

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)

Clarifications

S.No.	Page. No.	Clause	Description of the Clauses	Query / Changes Requested	Response to Query/Remarks from Bank
1.	5	SECTION – I REQUEST FOR PROPOSAL	The condition of prior turnover and prior experience may be relaxed for Start-ups (as defined by Department of Industrial Policy and Promotion) subject to meeting of quality & technical specifications and making suitable provisions in the bidding document (Rule 173 (i) of GFR 2017).	We request you to consider the clause for MSEs.	It is clarified that Bank may relax condition of prior turnover and prior experience with respect to MSE subject to meeting of quality and technical specifications.
2.	5			Please include MSEs for this clause, as MSEs would need such support in participating in this tender, to offer competitive solutions	
3.	6	MAKE IN INDIA		Make in India clause to be added for panels	It is clarified that make in India policy is applicable for the project as a whole. It is not specific to any component.
4.	7	MAKE IN INDIA Purchase Preference, b.2	If L1 bid is not a 'Class-I local supplier', 50% of the order quantity shall be awarded to L1. Thereafter, the lowest bidder among the 'Class-I local supplier' will be invited to match the L1 price for the remaining 50% quantity subject to the Class-I local supplier's quoted price falling within the margin of purchase preference, and contract for that quantity shall be awarded to such 'Class-I local supplier' subject to matching the L1 price. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price or	In this clause it is mentioned that if L1 is not class - 1 local supplier he will be awarded only 50% and remaining to L1 of Class - 1 Local Supplier which means split under the said condition. In page # 4 it is mentioned as Note: The tender is not splittable. Only one SI will be awarded with contract. Both the points are contradicting each other kindly clarify.	The clauses applicable for tender without splitting it will be applied. Bank will adhere to tender terms & conditions of Make in India clause of Govt. of India

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			accepts less than the offered quantity, the next higher 'Class-I local supplier' within the margin of purchase preference shall be invited to match the L1 price for remaining quantity and so on, and contract shall be awarded accordingly. In case some quantity is still left uncovered on Class-I local suppliers, then such balance quantity may also be ordered on the L1 bidder.		
5.	9 &10		As per Ministry of Finance, Department of Expenditure, Public Procurement Division's office memorandum F.No.6/18/2019-PPD dated 23.07.2020, regarding insertion of Rule 144 (xi) in the General Financial Rules (GFR) 2017, any bidder from a country which shares a land border with India will be eligible to bid either as a single entity or as a member of a JV / Consortium with others, in any procurement whether of goods, services (including consultancy services and non-consultancy services) or works (including turnkey projects) only if the bidder is registered with the Competent Authority. The Competent Authority		
6.	9 &10	RESTRICTION OF BIDDERS FROM COUNTRIES SHARING LAND BORDERS WITH INDIA:		Request for Clarifications:- Hope this clause apply to all items part of Projects which includes Display, Media Player, Software & services	Please adhere to tender terms & conditions of Ministry of Finance

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			for registration will be the Registration Committee constituted by the Department for Promotion of Industry and Internal trade (DPIIT). Political & Security clearance from the Ministries of External and Home Affairs respectively will be mandatory.		
7.	9	BENEFITS TO MICRO AND SMALL ENTERPRISES (MSEs) AS PER THE GUIDELINES OF PUBLIC PROCUREMENT POLICY ISSUED BY GOVERNMENT OF INDIA	The condition of prior turnover and prior experience may be relaxed for Start-ups (as defined by Department of Industrial Policy and Promotion) subject to meeting of quality & technical specifications and making suitable provisions in the bidding document (Rule 173 (i) of GFR 2017).	The Startup Clause is mentioned in the benefits to Micro and Small Enterprises. Please extend this clause to MSEs as we are a Micro and small Enterprise with indigenous solution.	For MSEs the applicable relaxations will be provided.
8.	13	Bid Security (Earnest Money Deposit (EMD) & Cost of Bid Document	The Bidder shall furnish, a bid security in the form of a bank guarantee issued by a scheduled commercial Bank or Foreign Bank located in India other than Indian Bank for a sum of Rs.30,00,000	30 lakhs bank guarantee, does it have to be paid by MSME?	It is clarified that MSE bidders are exempted from paying bid fees and bid security.
9.	14		Cost of Bid Document Rs.5,000/- (Rupees Five Thousand only) along with technical bid to MSE/NSIC registered bidders are	Rs. 5000,. Does it have to be paid by MSME. How do we attend the pre-bid meeting if we are not required to pay this amount	

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			exempted from submitting the bid security.		
10.	15	Section iii - Condition of Contract, Point 2. Delivery Schedule and Deliverables from the Bidders	Media player	1. With the current technology there are various option of professional displays coming with integrated options. 2. Even the cost also may come down if it is kept as Internal/External option. 3. If integrated is included it will reduce additional plug provision, reduce excess wiring etc. also maintenance.	Media play can be in-built or external. However, it is clarified that associated cables and other accessories for successful installation and working of the display units as Digital Signages at the Branches/Offices and Server workstation including the ports at central location is responsibility of the Bidder.
11.	17	Scope of Work	Hardware components including Industrial Standard Display Screen, Media Player Box, associated cables and other accessories for successful installation and working of the display units at the Branches/Offices and Server workstation at central location.	We request the bank to modify to Hardware components including Industrial Standard Display Screen (with or without built-in media player) , Media Player Box (if the display does not have built-in Media Player) , associated cables and other accessories for successful installation and working of the display units as Digital Signages at the Branches/Offices and Server workstation at central location.	

