vendor.
			Bank Branch / or its user not to dismentle / shift the equipement without communicating to Vendor by writing. Any DSS equipement Loss or damage may have to be paid by the Bank for its complete contract period .	Service provider will be informd and responsibility of shifting will be of service provider.
18	L) Preventive Maintenance		We request Bank to consider Online Live report as the Server gives live data for 24*7 instead of Preventive Maintenanceas there is no wear & tear / Mechanical parts / moving parts in the DSS System - which dosnt require any oiling /cleaning etc	No change
	G) MIS Report Generation requirement		Request to consider Online live reports for all technical / commercial purpose to clear all monthly payments and performance instead of asking for Preventive Maintenance physical visit reports	No change
19	M) Insurance		Any theft / damage / seepage leakage to the equipement must be covered by the Bank and not by the vendor as the security & custody of the DSS equipement is in the hands of Bank	No change in the clause. All equipments supplied to the Bank must be covered under insurance policy purchased by service provider.
19	P) Buyback of Old DSS		Bank to ensure the old equipement is physically available in working or non working condition	No change in clause. Buyback is applicable to only physically available units.
88	Availibility of Q Management System		Q -Management -system requires Q generating Kiosk device - This need to be paid at additional rental cost for the Kiosk / equipement along with Qmanagement solouction rent as per DSS	No change- Currently there is no requirement of QMS but DSS should be capable to integrate with QMS. In case of any new hardware requirement, Bank may pay additional charges as per mutual agreement
Page 101- 135	Bank Brach under renovation / Shifting	During the renovation	We request Banks to consider renovation time period as DSS product under use and to pay the rent as the product is invested for banks sole use purpose. This is to avoide product supply revenue loss to vendor. Also Bank to ensur the DSS equipement is secured / not damaged and kept in security and bank to ensure no damage to the DSS Unit. any damage or loss to be refunded to th evendor incase of any theft / damage during the contract period ass new equipement cost	Service provider will be informed if any renovation type of work is due so that service provider can decide for safe keeping of DSS Unit.
10	TOTAL COST OF OWNERSHIP (TCO)	Point no 2 for Taxes	Prices quoted /billing will be Basic against rental and All Taxes will be additional against each rental billing at the time of billing and submission of Bills	It is already mentioned in RFP.
	If the Bank gets merged / Branch closoed		Bank to ensure the product is used for the agreed contract period of 5 years. Incase if the branch gets closed or Bank gets merged , Bank to pay complete rent payment for the rest of the contract period as the product is supplide by the vendor as a investment and teh product can not be sold to any other party.	Bank will inform any such case to service provider and service provider may decide on DSS unit.
30	3.11 Bid and Prices	Payment Processing	We request Bank to clear the payment post submission of Invoicess within 14 working days and not to delay as vendor not to suffer any interest loss on its investment and to have good supply of services at all time.	No change. Payment will be made as per RFP clause.
12	12	Bank shall not pay any amount for takeover / migration of the sites or any resultant expenses. All costs related to such takeover / migration shall be borne by the outgoing bidder in such eventualities.	Shifting charges should be borne by the bank if the requirement is received after installation.	It's on OPEX model. As service provider will be owner of product, complete responsibility of shifting, re-installation etc will be on service provider.

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13	Business/Functional Functionalities	Power point at sites for installation of Digital signage unit is required to be undertaken by bidder. Bidder should install concealed Power Points.	concealed is understood as routing of cables through flat Pipes as concealing may require digging in the walls and plastering back.	Two UPS power point and one I/O Box with LAN connection will be provided by Bank at each location. Providing and maintenance/ replacement of Power cable from UPS points and LAN cable from I/O port to the DSS unit will be responsibility of the vendor.
14	Business/Functional Functionalities	Bank reserves right to request diversion of machines from one site to another either in transit or yet to be dispatched except for diversions from non-entry /road permit state sites to states that require entry /road permit. If any such of up to 100 machine are yet to be shipped or are in transit the bidder shall bear the entire expenditure incidental to such diversion. For any machine delivered and installed at the initial location Bidder should undertake the shifting of signage units upon request from the bank. The shifting will include all work incidentals to shifting including dismantling, packing, loading, unloading, unpacking and transportation and satisfactory reinstallation at the new site. The shifting charges to be borne by the bidder.	Shifting charges should be borne by the bank if the requirement is received after installation.	It's on OPEX model. As service provider will be owner of product, complete responsibility of shifting, re-installation etc will be on service provider.
16	Web portal for Monitoring	Tickets should be automatically raised instead of waiting for manual raising of tickets in case of non-working of DSS unit and tracking of status of the raised ticket to be made available	Please Clarify the Requirement	If a DSS unit remain shut for more than certain period (bank defined) during working hours, complaint should get registered for follow up with Branch/office to make it up.
16	Web portal for Monitoring	Bidder may also require to integrate with Bank's other vendors	Request to give more clarity	Integration with SMS/ Email service provider will be required for auto intimation to stakeholders for monitoring of DSS Units. Any other integration may also be required.
17	Relocation of equipment	In case of relocation of equipment from one premise to another, the bidder will arrange decommissioning of the equipment, transport equipment and re-install at the new location without any additional cost to bank	Shifting charges should be borne by the bank if the requirement is received after installation.	It's on OPEX model. As service provider will be owner of product, complete responsibility of shifting, re-installation etc will be on service provider.
19	Clause P Buyback of Old DSS	Bidder should remove the old DSS and External Media Player as per buyback rate finalized through this RFP. The selected Bidder should offer best rate to buyback 1000 old DSS (500 DSS bought at 2014 and 500 DSS bought at 2017) which are deployed at various branches/ across India as is basis along with the media player.	We understand that the DSS (LED Screen and Media Player) to be given under buy back are in good working condition. Please confirm Kindly provide the name and the details of the branches, as we need these to calculate our buy back.	No change in clause. Buyback is applicable to only physically available and working units. Detail of location will be provided to successful bidder.
