

Supply, Installation and Maintenance of Necessary Hardware, Software & Support Services for Implementing Digital Signage Solution
(Ref: CO/ITD/1206/R1/2020-21 Date: 28/10/2020)

Amendments

S No.	Page#/ Clause No.	Section/ Point	Details Provided in RFP	Response to Query / Remarks from Bank
1.	Page No. 15/ Point 2.	Delivery Schedule and Deliverables from the Bidders	Delivery should be completed within 6 weeks from the date of purchase order and installation should be completed within 2 weeks from the date of delivery.	The revised clause is as follows: Delivery should be completed within 8 weeks from the date of purchase order and installation should be completed within 4 weeks from the date of delivery.
2.	Page No. 16/ Clause No. 4	Eligibility Criteria	Bidder should have experience of minimum 3 years in providing the similar kind of digital signage solution and services. Bidder should have experience in handling, installations, maintenance and services support of Digital Signage Solution using their own content management software with any Government, private or public organizations in India during last 3 years (31.03.2020).	The revised clause is as follows: Bidder should have experience of minimum 3 years in providing the similar kind of digital signage solution and services. Bidder should have experience in handling, installations, maintenance and services support of Digital Signage Solution using content management software with any Government, private or public organizations in India during last 3 years (31.03.2020).

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3.	Page No. 16/ Clause No. 4	Eligibility Criteria	Bidder/OEM must have a minimum installation of 4000 digital signage (with media players) in a single order with multiple locations in India with respect to the Same OEM (all hardware and software) in any one of the last 3 years (31.03.2020).	The revised clause is as follows: Bidder/OEM must have a minimum installation of 2000 digital signage (with media players) in a single client with multiple locations in India with respect to the OEM of hardware and software during last 3 years (31.03.2020).
4.	Page No. 16/ Clause No. 4	Eligibility Criteria	The yearly turnover of the bidder should be more than Rs. 45.00 crores during each of last three financial years. (2017-18, 2018-19,2019-20)	The revised clause is as follows: The yearly turnover of the bidder should be more than Rs. 20.00 crores during each of last three financial years. (2017-18, 2018-19,2019-20)
5.	Page No. 16/ Clause No. 4	Eligibility Criteria	The Bidder should be Public/Private Limited Company and should be in existence in India as a Registered Firm for the last 3 years (as on 31.03.2020).	The revised clause is as follows: The Bidder should be Public/Private Limited Company and should be having existence in India for the last 3 years (as on 31.03.2020).
6.	Page No. 16/ Clause No. 2	Eligibility Criteria	The Bidder should be a highest level partner of the OEM for supply and support of the equipment in India (Document proof has to be submitted).	The Bidder should be the Authorised partner of the OEM for Supply and Support of the equipment in India (MAF has to be submitted)

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7.	Page No. 16/ Clause No. 4	Eligibility Criteria	OEM must have Online portal and email facilities for lodging & tracking of complaints.	<p>The revised clause is as follows:</p> <p>Bidder & OEM must have Online portal and email facilities for lodging & tracking of complaints.</p>
8.	Page No. 20/ Clause No. 7	SLA	<ul style="list-style-type: none"> Any issue arising in Digital Signage solution (including Media Player and End devices) has to be resolved by the bidder within 36 hours from the time the call has been logged with bidder. The penalty applicable for every 1 hour drop in uptime of Digital Signage is 1% of the cost of a Digital Signage deployed at the location. If the issue with Digital Signage solution (including Media Player and End devices) is not resolved within 48 hrs, then the same has to be replaced by the bidder at no additional cost. 	<p>The revised clause is as follows:</p> <p>Any issue arising in Digital Signage solution (including Media Player and End devices) has to be resolved by the bidder within 48 hours or 2 working days from the time the call has been logged with bidder. The penalty applicable for every 1 hour drop in uptime of Digital Signage is 1% of the cost of a Digital Signage deployed at the location capped upto a maximum penalty of 10% of the entire cost of the project.</p> <ul style="list-style-type: none"> If the issue with Digital Signage solution (including Media Player and End devices) is not resolved within 60 hrs., then the same has to be replaced by the bidder at no additional cost.
9.	Page No. 21/ Clause No. 8	Warranty/AMC	New Clause addition	All the software supplied must be maintained under back to back support from the respective OEMs and the versions installed must not be End of life / support. All software installed must be maintained with latest patches and fixes free from any known bugs, vulnerabilities, etc. Certificate from the OEM should be submitted by the successful bidder.