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12.	15	Delivery Schedules & Deliverables from the Bidder	CMS Management Charges for 1 year (onsite engineer *)	Does the bank only need CMS management with onsite engineer for 1 year or does this need to be modified to 5 years since the project is for 5 years? This looks like a typo or oversight.	Current requirement of onsite engineer is for one year only.
13.	16	Eligibility Criteria	The Bidder should have earned Net Profit during last three financial years of the bidder. i.e. 2017-18, 2018-19 and 2019-20	Startups do not show profits in the initial years of operations. Can we have this criteria for MSME and Start-ups relaxed to last year only Kindly confirm if these conditions are relaxed for MSME as per Point 6 in page no. 6 and point 8(last point) on page 9	It is clarified that Bank may relax condition of prior turnover and prior experience with respect to MSE/start-ups subject to meeting of quality and technical specifications.
14.	16			What is the relaxation offered towards MSEs in this case?	
15.	16		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)	45cr turnover is not possible for MSME. Goes against the definition of MSME Kindly confirm if these conditions are relaxed for MSME as per Point 6 in page no. 6 and point 8(last point) on page 9	

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16.	16			Please indicate the relaxation offered towards Micro and small industries ?	
17.	16			4 we don't have more than 45 cr turnover. We have a 1.5cr turnover but we have a big pipeline under process	
18.	16			<p>We request the bank to modify this to The yearly turnover of the bidder should be more than Rs. 25.00 crores during each of last three financial years. (2017-18, 2018-19,2019-20)</p> <p>This will encourage wider participation from vendors while at the same time assuring the bank of adequate financial strength of the vendor. We have successfully executed several projects larger than the Indian Bank's requirement even in Public sector BFSI segment without the need for such high turnover.</p>	

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19.	16			Requesting to allow the turnkey project PO's with Digital Signage solution with either own content management or managed by customer	
20.	16			We Request Bank to consider Bidder/OEM 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)	
21.	16		10. OEM must have ISO Certifications in India	Please allow to submit ISO certification by Bidder/OEM instead of just OEM. For International company who have HQ outside India, ISO certification is a challenge.	Please adhere to tender terms & conditions.
22.			Additional	Please clause need to be add	Bidder/OEM must have experience to managing more

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				than 1500 signage's screen and able to demonstrate/show status as active on Online Platform	
23.	16	Section iii - Condition of Contract, 5. Payment Terms	On Delivery: Eighty (80) % of the price of the appliances delivered at the respective location mentioned in Purchase order and Enterprise Content management and Designer Software will be paid within 15 days of submission of Invoice copy and Proof of delivery duly counter signed by the Bank's Representative, Original/Copy of Transit Insurance Policy and Original of Storage cum erection policy. On Installation: Twenty (20)% of the appliances delivered & installed at the respective location mentioned in Purchase order and Enterprise Content management and Designer Software (alongwith SW AMC for 3 years) delivered & installed will be paid on submission of Installation Certificate duly counter-signed by the Bank's Representative	The last part is not clear " Original/Copy of Transit Insurance Policy and Original of Storage cum erection policy. " Kindly clarify	The documents mentioned in RFP should be submitted for payment.
24.	16			Request to process the payment on lot basis whenever we complete installation in each & every zone	Please adhere to tender terms & conditions.
25.	17			We request the bank to modify as follows: On Delivery: Eighty (80) % of the price of the appliances delivered at the respective location mentioned in Purchase order and Enterprise Content management and Designer Software will be paid within 15 days of submission of Invoice copy and Proof of delivery duly counter signed by the Bank's Representative. The Bidder should either provide Transit insurance with	

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				<p>proof of such insurance or should give an undertaking to the bank to replace / repair at its own cost any units found damaged on opening the packing within 10 days of delivery.</p> <p>The end result the bank wants is that it gets undamaged screen which can be met either through transit insurance or through replacement of screens.</p>	
26.	17			Kindly maintain the same without any corrigendum	
27.	17	Section iii - Condition of Contract, 6. Scope of Work	3. Services including installation, management, support & maintenance, content management & support in content preparation.	Kindly clarify support in content preparation. What kind of support accordingly we need to consider the cost/resource for the same.	
28.	19		14. Bank will provide the content. In case if the Bank appoints outside agencies to prepare the contents on it's behalf, the vendor shall coordinate with such outside agencies, who are approved by the Bank for content preparation.	What is bidder scope, kindly clarify.	Content will be prepared by the Bank. Onsite Engineer has to support the Bank team in terms of solution compatibility and port the content in the displays but not limited to and manage entire CMS.