21	3.3 Eligibility Criteria	The bidder should have minimum turnover of Rs.10 crore per annum in the last 3 financial years i.e. 2020-21,2021-22,2022-23 from the business from Indian operations.	Considering the investment required for the successful implementation and maintenance of the project, Suggest to have the Turnover value should be minimum 50Cr per annum	No change in clause
21	3.3 Eligibility Criteria Point No. 5	The bidder should have an experience of at least two (2) years in providing Digital Signage solution with at least 2500 units live	The number of 2500 live units stipulated for eligibility is quite large in view of the size of the RFP (4650 units) and also considering the fact that this system has not been installed in the Banks on a large scale so far. The number needs to be reduced to a reasonable level at around 800-1000 units in PSU banks.	Please refer corrigendum
21	3.3 Eligibility Criteria	Bidder should have in-house capabilities to develop, modify the software application and customize it to suit Bank's requirement	Since the project involved content management and IT security, it is recommended that the Bank stipulated CMMI V level for the bidders to be eligible. This way, the Bank would be able to invite quality bidders who would be equipped with necessary skills for ensuring safety and security of the Bank's content.	No change in this clause
22	3.3 Eligibility Criteria	The bidder should have at least 100 employees in India on their payroll.	Considering the Spread and volume of the project, to ensure seamless uninterrupted services, suggest engineer quantity under payroll should be minimum 200 nos	No change
37	Technical Proposal Bid Evaluation	units handled less than 2,500 in a year- 0 marks	The scoring for Units handled needs to be rationalized alongside the reduction in number of units for eligibility, e.g. 1000 units – 15 marks; 1001 to 1250 units – 20 marks; 1250 to 1500 units – 25 marks; More than 1500 units – 30 marks.	Please refer corrigendum

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42	3.28 Project Timelines	Vendor to deploy 500 units per week in the Bank given sites starting from the 6th week of the project and complete installation of 4000 units by 13TH week of the project. Balance order of 650 to be completed by 14th week of the project in the Bank given sites. The DSS deployment at sites should start from 6th week from date of Purchase Order and rollout to be completed by 14th week from date of PO. Sites not covered in given timeline would attract a penalty at the rate of Rs.1000 (Rs. One Thousand only) per week per DSS Unit for delay in deployment as per the above given timelines.)	Request to Consider 200-250 units per week and maximum complete the project within 28-30 weeks	Please refer corrigendum
48	4.6 Performance Bank Guarantee(PBG)	The successful bidder should submit a Performance Bank Guarantee acceptable to the bank for 10% of the work order i.e. Total Cost of ownership (TCO) within 21 days from the date of acceptance of the Purchase Order.	As the Project is under Opex model and the investment responsibility is of vendor, suggest to amend the BG value to be 2-3% of the Contract Value	No change
49	4.8 Penalty	2. Bank reserves the right to charge penalty to the bidder at Rs.1000/- per machine per week or part thereof, for late delivery/installation beyond due date of delivery, to a maximum of 5% of contract value. 3. If delay exceeds two weeks from due date of delivery, Central Bank of India reserves the right to cancel the entire order and de-list the bidder from participating any of our banks tender in future for a period of two years*. Bidder will have to pay penalty to Bank @ 1% of the order value per day or part thereof subject to maximum of 5%, for delay in installation, if the delay is caused owing to reasons attributable to the Bidder 6. Non delivery of consumable / spare parts to ordered locations beyond a period of 2 week from the lodging of request through the email or portal provided by Bidder, will liable for a penalty @ 0.5% of that delayed order value inclusive of all taxes, duties, levies etc., per week or part thereof, subject to maximum of 5% of order value.	Penalties stipulated are very stringent. These need to be rationalized and made more practicable instead of being one sided : 4.8.2. The penalty should be limited to 5% of per machine and not the contract value, which would be very large. This has never been stipulated like this by any other Bank. We request for a change to make it rational. 4.8.3 : The penalty should be applicable only for the DSS delayed and not for all the value of project for 4650 units. This is not stipulated like this. We request for a change to make it rational and modify the clause appropriately. 4.8.6 : The maximum penalty should be applicable only for the DSS delayed and not for all the value of project for 4650 units. This is not stipulated like this. We request for a change to make it rational and change the clause accordingly.	No change in clause
49	4.8 Penalty	2-Bank reserves the right to charge penalty to the bidder at Rs.1000/- per machine per week or part thereof, for late delivery/installation beyond due date of delivery, to a maximum of 5% of contract value.	request to consider penalty to be Rs.100/ per week due to the volume of the Project	No change in clause
50	Penalty for delay in supply and installation	The maximum penalty would not exceed 50% of the aggregate monthly charges payable to bidder for all sites for a particular month. Beyond this, Bank shall have the option of cancelling the orders and / or invoking Bank Guarantee, with a thirty days' notice, unless delay is due to Bank's dependency or reasons beyond control of both Bidder/Bank.	We request that The maximum penalty should be capped at 10% and not 50%. This is too high and demotivating for the Bidders.	No change in clause
50	Penalty for delay in supply and installation	The project rollout should be completed in all Bank given sites within 14 weeks from date of Purchase Order.	Request to Consider 200-250 units per week and maximum complete the project within 28-30 weeks	Please refer corrigendum
51	Table first line : %uptime per month :	Table first line : %uptime per month :	We request to clarify it for better understanding and change the language to "Penalty Percentag of Monthly rentals for each machine in default" in place of "Penalty Percentag of Monthly rentals for each machine".	No change
51	Penalties will be applicable due to downtime of centralized digital signage solution the Bank will impose a penalty as mentioned below of the monthly rental charges	Below 90%- 50% Penalty	Suggest to have the penlaty @20% for this bracket. 90-94.99%- 15%	No change
52		6-If uptime for any location during any month is less than 90% Bank will have the right of not making any payment for the month for that location	Suggest to consider to pay 75% till 80% uptime. Also, reasons pertaining to bank issues should be considered and full rental value should be paid without any deduction	No change

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52		12-The penalty is capped at maximum 50% of monthly rental on total billed amount	We request that the maximum penalty should be capped at 10% and not 50%. This is too high and demotivating for the Bidders.	No change
58	Termination of Contract	The Bank, by written notice sent to the bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective. It is clarified that the Bidder shall not terminate this Agreement for convenience	The tender is for rental model. The clause of termination for convenience is not appropriate in this type of tender. As per this clause, after installing 4650 units by the bidder, the Bank can terminate the agreement for its convenience. This clause needs to be removed. Alternatively, the Bank should stipulate a minimum lock in period of 4 years for this clause to be operative. In any case, the cost to the Bank would go up if this clause is retained even with a lock in as the recovery by bidder will have to fact in that clause.	No change. This clause is to be read with other clauses regarding termination given in the RFP.
80	B-Scalability	The Digital Signage Software must support unlimited number of DSS Units subject to availability of adequate computing and storage capability on the server as and when required by the bank.	Suggest to mention the maximum qty instead of mentioning as unlimited number of DSS units	Please refer corrigendum
87	Q-MIS/Billing Reports (as per bank's requirement)	Quarterly bills should be generated branch/ location wise wherever services have been rendered. The necessary logs/audit trails should be available for verification of the bill	The Project involves huge capax & opex for maintain Billing cycle should be corrected as Monthly	See clause 4.9 Payment Terms. Already given that payment will be on monthly arrears. Vendoot to generate invoices accordingly.
90	HARDWARE/TECHNICAL SPECIFICATION: Minimum Requirement	Display Brand-Reputed	Should consider any brands based on matching/compatible with the technical specs	No change
100	6.3 BOM - Price Break up Schedule	6.3 BOM - Price Break up Schedule	It is not clear as to whether the DSS and media player will vest with the Bank after expiry of contract period. We suggest that the Bank should stipulate that after two extension of 1 years each after expiry of 5 years (i.e. total of 7 years), the DSS assets will belong to the Bank.	Project is on OPEX model so assets will be of service provider. Maintenance and management of these assets will be responsibility of service provider.
101	Price	All the DSS are procured on rental basis and for the entire contact period you are required to repair/replace the damage parts without any cost to Bank. The spare parts rates are payable in only "Force Majeure" cases only. "Force Majeure" means an event beyond the control of the either party to the contract and not involving anyone's fault or negligence and not foreseeable. Such events may include, but are not restricted to, such as a war, strike, riot, crime, or an act of God / Nature (such as hurricane, flooding, earthquake, volcanic eruption, etc.), which prevents one or both parties from fulfilling their obligations under the contract.. If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such condition and the cause thereof.	If any damage happens to the installed unit due to Misuse by bank's customer or banks staff, it will not be considered as force major and the related expense for the replacement of spare/unit will be under the scope of bank. Rental payment should not be stopped by the bank if issues are from bank end.	No change in clause. DSS Units supplied to bank should be properly insured.
112	Point 5 : Eligibility criteria	The bidder should have an experience of at least two (2) years in Digital Signage Solution with 2500 units live for any Scheduled Commercial Banks in India till date of submission of bid.	The number of 2500 live units stipulated for eligibility is quite large in view of the size of the RFP (4650 units) and because this system has not been installed in the PSU Banks on a large scale so far. The number needs to be reduced to a reasonable level at around 800-1000 units in PSU banks. This is required for wider participation of bidders which would help the Bank to reduce its cost with better competition.	Please refer corrigendum
12	3.2 Scope of Work	Bank is looking for a bidder who is required to Supply, Installation, Customization and Commissioning & Maintenance of approx. 4650 Digital Signage solution as per specification mentioned. The DSS should be under OPEX/RENTAL Model, the total infrastructure including network equipment is to be managed by bidder at Bank premises on quarterly rental basis	Kindly provide the name and the details of the branches, as we need these to calculate the logistic and installations cost.	Branches are spread all over India. You may visit Bank's website to know more about the Bank. Detail location will be provided to selected bidder.
11	SCREEN AND SOLUTION ON OPEX	3. The connectivity medium would be Intranet. Supply & Installation of connecting wires and devices to enable connectivity between screen and server(DC/DR) would be the responsibility of the bidder.	Since the connectivity medium will be the Bank's Intranet, please confirm what devices to enable connectivity between screen and server(DC/DR) is the Bidder required to provide.	Providing and maintenance/ replacement of Power cable from UPS points and LAN cable from I/O port to the DSS unit will be responsibility of the vendor.
11	SCREEN AND SOLUTION ON OPEX	4. Connecting the Screens to the Digital Signage Server and publishing content onto screens as directed by the bank.	It is assumed that LAN & WAN to connect the screens to the Digital Signage Server is to be provided by the Bank. Hence please clarify what is required from bidder to connect the Screens to the Digital Signage Server.	Providing and maintenance/ replacement of Power cable from UPS points and LAN cable from I/O port to the DSS unit will be responsibility of the vendor.