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10.	Page No. 36/ Clause No. 1	Specification for TV / Display (Internal mounting)	Panel Technology should be Vertical Alignment	The revised clause is as follows: Panel Technology should be Vertical Alignment (VA) or In-Plane-Switching (IPS)
11.	Page No. 36/ Clause No. 1	Specification for TV / Display (Internal mounting)	INPUT Type should supports minimum DVI-D,HDMI 2.0 X 2, HDCP 2.2 X1,USB 2.0 x 2 , Audio Input X 1, 10/100/1000 BaseT Ethernet RJ45	The revised clause is as follows: INPUT Type should support minimum HDMI 2.0 X 2, USB 2.0 x 2 , Audio Input X 1, 10/100 BaseT Ethernet RJ45
12.	Page No. 36/ Clause No. 1	Specification for TV / Display (Internal mounting)	Native Contrast Ratio should be 4000:1	The revised clause is as follows: Native Contrast Ratio should be IPS Panel: 1100:1 VA Panel : 4000:1
13.	Page No. 36/ Clause No. 1	Specification for TV / Display (Internal mounting)	Power Consumption (Typical) should be 67 watt/hr or lesser	The revised clause is as follows: Power consumption (Typical) should be 70Watt/Hr or less for 43inch Display 108Watt/Hr or less for 55inch Display

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14.	Page No. 36/ Clause No. 1	Specification for TV / Display (Internal mounting)	Dynamic C/R should be 3000000:1	The Clause stands removed
15.	Page No. 36/ Clause No. 1	Specification for TV / Display (Internal mounting)	Certifications for a. safety b. Radiations regulation c. Energy Star Certified.	The revised clause is as follows: Certifications for a. UL for safety b. BIS, FCC, CE for Radiations regulation c. Energy Star Certified.
16.	Page No. 36/ Clause No. 1	Specification for TV / Display (Internal mounting)	Haze % should be 2% or higher	The revised clause is as follows: Haze % should be 1% or higher for 43 inch Haze % should be 2% or higher for 55 inch
17.	Page No.38/ Clause No. 2	Specification for Media Player Box	Should have Clock battery of 150 hours	The revised clause is as follows: Should have Clock battery of 150 hours and media player should be able to sync to DSS server clock. All the necessary licenses for server components needs to be provided by successful Bidder.

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18.	Page No.37/ Clause No. 2	Specification for Media Player Box	Should have Quad core 1.7 Ghz processor or higher	The revised clause is as follows: (Should have Quad core 1.7 Ghz processor or higher) Otherwise (1.1Ghz quad core CPU with additional 650Mhz dual core GPU for graphic processing)
19.	Page No.37/ Clause No. 2	Specification for Media Player Box	Wi-Fi capable;	The revised clause is as follows: RJ45 10/100 Ethernet
20.	Page No.37/ Clause No. 2	Specification for Media Player Box	New Addition	Media Player can be in-built or external.
21.	Page No.37/ Clause No. 2	Specification for Media Player Box	New Addition	Digital signage player should be capable of displaying dynamic data like QMS (queue management system) data along with signage content in part of the screen. Data should be fetched from database or from the Player input source.

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22.	Page No.40/ Clause No. 4	Digital Signage Solution Administration Software/CMS	Module at the central location have intelligence to check the network usage and then accordingly transmit content i.e store and forward. Schedule/content download can be initiated during off-peak hours.	The revised clause is as follows: Schedule/content download can be initiated during off-peak hours.
23.	Page No.40/ Clause No. 4	Digital Signage Solution Administration Software/CMS	Drag & Drop Interface Support full content and layer transparency	The Clause stands removed
24.	Page No.75/ Annexure-IX	NON DISCLOSURE AGREEMENT		Updated Non-Disclosure Agreement
25.	Page No.60/ Annexure-VIII	SERVICE LEVEL AGREEMENT		Updated Service Level Agreement