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29.	17		<p>The procurement of the following components is requisite for successful implementation of the project:</p> <p>1. Hardware components including Industrial Standard Display Screen, Media Player Box, associated cables and other accessories for successful installation and working of the display units at the Branches/Offices and Server workstation at central location.</p> <p>2. Software components including player software, administrative software & Operating System, Server Software. 3. Services including installation, management, support & maintenance, content management & support in content preparation.</p>	<p>Please provide us the details such as No. of branches for 1000 screens. As this will help us understanding No. of LAN switches to be included, Length of Cabling, Manpower costs, logistic over heads to offer a competitive quote</p>	<p>It is clarified that LAN Cabling and Power cabling will be provision by the Bank.</p> <p>Indicative list of Locations based on the zones and the sub-branches around the zones is mentioned below.</p> <p>Indicative list of Locations of the zones is listed below. The branches of the zones are the locations around the zones which needs to be provided with the solution.</p> <p>Bank may, as and when required modify zones/ branches, bring these modified locations into the purview of this RFP as well and ask the Vendor to supply the digital signage solutions.</p> <table><tr><th colspan="2">Zones</th></tr><tr><td>ALLAHABAD</td><td>UDAIPUR</td></tr><tr><td>GORAKHPUR</td><td>AMARAVATHI</td></tr><tr><td>MIRZAPUR</td><td>HYDERABAD</td></tr><tr><td>VARANASI</td><td>KARIMNAGAR</td></tr><tr><td>BANGALORE</td><td>TIRUPATHI</td></tr><tr><td>ERNAKULAM</td><td>VIJAYAWADA</td></tr><tr><td>HUBBALLI</td><td>VISAKHAPATN</td></tr><tr><td>KOZHIKODE</td><td>BARASAT</td></tr><tr><td>THIRUVANANTHAPURAM</td><td>CHINSURAH</td></tr></table>	Zones		ALLAHABAD	UDAIPUR	GORAKHPUR	AMARAVATHI	MIRZAPUR	HYDERABAD	VARANASI	KARIMNAGAR	BANGALORE	TIRUPATHI	ERNAKULAM	VIJAYAWADA	HUBBALLI	VISAKHAPATN	KOZHIKODE	BARASAT	THIRUVANANTHAPURAM	CHINSURAH
Zones																									
ALLAHABAD	UDAIPUR																								
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KOZHIKODE	BARASAT																								
THIRUVANANTHAPURAM	CHINSURAH																								
30.	22		<p>Display screen, Media player box, associated installation cables and equipments are to be delivered to various branches/offices of the Bank.</p> <p>List of Branches will be provided along with Purchase Order.</p>	<p>Please let us know the list of branches covered under this tender at presales stage itself, as it would help us to calculate the transportation cost.</p>																					

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					BERHAMPUR	KOLKATA-1	
					BHOPAL	KOLKATA-2	
					BHUBANESWAR	MIDNAPORE	
					JABALPUR	ASANSOL	
					RAIPUR	DIBRUGARH	
					SAMBALPUR	GUWAHATI	
					SATNA	SILIGURI	
					AMRITSAR	GONDA	
					CHANDIGARH	HAMIRPUR	
					KARNAL	KANPUR	
					LUDHIANA	LAKHIMPUR KHERI	
					CHENNAI(NORTH)	LUCKNOW	
					CHENNAI(SOUTH)	SITAPUR	
					CUDDALORE	AGRA	
					KANCHEEPURAM	DEHRADUN	
					POONAMALLEE	MEERUT	
					PUDUCHERRY	MORADABAD	
					TIRUVANNAMALAI	NOIDA	
					VELLORE	AHMEDABAD	
					COIMBATORE	MUMBAI(South)	
					KARAIKUDI	MUMBAI(West)	
					KRISHNAGIRI	NAGPUR	
					KUMBAKONAM	PUNE	
					MADURAI	SURAT	
					SALEM	DEOGHAR	

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					TIRUNELVELI	BHAGALPUR	
					TRICHY	GAYA	
					Delhi (Central)	MUZAFFARPUR	
					Delhi (South)	PATNA	
					JAIPUR	RANCHI	
31.	22		Display screen, Media player box, associated installation cables and equipments are to be delivered to various branches/offices of the Bank. List of Branches will be provided along with Purchase Order. All Licenses are to be delivered at Central Location. Server Software needs to be installed and configured in Bank's DC location.	Please provide us a list of branches or Indicative list of regions where the screens will be installed, and the number of branches, to prepare suitable quotation that includes logistic over heads.			
32.	22			Kindly confirm the delivery location details			
33.	18	Section iii - Condition of Contract, Incidental Services to be provided by the Bidder	In case of shifting of the branch or premises or location, the Bidder shall arrange to decommission the equipment, shift equipment and re-install at the new location, free of cost.	This should be on a chargeable basis at a set rate or the bank should give a number of shift within a certain defined distance from the branch so that bidder can factor a predetermined cost into its pricing.	Bank may, as and when required modify zones/ branches, bring these modified locations into the purview of this RFP. Shifting will be done within the same city or town and Occasionally. The transportation cost will be borne by the bank.		
34.	18			Decommissioning of equipment involves cost and bank/bank branches should provision for payment for			

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				decommission, shifting and reinstallation.	
35.	18		8. In case of shifting of the branch or premises or location, the Bidder shall arrange to decommission the equipment, shift equipment and re-install at the new location, free of cost	A limit to be kept like one time shifting free of cost if multiple times installation charges to be considered. Please confirm if the shifting will be within the same city or town	
36.	18		The Bidder should be able to remotely configure, maintain and manage Digital Media Signage hardware, software and shall make the system available to branch / office locations.	We request the bank to modify to: The Bidder should be able to remotely configure, maintain and manage Digital Media Signage hardware (Screen and Digital Media Player), software and shall make the system available to branch / office locations. Often times the solution can only control the Media Player box whereas the end result is to be displayed on the screen and if the screen cannot be controlled centrally then there will be major issues in maintain the solution.	Please adhere to tender terms & conditions.
37.	18		2. Bidder shall supply, install and commission the necessary	By necessary cables we understand you are referring	Power and LAN provision will be done by the Bank.