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12	SCREEN AND SOLUTION ON OPEX	10. Bank is looking for a bidder who is required to Supply, Installation, Customization and Commissioning & Maintenance of approx. 4650 Digital Signage solution as per specification mentioned. The DSS should be under OPEX/RENTAL Model, the total infrastructure including network equipment is to be managed by bidder at Bank premises on quarterly rental basis.	Since total infrastructure including network equipment is being provided by Bank, please clarify what managed services are expected to be provided by the bidder.	Two UPS power point and one I/O Box with LAN connection will be provided by Bank at each location. Providing and maintenance/ replacement of Power cable from UPS points and LAN cable from I/O port to the DSS unit will be responsibility of the vendor.
13	A) Business/Functional Functionalities	The bidder shall be responsible for mounting the display at each branch/office either as wall-mounting if wall space is available or stand mounting. All accessories have to be provided by the bidder. Power point at sites for installation of Digital signage unit is required to be undertaken by bidder. Bidder should install concealed Power Points.	Please clarify: a. If the concealing of cables for power points can be done using on wall PVC Casing Capping. b. Whether bidder can also provide ceiling mounted screen instead of stand mounting wherever feasible.	Two UPS power point and one I/O Box with LAN connection will be provided by Bank at each location. Providing and maintenance/ replacement of Power cable from UPS points and LAN cable from I/O port to the DSS unit will be responsibility of the vendor. Bidder can also provide ceiling mounted screen instead of stand mounting wherever wall mounting is not feasible.
14	A) Business/Functional Functionalities	Facility to live broadcasts of bank's official contents telecasted from bank's Corporate office on all DSS.	Live broadcasting through which channel? Please specify (Like youtube, Webex). Broadcasting is completely based on the bandwidth available in the branches / offices. Please let us know how much bandwidth is available in the branches.	Bank is using Webex for video conferencing. Integration may be required for broadcasting of Webex meeting.
14	A) Business/Functional Functionalities	Network fine-tuning, patches/IOS /OS/Firmware update, any other up gradations etc. should be done by the bidder.	The network is being provided by the Bank hence network fine-tuning can only be done by the Bank and not the bidder. Please confirm. Does bank have any central OS push mechanisms so we use it to push patch as all machines are on Intranet.	No change. Upgradation will be responsibility of service provider
14	B) Deployment of DSS Units	In case there is any problem with any of the DSS unit report the same to the Bank and take necessary curative action with coordination with the ISP in order to make the DSS live as per the Service Level agreed upon elsewhere in this Agreement.	Since Bank is providing the Intranet network, please confirm what coordination is expected from bidder with ISP since there is no Internet connectivity.	Coordination with ISP is not required
15	3.2 C	System should be capable of live video streaming facility (through Webex using Bank's Intranet) if Bank requires the same.	Integration need to be done with Webex. Please provide the details of Webex	Details will be provided to selected service provider
15	D) Media Player	Preloaded with suitable operating system supported by the proposed Digital Signage Software. OS should be able to handle all types of media and all the functionalities mentioned. The cost for OS license, upgrade, etc. for entire duration of the project has to be included. Windows/ Android/ Linux /SOC(Must be supported by the proposed Digital Signage Software)	Please confirm that bidder is allowed to deploy Android based media players.	Please refer corrigendum
15	D	Media Player - - Loaded with required driver for the proposed Data Card device	Need more clarification on Data Card device. If local bank Intranet is available, then why data card device is required.	Data card for network is not required
15	E) Help/Support Desk Requirements	Deploy at least one trained personnel for 1000 machines each (hereinafter referred to as "Resource Person") on roll of the bidder and to be placed at the Banks office/premises decided by bank for providing Content Management Services, Monitoring the Digital Signage Network, Troubleshooting, Coordinating Defect Rectification, Providing Reports on the performance of the Digital Signage Server and any other relevant tasks that the Bank requests. The timing of the support engineer can be staggered as per the requirement of the Bank.	Please clarify: 1. Will the resources be based out of Bank's premises in Mumbai? 2. Required computers & network connectivity for these resources will be provided by the Bank.	Location will be decided by Bank during the contract period. Bank can provide LAN and Power points.
16	E) Help/Support Desk Requirements	The expected time of response and resolution should be average 60 minutes per call and 4 hours respectively.	Both clauses state different resolution times. Please clarify whether resolution time is 4 hours or within 24 hours as this is directly related to penalty calculation.	No change in clause. Respond means raising the complaint ticket and resolution means resolving the complaint.
16	F) Web portal for Monitoring	The Service Provider shall provide dedicated web based portal to Bank that enable Bank to provide real time monitoring of sites enabling branches/controlling offices to lodge complaints of failure breakdowns etc. and monitor status.	Bank have to provide access to this web server on internet. Please confirm same will be provided by Bank.	Access mechanism will be discussed with selected bidder.
16	F) Web portal for Monitoring	Bidder may also require to integrate with Bank's other vendors.	Integration for what and with whom? Please specify.	Integration with SMS/ Email service provider will be required for auto intimation to stakeholders for monitoring of DSS Units. Any other integration may also be required.

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16	F) Web portal for Monitoring	There should be a provision for sending email and SMS containing fault information to respective custodian of digital signage units, in case it's not working.	Since the Email and SMS will have to be triggered from Bank's end; please confirm that Bank will provide necessary integration interfaces with Bank's Email and SMS gateways.	Bank will provide necessary support, if required.
16	F) Web portal for Monitoring	There should be a provision for sending email and SMS containing fault information to respective custodian of digital signage units, in case it's not working.	Email and SMS API required from bank to integrate.	Bank will provide necessary support, if required.
16	F) Web portal for Monitoring	To provide live view of sites in web portal which change on rotational basis.	Please clarify this point.	Live content being displayed on a DSS unit should be visible from remote/ centralized location.
16	F) Web portal for Monitoring	Bidder to provide a Web portal to Manage signage application wherein one should be able to get real-time, relevant and informative content with digital signage application and be able to monitor the signage network. Field engineers to register screen, monitor health and do basic troubleshooting from their mobile device.	Bank have to provide access to this web server on internet.	Details regarding accessing of web portal will be discussed with selected service provider.
17	G) MIS Report Generation requirement	MIS Report Generation requirement - Site Audit report: Service Provider should provide site audit report having details of all assets deployed by the Bank at site (Monthly/quarterly).	Since commercial factor is involved in physical visit, so please specify whether audit report is required on quarterly or monthly basis.	No change in clause. Generally it will be required on quarterly basis, but Bank may ask monthly also. Physical visit of sites may not be required all time for reporting purpose.
17	H) Performance Requirements	DSS should be always up with high availability during the branch banking hours/timing. The services should not be down for more than 4 (Four) hours and issue should be resolved within 24 hours.		Query not provided
17	I) Relocation of equipment	Relocation of equipment - The Bank intends to re-install DSS at existing locations or that is in close proximity (within 10 KM radius) to the existing locations or any other potential location decided by Bank as per business requirement. In case of shifting/closure of any site, entire expense for shifting/closure related activity will be borne by the bidder.	Kindly define frequency of relocation. If possible please share the tentative no. of shifting of branches which is expected in 5 years.	These type of instances will be less but numbers can not be decided as of now.
18	K) Regulatory requirements/Compliance with Bank's IS Security policy	Physical Security of the facilities.	Please note that since the equipments will be in the Bank's premises, the onus of security should be with the Bank. Bidder can only obtain necessary insurance policy for the equipment as stated in clause M) Insurance on page number 19.	Any update on servers, clients required to be complied with IS Audit observations, guidelines from regulatory authorities and Bank's IS policy will be responsibility of the service provider.
18	K) Regulatory requirements/Compliance with Bank's IS Security policy	Password Policy of the Bank Data Encryption/Protection requirement of the Bank.	Please provide password policy Encryption policy	It will be shared with successful bidder.
18	K) Regulatory requirements/Compliance with Bank's IS Security policy	Solution should comply with bank's IT/IS policy and applicable regulatory/statutory compliances.	Policy document need to be shared by the Bank.	It will be shared with successful bidder.