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			equipment and cables that are required for successful working of the Digital Media Signage systems at branch / office locations.	to LAN cables. If anything else kindly clarify. Request to amend that Power and LAN provision will be done by the Bank upto the display.	
38.			Installation charges shall include LAN Switch, Cabling, Wi-Fi Configuration, Accessories, Casing and Box mounting		
39.	31	General Terms	All cables and accessories to implement connectivity between TV, Media Player & LAN Switches to be provided. The laying of rack cable dressing and labelling should be done neatly without any financial implications.	Bank to provide provision for 2 UPS Power Point (For TV as it consumes less Power & for Media Player) and One Lan Point at the place of installation of led screen and media player and Bank should have one LAN point provision available in the router in each Bank Branch.	
40.	19	Section iii - Condition of Contract, Incidental Services to be provided by the Bidder	The vendor shall create the playlist of contents to be displayed. 17. Before porting the content, Bidder should ensure that the content is approved by appropriate/designated authorities of the Bank. 18. The Bidder shall create screen layouts including full screen and zoned screen outputs. 19. The Bidder shall schedule	If Software has a feature for user to schedule, do you still need these services	Please adhere to tender terms & conditions.

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			pushing of contents in off-banking hours or as decided by the Bank so that branches will not face any difficulty in day-to-day operations. The vendor shall remotely schedule the display of the contents as per Bank’s requirement.												
41.	19		25. The Bidder shall impart necessary training and operational guidelines to branch / office staff and the corporate office staff involved in the project.	What is the total number of attendees of training? Is it okay if the training is provided online?	Training requirements should be provided as per the requirements of the Bank.										
42.	19		26. The solution should support various languages and formats (like images, video, feed, etc.) simultaneously. Also, the solution should be capable of providing various options to the users to select from among various options of products and languages. These options may be grouped depending on the contents and languages for various locations.	Please list down all the languages the solution is expected to support?	<div>The solution should support all the Major Languages, local and regional languages of the Branches. The following list of languages, which is indicative.</div> <table><tr><th>SR NO</th><th>LANGUAGE</th></tr><tr><td>1.</td><td>Bengali</td></tr><tr><td>2.</td><td>English</td></tr><tr><td>3.</td><td>Gujarati</td></tr><tr><td>4.</td><td>Hindi</td></tr></table>	SR NO	LANGUAGE	1.	Bengali	2.	English	3.	Gujarati	4.	Hindi
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					5.	Kannada	
					6.	Malayalam	
					7.	Marathi	
					8.	Odia	
					9.	Punjabi	
					10.	Tamil	
					11.	Telugu	
43.	19		The vendor shall create the playlist of contents to be displayed. 17. Before porting the content, Bidder should ensure that the content is approved by appropriate/designated authorities of the Bank. 18. The Bidder shall create screen layouts including full screen and zoned screen outputs. 19. The Bidder shall schedule pushing of contents in off-banking hours or as decided by the Bank so that branches will not face any difficulty in day-to-day operations. The vendor shall remotely schedule	We can also provide access to the bank to handle scheduling using our software.	Please adhere to tender terms & conditions.		

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			the display of the contents as per Bank's requirement.		
44.	20	SLA	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.	Please consider 36 hours if the next day is a working day for the bank	Please refer Point No.8 in Amendment Corrigendum
45.	20		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.	We assume here, the 36 hour are 36 working hours, excluding 2nd and 4th Saturdays, Sundays and Public holidays.	
46.	20		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.	If the issue with Digital Signage solution (including Media Player and End devices) is not resolved within 100 hrs , then the same has to be replaced by the bidder at no additional cost.	

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47.	20		In case of non-delivery of contents to the identified branches through Bank's Wide Area Network due to any reason, the vendor shall arrange to deliver and load the contents manually in the Media player of the branch / office in two days' time.	If for any reason the bank's network is down, the vendor cannot be held responsible for this additional cost of delivering the content manually. If required, then this should be a paid exercise.	If for any reason the bank's network is down, the vendor shall arrange to deliver and load the contents manually in the Media player of the branch / office in two days' time based on the mutual agreement between the Bank and successful bidder. The cost will be borne by the Bank.
48.	20			Request to clarify if we can share the content through mail or sharedrive to the branch so that the content is delivered immediately than to send pendrive through courier to branch.	The preferred mode of Content sharing via online will be accepted based on the mutual agreement.
49.	20		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.	Request to change the issue resolve time to 72 hours for Tier-2 location and 108 hours for Tier-3 locations on site	Please refer Point No.8 in Amendment Corrigendum
50.	20	Warranty/AMC - Point	After completion of warranty period of three Years, AMC will be entered at accepted agreed rates. However,	Requesting to go for 5 Years warranty. If you go for 3 years warranty & 2 years AMC, then	Please adhere to tender terms & conditions.

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			Bank has the right to go into AMC agreement with other vendors.	remove AMC from TCO as AMC is an optional	
51.	21	Incidental Services to be provided by the Bidder point 7		Since the Tender and Quote called for 3+2 Years and Rate is decided on bidding , there should not be third party for 4th and 5 the year AMC support	Please adhere to tender terms & conditions. The third party is applicable only post expiry of the contract
52.	20	Incidental Services to be provided by the Bidder point 7	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.	Issue arising in Digital Signage solution (including Media Player and End devices) - Must be restricted to Product TV / Media Player and not LAN Or Power Point / Internet connectivity / Site abnormal condition. Vendor May offer standby / Equivalent to the installed product till the issue gets resolved.	Penalty applicable only for the entire Digital signage solution. Penalty will not be applicable in case of Issue arising due to Bank's network connectivity.
53.	21	Incidental Services to be provided by the Bidder point 10	The transit insurance shall be for an amount equal to 110 percent of the invoice value of the Goods from "Warehouse to final destination" on "All Risks" basis including War Risks and Strikes.	Bidder needs to provide insurance for the goods supplied till the goods are delivered in branches .	Please adhere to tender terms & conditions.

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54.	21	Maintenance and Support	Response with Level 1 diagnosis - 2 hours (telephonic or onsite), Uptime – 99 % uptime average on quarterly basis for the solution, Resolution - Within 8 hours on Site	Request to change the Resolution as 2 working days for Tier-2 & Tier-3 locations on site	Please adhere to tender terms & conditions.
55.	21	Maintenance and Support		99% uptime is based on what parameters. Please elaborate how this is evaluated.	Uptime will be calculated based on the working scenario and uptime of Media Player. Manual power off from the Media Player end will not be considered as uptime.
56.	22	Place of Delivery	Display screen, Media player box, associated installation cables and equipments are to be delivered to various branches/offices of the Bank. List of Branches will be provided along with Purchase Order. All Licenses are to be delivered at Central Location. Server Software needs to be installed and configured in Bank's DC location.	Please confirm if the servers at the DC will be provided as per the Specifications provided by us?	Servers will be provided by Bank. However all the specifications required to host the central Digital signage software need to be submitted as part of technical bid submission.
57.	38	Section V Point 3	Part-I functional and technical requirements	Please provide specifications for centralized work station	
58.	22	Incidental Services to be provided by the Bidder point 14	If the Supplier fails to deliver/install any or all of the Goods or to perform the Services within the period(s) specified in the Contract, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum	The liquidated damages to be capped at a sum equivalent to 0.50% of the Invoice price of Goods & services for the part of goods not delivered or services not offered and not on contract value. Also maximum penalty to be capped at 1 %.	Please adhere to tender terms & conditions.

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			equivalent to 0.50% of the Invoice price of Goods & services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 10%. If the goods are not delivered/installed in time, the Bank may consider termination of the contract.		
59.	23	Performance Security	Within 15 days of issue of Purchase Order, the supplier shall furnish to the Bank the Performance Security equivalent to 10% of the contract value in the form of a Bank Guarantee,	Performance security is high. 10% is practically more than the profits of the project. Can this be 5%	Please adhere to tender terms & conditions.
60.	23	Negotiation	Bank reserves the right to negotiate the L1 Price quoted by the vendors under exceptional circumstances.	Please define Exceptional Circumstances Another vendor offering lower prices etc cannot be a grounds for price renegotiation. Prices should be negotiable only if there is a change in tax structure that has an impact on the pricing or there are import / manufacturing / service / software related govt policy changes that impact pricing	Please adhere to tender terms & conditions.

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61.	23	Section iii - Condition of Contract, 14. Performance Security	Within 15 days of issue of Purchase Order, the supplier shall furnish to the Bank the Performance Security equivalent to 10% of the contract value in the form of a Bank Guarantee, valid for 63 months with further one month claim period, in the format enclosed (Annexure-IV).	Warranty is for 3 years and AMC 4th & 5th year that too it is mentioned Bank has the right to go for other vendor for AMC. If so request the bank to keep the PBG validity as 3 years + Claim Period and in case AMC is agreed & signed then again PBG for AMC to be submitted accordingly.	Please adhere to tender terms & conditions.
62.	26	Right to Alter Quantities	Repeat order can be placed within 1 year from the date of last supply date of original purchase order subject to no downward trend in prices and the cumulative repeat order quantity should not exceed more than 100% of original quantity as mentioned in original purchase order	Please modify to: Repeat order can be placed within 1 year from the date of last supply date of original purchase order at the Same prices and the cumulative repeat order quantity should not exceed more than 100% of original quantity as mentioned in original purchase order What will be considered as downward trend? What if the prices increase during this period due to govt policy / economic condition / war / import restrictions etc?	Please adhere to tender terms & conditions.
63.	31	General Terms	Call logging facility to be made available on 24*7 basis	Need to factor call centre support in our support cost, in addition to service engineer	All the commercials should be included as part of RFP's Commercial Bid format.