19	O) API Integration/Advanced Features	Should support various forms of API integration with Banks data sources, automation and business flow.	Please provide the List of API's and purpose.	Details if any will be provided to successful bidder
20	Q) Other Guidelines	Vendor to Provide Details of Data: The Vendor to provide to Bank the details of data (related to Bank and its customers) captured, processed and stored.	Please mention what customer data is Bank expecting the bidder to capture, process and store.	It is a general guideline. May not be applicable in case no customer data is involved in the project.
21	3.3 Eligibility Criteria	5) The bidder should have an experience of at least two (2) years in providing Digital Signage solution with at least 2500 units live.	We provides DSS to various Bank in India since more than five years, there is no such large tender has been Published by any bank in last couple of year so this is very critical to produce the said experiences , recently few bank came up with the DSS RFP and they have asked the value of the projects rather than the numbers , henceforth we would request bank to modify the clause as " the Bidder should have an experience of atleast three (3)in providing digital signage solution (i.e. the completed works up to 31.07.2024 shall only be considered)", as under :- (a) Three works, each costing not less than 250.00 Lacs [or], (b) Two works, each costing not less than 300.00 Lacs [or] , (c) One works costing not less than 500.00 Lacs	Please refer corrigendum

Page no	Clause	RFP Clause	Query/ Request	Bank Response
22	3.3 Eligibility Criteria	13) The bidder should have at least 100 employees in India on their payroll. Self-certification in the offer letter. (Declaration). Proof of compliance and labor license needs to be submitted along with the quotation)	We have more than 100 employees on our payroll in India. However, labor license is not applicable for us and hence we do not have it. We can provide Proof of compliance but not labor license as it is not applicable to us. Request the Bank to amend this clause as follows: Self-certification in the offer letter. (Declaration). Proof of compliance or labor license as may be applicable needs to be submitted along with the quotation)	Please refer corrigendum
37	Technical Proposal Bid Evaluation	Technical Proposal Bid Evaluation 2. a) units handled (greater than or equal to) \geq 10,000 in a year. b) units handled greater than or equal to 5,000 and less than 10,000 in a year. c) units handled greater than or equal to 2,500 and less than 5,000 in a year. d) units handled less than 2,500 in a year.	Request the Bank to amend this clause as follows: Technical Proposal Bid Evaluation a) Projects handled (greater than or equal to) \geq 5 Cr. b) Projects handled greater than or equal to 3 Cr and less than 5 Cr. c) Projects handled greater than or equal to 2.5 Cr and less than 3 Cr. d) Projects handled less than 2.5 Cr.	Please refer corrigendum
42	3.28 Project Timelines	Project Timelines (** Vendor to deploy 500 units per week in the Bank given sites starting from the 6th week of the project and complete installation of 4000 units by 13TH week of the project. Balance order of 650 to be completed by 14th week of the project in the Bank given sites. The DSS deployment at sites should start from 6th week from date of Purchase Order and rollout to be completed by 14th week from date of PO. Sites not covered in given timeline would attract a penalty at the rate of Rs.1000 (Rs. One Thousand only) per week per DSS Unit for delay in deployment as per the above given timelines.)	Please note that installation at sites involves receiving necessary permissions from branches etc for conducting the survey, cabling, installation etc as these may not be permitted during branch working hours. It is possible to deploy maximum 150 to 200 units per week from the time bidder is given the necessary permissions for cabling & installation. Hence request the Bank to amend this clause accordingly. Also the penalty applied is very high. Request the Bank to amend this clause as follows: (** Vendor to deploy 150 units per week in the Bank given sites starting from the 6th week of the project and complete installation of 4000 units by 27TH week of the project. Balance order of 650 to be completed by 32nd week of the project in the Bank given sites. The DSS deployment at sites should start from 6th week from date of Purchase Order and rollout to be completed by 32nd week from date of PO. Sites not covered in given timeline would attract a penalty at the rate of Rs.300 (Rs. Three Hundred only) per week per DSS Unit for delay in deployment as per the above given timelines.) (Only Business Working days will be considered).	Please refer corrigendum
50	Penalty for delay in supply and installation	The project rollout should be completed in all Bank given sites within 14 weeks from date of Purchase Order. However, a weekly monitoring of installation would be done after a lead time of 21 days. Sites not covered in given timeline would attract a penalty at the rate of Rs.1000 (Rs. One Thousand only) per week per DSS Unit (as specified in the project timelines). The maximum penalty would not exceed 50% of the aggregate monthly charges payable to bidder for all sites for a particular month. Beyond this, Bank shall have the option of cancelling the orders and / or invoking Bank Guarantee, with a thirty days' notice, unless delay is due to Bank's dependency or reasons beyond control of both Bidder/Bank.	from 6th week from date of Purchase Order and rollout to be completed by 32nd week from date of PO. Sites not covered in given timeline would attract a penalty at the rate of Rs.300 (Rs. Three Hundred only) per week per DSS Unit for delay in deployment as per the above given timelines.) (Only Business Working days will be considered).	Please refer corrigendum
48	4.6 Performance Bank Guarantee (PBG)	a) The successful bidder should submit a Performance Bank Guarantee acceptable to the bank for 10% of the work order i.e. Total Cost of ownership (TCO) within 21 days from the date of acceptance of the Purchase Order.	PBG of 10% is very high, Request the Bank to reduce the PBG percentage.	No change
49	4.8 Penalty	1. The selected Bidder shall deliver the Equipment within 3 weeks from the date of acceptance of purchase order along with CMT tool at central location and web based complaint lodging solution. The site address will be provided by the Bank.	We request the Bank to permit atleast 6 weeks time to deliver the Equipment from the date of acceptance of purchase order along with CMT tool at central location and web based complaint lodging solution.	No change
50	a) Penalty on Delay in Complaint resolution, shifting, part replacement, uptime guarantee	2. For purpose of calculating penalty, uptime is calculated as under: Uptime (%): The percentage uptime shall be calculated on monthly basis as follows: Availability (in %) = $\frac{[\text{Sum of total operational hours during month} - \text{Sum of downtime hours during month}]}{\text{Sum of total operational hours during the month}} \times 100$	We request the Bank that uptime should be calculated cumulatively across all installations instead of branch wise.	No change. DSS wise penalty will be calculated.
50 - 53	a) Penalty on Delay in Complaint resolution, shifting, part replacement, uptime guarantee	Entire clause	The penalties being levied by the Bank are very high. For example, there may be a delay in updating the content in the branches due to Bank furnished network failure or power outage etc. Request the Bank to please revise the penalties accordingly and to provide the bidder a recourse to prove that downtime was not due to the bidders equipment or software failure.	No change in clause. Matter related to Bank dependency will not be considered for penalty.

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51	3	Between 95.00% to 96.99% - 10% Between 90.00% to 94.99% - 20% Below 90% - 50%	Request the Bank to amend this clause as follows: Between 95.00% to 96.99% - 10% Between 90.00% to 94.99% - 15% Below 90% - 20%	No change in clause
52	a) Penalty on Delay in Complaint resolution, shifting, part replacement, uptime guarantee	8. Bank may permit the downtime during Shifting of supplied hardware items as described below:	It is not possible to dismantle, transport, install and commission a system within the time frame mentioned in the table. For example shifting in metro locations is given a time frame of 1 business day. Both Mumbai and Delhi are metro's. It is not possible to shift the system from Mumbai to Delhi in 1 Business Day. Request Bank to explain this clause in detail with suitable examples so Bidders can understand then quantum of penalty that can be levied locations wise.	No change. It may be decided case to case basis.
52	a) Penalty on Delay in Complaint resolution, shifting, part replacement, uptime guarantee	11. 8 hours of daily working hours from 10:00 AM to 06:00 PM will be taken into consideration for calculation downtime. Bank issues will be exempted for computation of downtime provided proofs are submitted.	How can bidder be expected to provide proof in case of failure of Bank furnished equipment, WAN or LAN network? Please clarify.	No change. Service provider's dashboard should be able to display reason of downtime. Bank dependent issues will not be considered for penalty.