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64.	42	Additional Requirement of the Digital Signage Solution	Additional Requirement of the Digital Signage Solution	SLA must include Call center support in addition to Engineer support. Every 500 banks will need 1 Call-center resource. Where do we factor this cost in the commercial bid document (As given in page 44)	It is already covered in the RFP scope of work. Page No.18, point No.4. and Page No.42, point No.7.
65.	36	Specification for TV / Display (Internal mounting) Additional Recommended Requirements	4. Resolution should supports minimum FHD (1920 x 1080resolution)	Resolution should support minimum UHD (3840x2160) resolution	Please adhere to tender terms & conditions.
66.	36			Recommended minimum UHD resolution for the future application support To be changed to 4K. Full HD is going to be EOL soon. Industry has already moved towards 4K resolution, and considering 5 years support, it is recommended to go for the latest technology	
67.	36			Resolution – To be changed to 4K. Full HD is going to be EOL soon. Industry has already moved towards 4K resolution, and considering 5 years	

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				support, it is recommended to go for the latest technology.	
68.	36			Request Bank to Amend:- 4. Resolution should supports minimum UHD (3840x2160) resolution	
69.	36			4. Resolution should supports minimum 4K.	
70.	36			Request Bank to Amend:- 4. Resolution should supports minimum UHD (3840x2160) resolution	
71.	36			To be changed to 4K resolution, as industry has already moved to 4K resolution long time back. Considering that all new content also will be recorded in 4K panels, 4K resolution is a must for the investment protection, as the resolution cannot be upgraded on the same panel in future.	
72.	37			HDCP2.2 is a content protection protocol for digital video signal and not an input. The Displays will be installed in public places and it is advisable to have minimum no	
73.	37		INPUT Type should supports minimum HDMI 2.0 X 2, USB 2.0 x 1 , Audio Input X 1, 10/100 BaseT Ethernet RJ45		Please refer Point No.11 in Amendment Corrigendum

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				of ports as this can be misused by unauthorized persons to play any content. There should be provision to deactivate the ports centrally. DVID is an older and obsolete technology and hence it is recommended to have 3 HDMI ports and 1 USB ports. 10/100 Base T is more than sufficient for digital signage application	
74.	37			Ports – HDMI ports to be changed to 3 quantities. Considering that one port will be occupied by the media player, minimum 2 more ports should be available for future expansion of devices like set top box etc.	Please adhere to tender terms & conditions.
75.	37			We Request Bank to consider/ include HDCP 1.4 along with HDCP 2.2 Majority of the display comes with HDCP 1.4, which is quite enough to suffice Banks requirements.	Please refer Point No.11 in Amendment Corrigendum
76.	36		Brightness should be of minimum 350-500 nit	Brightness – Minimum 400 nits considering branch	Please adhere to tender terms & conditions.

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				environment. 300-350 nits is good for home usage	
77.	36			6. Brightness should be of minimum 400-500 nit	
78.	36			Can we consider a minimum 400 nits considering branch environment? 300-350 nits is good for home usage.	
79.	36		Haze % should be 2% or higher	Request the bank to amend the Haze to 1% more	Please refer Point No.16 in Amendment Corrigendum
80.	37			Request Bank to Amend:- Certifications for a. UL for safety b.FCC, CE for Radiations regulation c. Energy Star Certified. d. BIS Certified	
81.	37				
82.	37		Certifications for a. safety b. Radiations regulation c. Energy Star Certified.	Certifications – BIS certificate to be mandatory as per the Indian Standards.	Please Refer Amendments. However For Make In India Products, Only BIS Certification is mandatory.
83.	37			BIS certificate to be mandatory as per the Indian Standards, and supersedes all other certifications. Make in India clause to be added to panel as per the Home Ministry of India Directions.	

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				We recommend to have BIS certification request in corrigendum	
84.	37			As per our understanding BIS certification will cover both the parameters for safety & Radiations regulation. So would need clarification from Bank would BIS certificate can fulfill desired requirements.	
85.	37			BIS certificate to be mandatory as per the Indian Standards.	
86.	37		Humidity should be 10~80%	We request Bank to consider humidity levels as 20 – 80% (Operations) & 10-90% (Storage)	Please adhere to tender terms & conditions.
87.	37		Additional Recommended Requirements Display should be provided with TV Wall/ Stand Mount or Suspended-from-Ceiling with two Articulating arm that tilts, swivels, and rotates for multiple viewing angles and it should fit 32" to 55" screens.	The display will come with a fix bracket to house the media player and the connecting cables at the back of the Led screen. The tilt bracket or swivel or roatetory bracket will not be able to house the media player . we request bank to kindly keep the bracket as fixed bracket. For ceiling mount bracketthe numbers and quote should be included	With regards to the wall or ceiling mount options count, it is not possible to fix the number at this juncture as the count is dependent on multiple factors like space availability, visibility, cabling, etc.

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				in commercial bid as the cost of wall mount and ceiling mount is different.	
88.	37			<p>Please modify to: Display should be provided with TV Wall Mount with two articulating arm that tilts, swivels and rotates for multiple viewing angles and it should fit 32" to 55" screens.</p> <p>Standard wall mounts which swivel / tilt and rotate are supplied with the screen and is included in the price. However, Ceiling mount or floor stands are extremely expensive and are required on at certain sites where wall mount is not desirable. Therefore these type of specialized mounts should be quoted separately depending on the ceiling height and should be paid for by the bank.</p>	
89.	36			Need clarification on mounting pattern (Ceiling / Wall / Trolley) Ex. No of Ceiling/	

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				Wall/Trolley respectively as price varies for each model	
90.	37	SECTION-V PART I - Functional and Technical Requirements Specification for Media Player Box	Should have minimum 2 GB or More RAM.	Should have minimum 4 GB or More RAM. Request you to change RAM to 4GB, since this cannot be expanded in future.	Please adhere to tender terms & conditions.
91.	37			RAM to be changed to 4GB, since this cannot be expanded in future.	
92.	37			RAM to be changed to 4GB, since this cannot be expanded in future.	
93.	37			ram should be 4gb minimum and should have capability to expand to 8 GB. Dual slot for RAM .	
94.	37		Should have necessary Compatible Graphics card to support full HD resolution with Display	Should have necessary Compatible Graphics card to support 4k resolution with Display. Request you to change to support 4K content, as most new video contents are being created in 4K	Please adhere to tender terms & conditions.

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95.	37		Should have minimum Storage 8 GB or More	To be changed to support 4K content, as most new video contents are being created in 4K	
96.	37			minimum storage 120 GBSSD	Please adhere to tender terms & conditions.
97.	37			Should have minimum Storage 32 GB or More. Request you to change to 32GB, since 8GB is too less considering 5 years of operation.	
98.	37			Storage to be changed to 32GB, since 8GB is too less considering 5 years of operation	
99.	37		Should have necessary Compatible Graphics card to support full HD resolution with Display	To be changed to support 4K content, as most new video contents are being created in 4K, and this cannot be upgraded in Future. Hence for investment protection, the Media Player should have a 4K support not itself. We recommend Graphics card to support 4K	Please adhere to tender terms & conditions.

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100.	37		Media Player box type	Media Player to be changed to either In-Built/ Box Type Media Player with similar specifications	Please refer Point No.20 in Amendment Corrigendum
101.	37		Be capable of resetting or restarting each media player remotely;	<p>Please modify to: Be capable of resetting or restarting each media player and the screen remotely. The Media player and Screen should have the capability to shut down and restart together as per a defined schedule.</p> <p>Being able to restart the ONLY the Media Player remotely may give the false impression that the Signage is working properly as the Screen may be working / switched off etc. and yet on the server it would seem that everything is fine at the screen.</p>	Please adhere to tender terms & conditions.
102.	37		Media player should support management of content to be displayed when connectivity with Central server is lost.	<p>Connectivity between server and media player is a must for management of content. This is the very purpose of the centralized CMS.</p> <p>Perhaps our understanding is not appropriate. Kindly elaborate.</p>	Offline content should be customizable as per Bank's requirements.

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103.	37		Multi-stream media player to allow different information to be viewed on different displays;	please explain the multi streaming requirement however our recommendation is one media player to be used on one display for better management, control and performance.	Media player should be able to stream contents in multiple formats simultaneously.
104.	NA	New addition	New Addition	Service center locations PAN INDIA in each state. service center details with phone number and address to be provided.	Please adhere to tender terms & conditions.
105.	NA				
106.	37	Digital Signage Solution Administration Software/CMS	the physical connectivity between external media player and LED screen should be through HDMI only. HDMI cable connects media player and LED screens. WIFI cannot connect LED screens and Media Players		The connectivity between external media player and LED screen should be through HDMI.
107.	38		Central web enabled console to push content to monitors. The user interface must be browser-based for both administrator and typical user access. This is to allow all users, regardless of role, to access the system from anywhere on the network without requiring installation of specialized client-side software..	Is Indian Bank expecting all the components should be run with web interface? Or Only Admin module required web interface?	All the components should be run with web interface.

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108.	39			Can Indian Bank provide the usecase/purpose of this requirement of Ticker : Documents Files:PDF,PPT*,Doc*? Can Indian Bank provide the usecase/purpose of this requirement of AUDIO: WebPages: http, https Hardware Streaming: VLC Streaming?	Trainings, Live conference, Advertisements, etc.
109.			Format Supported: Videos : WMV, MP4,MOV,AVI, MPEG , with all major codecs support Ticker: Live RSS & Static Text Ticker Images: JPEG, PNG, BMP, GIF Documents Files: PDF, PPT*, Doc* Audio: MP3 WebPages: http, https Hardware Streaming: VLC Streaming	The Software must support the following multimedia formats: Image: jpg, jpeg, bmp, gif Video: mp4, mpeg, mpg, wmv, avi, webm, m4v Audio: mp3, wav Streaming Video: RTSP, HLS Local Video: From Set-top box at the branch, or other local input source eg CC TV feed Web: HTML, HTML5, HTML Package Widgets Documents: PDF Text: Multi-lingual, English, Hindi and Major Indian Regional Language texts Ticker: Unicode Multilingual Feeds: RSS, Atom Data Sets: Ticker from Data	Please adhere to tender terms & conditions.