53	4.9 Payment Terms	Payment Terms	Please clarify who will make the payment (Branch, RO, ZO or HO). We would request bank to make the payments from RO.	No change
59	4.19 CONSEQUENCES OF TERMINATION	b. In the event that the termination of the Contract is due to the expiry of the term of the Contract, a decision not to grant any (further) extension by BANK, the Bidder herein shall be obliged to provide all such assistance to the next successor Bidder or any other person as may be required and as BANK may specify including training, where the successor(s) is a representative/personnel of BANK to enable the successor to adequately provide the Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof.	In the event that termination of the Contract is due to the expiry of the term of the Contract and a decision not to grant any (further) extension by BANK, bidder should be allowed to take back all the equipment and softwares provided to the Bank as part of the Contract. Please confirm.	Service provider will be owner of DSS Assets.
74	4.38 Service Provider's obligations	u) The service provider should integrate solution with the core banking solution of the Bank wherever module wise required by the bank without any additional cost.	Please mention what features and functionalities have to be enabled by integrating with the core banking solution.	In case of implementation of queue management functionality, integration with core banking may be required.
74	4.39 Ownership and grant of licenses, Patent Rights / Intellectual Property Rights Patent, Ownership, and grant of licenses	a) The Bidder shall procure and provide a non-exclusive, non-transferable, perpetual and irrevocable (provided that the license shall be revocable only in the event of established and proven infringement of the intellectual property rights of the Software by the bank) license to the BANK for all the Software/Solution to be provided as a part of the Project.	Please note that the RFP clearly states that the contract is on OPEX/ Rental basis for the defined period of 5 years expandable on certain conditions. As such at the end of the contract period, Bidder will be required to take back all the equipment and softwares provided to the Bank as part of this contract. Therefore the highlighted portion of this clause is not applicable as license will be revoked once contract ends. Request Bank to amend this clause accordingly.	No change. All mentioned clauses are applicable for contract period.
74	4.39 Ownership and grant of licenses, Patent Rights / Intellectual Property Rights Patent, Ownership, and grant of licenses	II. such licenses shall be expandable to all the (current and future) Branches of the Bank at no additional cost to the Bank.	This RFP is specifically for Digital Signage Solutions (DSS) & Services for 4650 branches (Further, in the case of additional requirements desired by the Bank during the contract period, over and above the quantity mentioned, the maximum order which the Bank can place would be an addition of 5% of the quantity for which contract is placed. This clause implies that Bank is granted the Rights to expand the licenses beyond the stipulated branches as per the contract without any cost to Bank. This is not possible as Bidders are only quoting as per the requirements clearly stated in the RFP document. Request Bank to delete this clause.	No change in clause. This clause stands for DSS units should be provided to Branches as per requirement of Bank. Bank will pay rental charges as per terms & conditions.
74	4.39 Ownership and grant of licenses, Patent Rights / Intellectual Property Rights Patent, Ownership, and grant of licenses	d) The license granted in terms of above mentioned shall specifically include right: (A) To Use: a. to use the executable code version of the Software and all Enhancements, Updates and new versions made available from time to time to bank without any additional cost.	Is the Bank expecting the Bidder to provide the source code of the product for which IP belongs to the Bidder ?	Source code is not required.

Page no	Clause	RFP Clause	Query/ Request	Bank Response
75	4.39 Ownership and grant of licenses, Patent Rights / Intellectual Property Rights Patent, Ownership, and grant of licenses	B) To Copy: a. to copy the Software that operates on server systems to support the users of the Bank to make additional copies of the Program Material for archival, emergency back-up, testing, or disaster recovery purposes;	How will the Bank ensure that the copied software is not misused or copied by others apart from the events mentioned in this clause?	It will be service provider's responsibility to provide uninterrupted support to Bank. Management of s/w will be responsibility of bidder.
75	4.39 Ownership and grant of licenses, Patent Rights / Intellectual Property Rights Patent, Ownership, and grant of licenses	(C) To work as interface: a) to work with other application software packages at the Bank as interface; b) to allow other application software packages at the Bank to work as interfaces to the Software. If such interfacing requires any modification or change to the Software, such modification or change has to be carried out by the service provider free of any additional license charge or fees or expenses.	Request Bank to clarify: a. What application software packages does the DSS solution have to interface with or DSS solution has to allow other application software packages to interface with the software? B. Who will provide the integration interfaces - Bank or Bidder?	If Bank decides in future to display information from some other source in that case DSS should support interfacing.
77	4.42 Information Ownership	c) Types of sensitive information that will be found on Bank systems which the Bidder plans to support or have access to include, but are not limited to Information subject to special statutory protection, legal actions, disciplinary actions, complaints, IT security, pending cases, civil and criminal investigations, etc.	Request Bank to clarify this clause as it is not clear what is expected from Bidder.	It is a general guideline. May not be applicable in case no customer data is involved in the project.
79	4.48 Execution of Service Level Agreement (SLA)	The effective date of Agreement would be the date from which the services of the selected bidder will be operationalized.	Please clarify if this clause implies that effective date will be from operationalization of all 4650 branches of from the date the first branch is made live on pro rata basis.	Effective date of contract will be the date of operationalization of first unit in production
79	4.48 Execution of Service Level Agreement (SLA)	First monthly Payment as per payment terms given above will be released only after signing of SLA & submission of Performance Bank Guarantee.	Please confirm that first month payment will be for all branches installed and commissioned in that particular month on pro rata basis and not when all 4650 branches are installed and commissioned.	Billing will be for only working DSS units
13	A) Business/Functional Functionalities	Intranet Connectivity should be secured wired using latest technology of higher standards wherever is applicable.	a. Is the bidder expected to provide the LAN access points or will the Bank provide these. b. Please explain what latest technology of higher standards is the Bank expecting as per this clause.	Two UPS power point and one I/O Box with LAN connection will be provided by Bank at each location. Providing and maintenance/ replacement of Power cable from UPS points and LAN cable from I/O port to the DSS unit will be responsibility of the vendor. Cat 6 LAN cable should be provided for connection between I/O Port and DSS Unit.
80	PART 5: Technical and Functional Requirements for DSS Solution Annexure A: PART A - Functional Specifications: Functional Criteria of Central Server, Application Software and DSS Unit	2. Intranet connectivity should be wired using latest technology or higher wherever is applicable. Ability to function in low intranet bandwidth		
80	PART 5: Technical and Functional Requirements for DSS Solution Annexure A: PART A - Functional Specifications: Functional Criteria of Central Server, Application Software and DSS Unit	4. Manage signage screen network from anywhere within Bank premises without worrying about IT Infrastructure and scalability	Clause not clear, request Bank to provide more clarity on this requirement.	Server should be accessible from remote to manage and to push content on DSS unit or group of DSS units.
80	PART 5: Technical and Functional Requirements for DSS Solution Annexure A: PART A - Functional Specifications: Functional Criteria of Central Server, Application Software and DSS Unit	6. Central Server capacity to handle/manage more than 5000 DSS unit centrally with authorized Software Application. Specification of Central server, Hardware, Software to be provided.	Request Bank to clarify how many DSS units Specification of Central server, Hardware, Software to be provided as more than 5000 DSS is very ambiguous. Please quantify the number so that Bidders can make necessary provisions in both technical and commercial bids.	No change in clause. Servers should be capable to serve at least 5000 DSS units

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82	D.19	Will be able to divide them with the screen as required & populate images, videos, flash, etc. using drag-and-drop facility.	Flash is out dated hence request bank to remove from RFP.	No change
82	E.25	Add gadgets like clock, weather, calendar, etc.	Whether this is part of playlist. Please clarify.	Third part gadgets are not required. Date-Time/ clock can be displayed by taking system date and time.
84	K. Group, role and user management	46. Provision for console admin to create multiple groups, roles and rights with restricted access. Users associated with particular group will be able to manage screens associated with that particular group only.	We request the Bank to consider integrating the solutions with Bank's Active Directory / LDAP for Group, Role and User management. This will ensure that all these are centrally managed through a single system rather than multiple systems which can create issues in case if users / roles are not updated when existing users change, new users are added or Bank personnel are reassigned to other roles. Please consider.	No change in clause. User management need to be done for DSS by service provider.
84	K. Group, role and user management	49. Ability to manage the Digital Signage System for content distribution based on Maker Checker concept. (At server/ content distribution and storage).	Please clarify: a. Who will be the Maker and the Checker for content distribution since RFP states that content distribution has to be done by Bidder's personnel. b. Bank will levy penalties if content distribution is not done in prescribed timelines. In case if the Checker is Bank personnel, how will it be determined whether Checker authorization was done based on timelines required to distribute the content as per prescribed timelines. How and who will monitor the Checker activity?	Bank will decide on Maker/ checker. Timing should be recorded on portal provided by service provider.
84	L. Monitoring and Control Module-	52. Ticketing system to auto-register non-functioning displays and trigger automated diagnostics for malfunction with appropriate escalation capabilities in case of non-resolution.	The Ticketing system will not be in the Bank's CUG. Please explain how the auto-register functionality will work when DSS is in Bank's network and Ticketing system is outside of the Bank's network.	No change. It is bidders responsibility to implement
85	O.79	Antivirus Management on all DSSs and the solution.	Antivirus should be provided by Bank as all system will be in Bank premises.	DSS systems supplied should be compatible with Bank's antivirus solution
85	L. Monitoring and Control Module-	54. Provision to identify Display Unit not getting updates due to power off, network issue etc.	Power off and network issue cannot be segregated as in both cases the Display Unit will show as offline.	In that case liability will be on bidder side unless proved that DSS was down due to Bank dependency.
87	O. Security	79. Antivirus Management on all DSSs and the solution.	Please confirm that Antivirus solution for both Servers and Media Players will be provided by the Bank as applicable based on the Media Player OS i.e. Windows, Android, Linux etc.	DSS systems supplied should be compatible with Bank's antivirus solution
88	U.100	Availability of Queue Management System for branches	We request to bank to remove the clause as this is DSS RFP. QMS different product.	No change- Currently there is no requirement of QMS but DSS should be capable to integrate with QMS. In case of any new hardware requirement, Bank may pay additional charges as per mutual agreement
88	U. Manage signage application	100. Availability of Queue Management System for branches	This RFP is specifically for Digital Signage Solutions (DSS) & Services for 4650 branches. Please clarify what is Bidder expected to provide as per this clause for making available Queue Management System for branches which is not related to DSS.	No change- Currently there is no requirement of QMS but DSS should be capable to integrate with QMS. In case of any new hardware requirement, Bank may pay additional charges as per mutual agreement
89	SCORING CRITERIA FOR FUNCTIONAL SPECIFICATIONS	"A" will carry 5 marks, "C" will carry 3 marks and "N" will carry 0 marks.	Please confirm that scoring will be done based on the changes done by the Bank in the Response to pre bid queries / Corrigendum/s / Addendum/s released by the Bank.	No change. A, C and N will carry marks as mentioned in RFP.
92	34	Annexure A: PART- B Technical Specifications: Minimum Requirements 34. Media Player - Internal Storage: 250GB local storage or above.	Please clarify if media player is SOC or external required? If SOC, 250 GB storage is not available in standard product.	Please refer corrigendum
92	Annexure A: PART- B Technical Specifications: Minimum Requirements HARDWARE/TECHNICAL SPECIFICATION: Minimum Requirement	34. Media Player (SOC) Media Player Option Type:- Display solution with Media Player. It should support HDMI video with low power consumption (less than 10W).	Request the Bank to clarify whether Bidder can provide separate screen and separate media player.	It's up to service provider but it should comply with all other applicable requirements of the RFP
100	Format 6.3 BOM Bill of Material (BOM) –Price Breakup Schedule	1. Monthly Subscription Charges for Supply & Installation, Maintenance and Removal of 4650 Screens (at the end of contract period of 5 years), Server Based Digital Signage Solution including Server & Client Software, Content Management Service, and Connectivity Charges per screen between Server and Screen.	Please clarify whether Bank will provide the server hardware (physical servers or VM) for each environment i.e. UAT, DC & DR along with Server OS's and SQL databases as Server Based Digital Signage Solution stated throughout the RFP can also imply the DSS Central Server Software Solution and not the server hardware.	This is an OPEX model project, all responsibilities, including servers, software, etc. will be responsibility of service provider.

Page no	Clause	RFP Clause	Query/ Request	Bank Response
100	Format 6.3 BOM Bill of Material (BOM) -Price Breakup Schedule	1. Monthly Subscription Charges for Supply & Installation, Maintenance and Removal of 4650 Screens (at the end of contract period of 5 years), Server Based Digital Signage Solution including Server & Client Software, Content Management Service, and Connectivity Charges per screen between Server and Screen.	It is clearly stated in RFP that Bank will be providing the Intranet and hence all connectivity between screen and server will be provided by the Bank. Please clarify what connectivity charges are being referred to in this clause as it is not clear.	Bank will provide network connectivity till I/O port near to DSS client.
110	Format 6.8- Undertaking for Support Services	We undertake that during support Period we will maintain minimum Uptime of 99.50% on monthly basis for the entire solution proposed.	Format 6.8- Undertaking for Support Services states Uptime of 99.50% on monthly basis for the entire solution proposed whereas all other clauses related to Uptime mention 97%.	99.50% uptime is for servers and 97% uptime is mentioned for clients
50	a) Penalty on Delay in Complaint resolution, shifting, part replacement, uptime guarantee	The Supplier will accomplish preventive and breakdown maintenance activities to ensure that the hardware equipment's execute without defect or interruption of operation and give at least 97.00% uptime on monthly basis.	Request the Bank to clarify whether Uptime required is 99.50% or 97%.	
51	a) Penalty on Delay in Complaint resolution, shifting, part replacement, uptime guarantee	1. The Bank would expect the bidder to commit to the service level assurances. The Bidder shall commit to maintain uptime of 97.00 and above per month. The SLA will be reviewed on a quarterly basis.		
51	a) Penalty on Delay in Complaint resolution, shifting, part replacement, uptime guarantee	4. The bidder shall guarantee 97.00 percentage of uptime. The Bidder shall be liable for penalty for uptime maintained below 97.00% in a month.		
112	6.1	Format 6.10- Eligibility Criteria 6 - Bidders should be capable of processing at least 5,000 DSS units per day.	Need more clarity on this requirement.	No change in clause. Solution provided to Bank should be capable of supporting at least 5000 DSS units simultaneously.
		DC & DR	Please share DC & DR Server location.	DC in Belapur, Navi Mumbai and DR is in Hyderabad
		CMMI Level 5	Considering the sensitivity of the project, we suggest to bank that bidders should be CMMI level 3 or above certified.	No change
37	Technical Proposal Bid Evaluation	Technical Proposal Bid Evaluation	Technical Proposal Bid Evaluation	No change in this clause
		Bidders experience in implementing DSS solution and live in last 3 years (2020-21,2021-22,2022-23) in large organizations	Bidders experience in implementing DSS solution and live in last 3 years (2020-21,2021-22,2022-23, 2023-24) in large organizations	No change in this clause
		a) in Public sector Banks (10 Marks for each)	a) in Public sector Banks (10 Marks for each)	Please refer corrigendum
		b) in private Banks/foreign banks (5 Mark for each)	b) in private Banks / Financial Institution /foreign banks (5 Mark for each)	Please refer corrigendum
		Bidder Company's capability/strength and Ability & experience of the proposed Engagement Team handling DSS project – in any one FY (2020-21,2021-22,2022-23)	Bidder Company's capability/strength and Ability & experience of the proposed Engagement Team handling DSS project – in any one FY (2020-21,2021-22,2022-23, 2023-24)	Please refer corrigendum
		a) units handled (greater than or equal to) \geq 10,000 in a year	a) Projects handled (greater than or equal to) \geq 5 Cr.	Please refer corrigendum
		b) units handled greater than or equal to 5,000 and less than 10,000 in a year	b) Projects handled greater than or equal to 3 Cr and less than 5 Cr.	Please refer corrigendum
		c) units handled greater than or equal to 2,500 and less than 5,000 in a year	c) Projects handled greater than or equal to 2.5 Cr and less than 3 Cr.	Please refer corrigendum
		d) units handled less than 2,500 in a year	d) Projects handled less than 2.5 Cr.	Please refer corrigendum
		DSS product technical strength and functional capabilities (see PART 5 - Technical and Functional Requirements for DSS Solution) (Minimum marks required is 12)	DSS product technical strength and functional capabilities (see PART 5 - Technical and Functional Requirements for DSS Solution) (Minimum marks required is 12)	No change in this clause
		Customer References and feedback	Customer References and feedback	No change in this clause
		a) in Public sector Banks (5 Marks for each)	a) in Public sector Banks (5 Marks for each)	Please refer corrigendum
		b) in private Banks/foreign Banks (3 Mark for each)	b) in private Banks/ Financial Institution / foreign Banks (3 Mark for each)	Please refer corrigendum
90,91	Annexure A: PART- B Technical Specifications: Minimum Requirements			No change
	7. Display Technology	LED	Requesting bank to change this clause as backlight LED /LCD	No change
	11. Brightness (Nits)	450 Nits or higher	Please change this as 300 Nits or higher, Since this is required for indoor application minimum 300 nits is more than enough. This will help to get competitive price	Corrigendum
	25. Dust proof IP Rating	IP5x or higher	Since this displays are required for indoor application IP 5x is not required. Requesting bank to remove this point.	No change
	28. Energy star rating	Energy star 5.0 or above	Energy star rating comes in consumer TV not in commercial TV. Already required certification is asked in tender.Hence please remove this clause	Please refer corrigendum

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	33. Connectivity (Input/Output/External Control) (The ports should not be accessible to the public, it should only be accessible through an admin module requiring either a password or mapping of a utility.)	Number of HDMI Ports : Minimum 2 Number of USB Ports: Min 2(to connect hard drives and other USB devices) USB,HDMI,VGA,DVI-D,DP,AUDIO, Ethernet, VGA, Wi-Fi RJ 45:1,RS232,IR In	Please Remove VGA, as VGA is an obsolete technology now.	Media player (if external) should be compatible to be connected with the supplied screen. DSS unit should work as per the RFP. Ports mentioned are not required for any other purpose.
14	A) Business/Functional Functionalities	Facility to live broadcasts of bank's official contents telecasted from bank's Corporate office on all DSS.	Live broadcasting through which channel ? Please specify	Bank is using Webex for video conferencing. Integration may be required for broadcasting of Webex meeting.
15	3.2 C	System should be capable of live video streaming facility (through Webex using Bank's Intranet) if Bank requires the same.	Integration need to be done with Webex. Please provide the details of Webex	Bank is using Webex for video conferencing. Integration may be required for broadcasting of Webex meeting.
15	D) Media Player	Preloaded with suitable operating system supported by the proposed Digital Signage Software. OS should be able to handle all types of media and all the functionalities mentioned. The cost for OS license, upgrade, etc. for entire duration of the project has to be included. Windows/ Android/ Linux /SOC(Must be supported by the proposed Digital Signage Software)	Please confirm that bidder is allowed to deploy Android based media players.	Please refer corrigendum
15	D	Media Player - - Loaded with required driver for the proposed Data Card device	Need more clarification on Data Card device. If local bank Intranet is available, then why data card device is required.	Data card for network connectivity is not required
15	E) Help/Support Desk Requirements	Deploy at least one trained personnel for 1000 machines each (hereinafter referred to as "Resource Person ") on roll of the bidder and to be placed at the Banks office/premises decided by bank for providing Content Management Services, Monitoring the Digital Signage Network, Troubleshooting, Coordinating Defect Rectification, Providing Reports on the performance of the Digital Signage Server and any other relevant tasks that the Bank requests. The timing of the support engineer can be staggered as per the requirement of the Bank.	Please clarify: 1. Required computers & network connectivity for these resources will be provided by the Bank.	Bank can provide LAN and Power points.
16	F) Web portal for Monitoring	The Service Provider shall provide dedicated web based portal to Bank that enable Bank to provide real time monitoring of sites enabling branches/controlling offices to lodge complaints of failure breakdowns etc. and monitor status.	Bank have to provide access to this web server on internet. Please confirm same will be provided by Bank.	Portal can be hosted on DSS server itself. Detail discussion will be done with selected service provider.
16	F) Web portal for Monitoring	Bidder may also require to integrate with Bank's other vendors.	Integration for what and with whom? Please specify.	For sending intimation regarding downage of DSS, integration with SMS and Email gateway may be required.
16	F) Web portal for Monitoring	There should be a provision for sending email and SMS containing fault information to respective custodian of digital signage units, in case it's not working.	Since the Email and SMS will have to be triggered from Bank's end; please confirm that Bank will provide necessary integration interfaces with Bank's Email and SMS gateways.	Bank will provide necessary detail but service provider should be able to integrate.
16	F) Web portal for Monitoring	There should be a provision for sending email and SMS containing fault information to respective custodian of digital signage units, in case it's not working.	Email and SMS API required from bank to integrate.	Bank will provide detail to selected service provider.
16	F) Web portal for Monitoring	To provide live view of sites in web portal which change on rotational basis.	Please clarify this point.	Live content being displayed on a DSS unit should be visible from remote.
16	F) Web portal for Monitoring	Bidder to provide a Web portal to Manage signage application wherein one should be able to get real-time, relevant and informative content with digital signage application and be able to monitor the signage network. Field engineers to register screen, monitor health and do basic troubleshooting from their mobile device.	Bank have to provide access to this web server on internet.	Details regarding accessing of web portal will be discussed with selected service provider.
17	G) MIS Report Generation requirement	MIS Report Generation requirement - Site Audit report: Service Provider should provide site audit report having details of all assets deployed by the Bank at site (Monthly/quarterly).	Since commercial factor is involved in physical visit, so please specify whether audit report is required on quarterly or monthly basis.	No change in clause. Generally it will be required on quarterly basis, but Bank may ask monthly also. Physical visit of sites may not be required all time for reporting purpose.
17	I) Relocation of equipment	Relocation of equipment - The Bank intends to re-install DSS at existing locations or that is in close proximity (within 10 KM radius) to the existing locations or any other potential location decided by Bank as per business requirement. In case of shifting/closure of any site, entire expense for shifting/closure related activity will be borne by the bidder.	Kindly define frequency of relocation. If possible please share the tentative no. of shifting of branches which is expected in 5 years.	These type of instances will be less but numbers can not be decided as of now.
18	K) Regulatory requirements/Compliance with Bank's IS Security policy	Physical Security of the facilities.	Please note that since the equipments will be in the Bank's premises, the onus of security should be with the Bank. Bidder can only obtain necessary insurance policy for the equipment as stated in clause M) Insurance on page number 19.	DSS units should be properly fixed so that it should not get damaged due to improper fitting.

Page no	Clause	RFP Clause	Query/ Request	Bank Response
21	3.3 Eligibility Criteria	5) The bidder should have an experience of at least two (2) years in providing Digital Signage solution with at least 2500 units live.	We provides DSS to various Bank in India since more than five years, there is no such large tender has been Published by any bank in last couple of year so this is very critical to produce the said experiences , recently few bank came up with the DSS RFP and they have asked the value of the projects rather than the numbers , henceforth we would request bank to modify the clause as " the Bidder should have an experience of atleast three (3)in providing digital signage solution (i.e. the completed works up to 31.07.2024 shall only be considered)", as under :- (a) Three works, each costing not less than 250.00 Lacs [or], (b) Two works, each costing not less than 300.00 Lacs [or] , (c) One works costing not less than 500.00 Lacs	Please refer corrigendum
22	3.3 Eligibility Criteria	13) The bidder should have at least 100 employees in India on their payroll. Self-certification in the offer letter. (Declaration). Proof of compliance and labor license needs to be submitted along with the quotation)	We have more than 100 employees in Pan India but they are outsourced basis . SO request to bank to allow us to submit the Undertaking only , or remove this clause which will allow us to bid in this RFP and it will ensure good number of participants into the RFP .	Please refer corrigendum
75	4.39 Ownership and grant of licenses, Patent Rights / Intellectual Property Rights Patent, Ownership, and grant of licenses	B) To Copy: a. to copy the Software that operates on server systems to support the users of the Bank to make additional copies of the Program Material for archival, emergency back-up, testing, or disaster recovery purposes;	How will the Bank ensure that the copied software is not misused or copied by others apart from the events mentioned in this clause?	It will be service provider's responsibility to provide uninterrupted support to Bank. Management of s/w will be responsibility of bidder.
12	SCREEN AND SOLUTION ON OPEX	9. Buyback of old DSS already installed, as per the terms & conditions mentioned in this RFP. Bidder requires to buyback old DSS as part of replacement by new DSS. Bidder should mention the buyback price in the commercial proposal. The buyback value given by bidders would be considered for determining the TCO of the tender.	a) Are the sets in working conditions ? Kindly specify the Brand , screen size etc.	Brand- Philips/ LG Size- 42" / 43"
12	SCREEN AND SOLUTION ON OPEX	12. Bank at its discretion may re-allocate, interchange or withdraw the scope of work defined in the RFP from assigned Zones or geography to the successful bidders during the currency of the contract, in view of the business requirements or if the performance of the bidder is not as per SLAs defined or the concerned bidder's infrastructure is not supportive in any particular geography. Bank shall not pay any amount for takeover / migration of the sites or any resultant expenses. All costs related to such takeover / migration shall be borne by the outgoing bidder in such eventualities.	a) If reallocation exceeds 10 times then SI Should be reimbursed. b) How many such changes could be expected during the contract period ?	a) It's on OPEX model. As service provider will be owner of product, complete responsibility of shifting, re-installation etc will be on service provider. B) These type of instances will be less but numbers can not be decided as of now.
15	E) Help/Support Desk Requirements	o 12 * 7* 365 days per year except national holidays, online support facility (09 AM to 06 PM) including auto call logging mechanism.	a) How many branches would work on weekends especially 2nd, 4th, 5th Saturdays and Sundays.	Currently all 2nd, 4th Saturdays, Sunday are holiday in Bank but Bank may change it during contract period.
16	F) Web portal for Monitoring	o Bidder may also require to integrate with Bank's other vendors.	a) Kindly elaborate this clause. What are to be integrated from other vendors and the details of the same	For sending intimation regarding downage of DSS, integration with SMS and Email gateway may be required.
81	Cross-Platform Solution	10 Module at the central location shall have intelligence to check the network usage and then accordingly transmit content i.e. store and forward. The player should have local storage minimum 250 GB to store the content and display the same without utilizing network all the time. It should sync with server at periodic interval to refresh the list of content added/updated/deleted.	a) Max of 8GB is sufficient for any display 250 GB is more than require this will unnecessarily increase cost.	Please refer corrigendum
83	G. Supported Media Format	32 Display authorized graphical/audio contents at various branches. All types of commonly used media files to be supported for playing. Ability to display/playback all media formats like but not limited to mp4, Flash movies, mpeg4. 4k content, mkv, ppt, doc, docx, pdf etc. with all major codecs supported.	a) Suggest to convert to supportable file formats while uploading media library ?	No change. It is service provider's responsibility to display content provided by Bank.
83		33 Video Formats:		
83		PowerPoint Files : .ppt, .pps, .pptx, .ppt		
83		Flash Format: .swf, .flv		
87	MIS Billing Reports	Quarterly bills should be generated branch/ location wise wherever services have been rendered. The necessary logs/audit trails should be available for verification of the bills.	Can billing be done as a group (State wise/District wise/circle etc)	For GST purpose, statewide invoices are to be generated.
100	Format 6.3 BOM Bill of Material (BOM) –Price Breakup Schedule	Less : Buyback of 1000 DSS , installed by previous vendor (₹ 3000/ or higher)*	1. Kindly provide the model details of the buyback screens like model, brand, spec etc. 2. From where these 3000 screens to be taken is it from one location or collection/removal from location	Brand- Philips/ LG Size- 42" / 43" Detail of location will be provided to successful bidder.

Page no	Clause	RFP Clause	Query/ Request	Bank Response
13	A) Business/Functional Functionalities -	Bidder should install concealed Power Points.	Each bank has its own interior and concealed means wall or floor or ceiling has to be removed to put the wires etc. It would be better to use existing sockets or banks to do this.	Two UPS power point and one I/O Box with LAN connection will be provided by Bank at each location. Providing and maintenance/ replacement of Power cable from UPS points and LAN cable from I/O port to the DSS unit will be responsibility of the vendor.
42	3.28 Project Timelines	(** Vendor to deploy 500 units per week in the Bank given sites starting from the 6th week of the project and complete installation of 4000 units by 13TH week of the project. Balance order of 650 to be completed by 14th week of the project in the Bank given sites. The DSS deployment at sites should start from 6th week from date of Purchase Order and rollout to be completed by 14th week from date of PO. Sites not covered in given timeline would attract a penalty at the rate of Rs.1000 (Rs. One Thousand only) per week per DSS Unit for delay in deployment as per the above given timelines.)	The timeline for delivery and installation normally requires 6-8 months here the timeline given is very less. Also many factors are involved as Bank business hours, approval, location, civil works etc.	Please refer corrigendum
21	Eligibility Criteria	The bidder should have an experience of at least two (2) years in providing Digital Signage solution with at least 2500 units live.	We are providing the DSS Soution to various bank in india since last five years , there is no such big tender has been published by any any bank in last 2 years so this is very cirital to have the said experience , We would request to bank to cahnge the clause as " The Bidder Should have an experience of at least two (2) years in providing Digital Signage solution (i.e. the completed works up to 31.07.2024 shall only be considered)", as under:- (a)Three works, each costing not less than 200.00 lacs [or] (b)Two works, each costing not less than 300.00 lacs [or] (c)One work costing not less than 500.00 lacs.	Please refer corrigendum
22	Eligibility Criteria	The bidder should have at least 100 employees in India on their payroll.	We have our Presence in PAN Indian and providing our services to top leading PSUs / PSBs of the country even in toughest location likewise North East , Jammu Kashmir etc . Since we hire the Manpower on Project basis as a when required, so request to the bank to remove this clause , it will support us for bidding in this tender .	Please refer corrigendum
50	Penalty for delay in supply and installation	The project rollout should be completed in all Bank given sites within 14 weeks from date of Purchase Order. However, a weekly monitoring of installation would be done after a lead time of 21 days. Sites not covered in given timeline would attract a penalty at the rate of Rs.1000 (Rs. One Thousand only) per week per DSS Unit (as specified in the project timelines). The maximum penalty would not exceed 50% of the aggregate monthly charges payable to bidder for all sites for a particular month. Beyond this, Bank shall have the option of cancelling the orders and / or invoking Bank Guarantee, with a thirty days' notice, unless delay is due to Bank's dependency or reasons beyond control of both Bidder/Bank.	Please note that the installation at the sites requires obtaining necessary permissions from the branches for conducting surveys, cabling, and installation, as these activities may not be allowed during branch working hours. The bidder can deploy a maximum of 150 to 200 units per week once the necessary permissions for cabling and installation are granted. Therefore, we request the bank to amend this clause accordingly. We propose the following amendment: The vendor shall deploy 150 units per week at the designated bank sites, starting from the 6th week of the project, and complete the installation of 4,000 units by the 27th week. The remaining 650 units shall be completed by the 32nd week. The deployment of the Digital Signage Solution (DSS) at the sites should begin in the 6th week from the date of the Purchase Order (PO) and be completed by the 32nd week. Sites not covered within the specified timeline will incur a penalty of Rs. 300 (Three Hundred Rupees only) per week per DSS unit for delays in deployment according to the outlined schedule. Only business working days will be considered for this penalty.	Please refer corrigendum
48	4.6 Performance Bank Guarantee (PBG)	a) The successful bidder should submit a Performance Bank Guarantee acceptable to the bank for 10% of the work order i.e. Total Cost of ownership (TCO) within 21 days from the date of acceptance of the Purchase Order.	Performance Bank Guarantee (PBG) requirement of 10% is quite high. We kindly request the bank to consider reducing the PBG percentage.	No change
50-53	a) Penalty on Delay in Complaint resolution, shifting, part replacement, uptime guarantee	Entire clause	The penalties imposed by the bank are quite high. For instance, delays in updating content at branches may occur due to network failures or power outages provided by the bank. We kindly request the bank to revise the penalties and allow the bidder the opportunity to demonstrate that any downtime was not caused by the bidder's equipment or software failures.	No change in clause
49	4.8 Penalty	1. The selected Bidder shall deliver the Equipment within 3 weeks from the date of acceptance of purchase order along with CMT tool at central location and web based complaint lodging solution. The site address will be provided by the Bank.	We kindly request the bank to allow at least 6 weeks from the date of acceptance of the purchase order for the delivery of equipment, including the CMT tool at the central location and the web-based complaint lodging solution.	Please refer corrigendum