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				<p>Sets both online and Cached APIs: Integration with public APIs like Google traffic, IPL Scores, Social Media feeds like Facebook, twitter and Instagram and private APIs like banks CBS, or other APIs.</p> <p>The capability asked is very rudimentary and modern CMS should also be capable of integrating with APIs, Data Sets, etc. We have provided a comprehensive list of typical capability of media that is displayed and we believe that the bank should ask for all of these to get a solution that meets all their future needs</p>	
110.	39			Request for Clarification:- Please clarify in details Only RSS Feeds supports.	Please adhere to tender terms & conditions.
111.	39				
112.	39		Ability to display Social Media Feeds i.e. Twitter, Facebook, RSS Feeds	NCR would require integration details from Indian Bank to fetch the feeds from Social medial sites? Is Indian Bank will provide any URL's to configure in NCR site or will they provide any API's like web services? If	API's and web services for integrating with social media is Vendor responsibility.

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				web Services, Please share the protocol details?	
113.	39			Request bank to Amend:- 7. Ability to power OFF/RESTART media player in a scheduled and as on when required, Mute/unmute from a centralized location.	
114.	39			Scheduled power off or restart can be achieved, however, scheduled power on (WakeUP) needs to be done locally on the TV settings.	It is clarified that Media player should have the ability to power on/off from sleep mode. Power supply ON will be done locally.
115.	39		7. Ability to power ON/OFF media player in a scheduled and as on when required, Mute/unmute from a centralized location.	Ability to power ON/OFF media player AND SCREEN in a scheduled and as on when required, Mute/unmute, adjust screen parameters like brightness, volume etc from a centralized location. Not being able to control the screen remotely almost negates the purpose of central management of Digital Signage.	Please adhere to tender terms & conditions.
116.	41				

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117.	41		40. The system must have its own ticketing system, which will record every issue raised.	Request for Clarification:- Please clarify in details Digital Signage CMS system generates the necessary events on failure, however, the complete ticket management process should be handled through the Bank's internal standard ticket management. Signage CMS can have required API integration with the Bank ticket management system.	Please adhere to tender terms & conditions.
118.	41	User Management and Security Module	The solution must be able to support single sign-on login authentication from the Bank's existing Active Directory environment. The user authentication integration must map users' credentials, such as group membership, from the Bank's AD.	NCR understand that the user will be authenticated with existing bank system. Indian Bank will provide any Web services to validate the user? How the integration would be? Is it a soap, Rest? Can Indian Bank provide more insight on this Requirement?	Microsoft AD on-premises should be integrated
119.	41			We would like to know if Active Directory is On-Premises setup or Hosted AD on Cloud	
120.	42	Additional Requirement of the	Vendor must offer remote implementation support for network and system configuration.	Remote implementation cannot be achieved 100% it depends on the defined	Acceptable but however there should not be financial impact to the Bank.

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		Digital Signage Solution		activities that can handled via Remotely. In case of setting up the machine, deployment of screen, setting Lan etc. cannot be done via Remote implementation.	
121.	42	SECTION-V PART I - Functional and Technical Requirements	The system should be scalable and expandable from the initial 1000 occurrences to any desired future number of Digital Signage screens without any limitations.	Please clarify on the scope of scalability	The solution should be scalable to any number without any limitations.
122.	42	Responsibilities of the Bank:	Bidder has to specify hardware sizing requirements along with this quote. OS(Windows/AIX/RHEL), Oracle Data base will be provided from the Bank. Any other Hardware/software required for the Digital Signage solution is the responsibility of the Vendor.	Please modify to: Bidder has to specify hardware sizing requirements along with this quote. OS(Windows/AIX/RHEL), Oracle Data base AND SSL CERTIFICATES will be provided from the Bank. Any other Hardware/software required for the Digital Signage solution is the responsibility of the Vendor. SSL certificate from the bank would be required for encrypted traffic on banks port 443.	Any other components not explicitly mentioned is of Vendor Scope.

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123.	44	Commercial Bid	CMS Management Charges for 1 year (onsite engineer)	The Quantity asked for against this line item is 1. Since this is a 5 year contract and if the CMS management service is for 5 years then the Quantity should be 5	Please adhere to tender terms & conditions.
124.	44			Where we need to quote for onsite engineer cost for rest of the 4 years? Please confirm.	
125.	44	Commercial Bid (To be submitted after Online Reverse Auction)	Commercial Bid (To be submitted after Online Reverse Auction)	Whether we need to submit indicative bid in same format or as mentioned, we need to submit commercial bid only after online reverse auction (no need of indicative bid). Please confirm.	Indicative bid is optional.
126.	60	Annexure-VIII SERVICE LEVEL AGREEMENT	Bank will levy a penalty of Rs. 500 per 4 hours downtime of the Display/Media player per site, subject to a maximum penalty of Rs. 1,000 per day. The servers should be up and running on 24x7x365 basis. There should not be single downtime instance for more than four hours for the central site solution. If such downtime exceeds more than four hours, Bank will levy penalty of Rs 5,000/- per hour for central site. Page 60 of 77	Provided Site condition conducive for working of DSS post Installation and no Site related issues like -Internet / Power Fluctions / Lan / Wiring should be a challenge. Penalty amount requested to be reduced to Rs. 100/-and Maximum of Rs.250/- per day. For Central Down time -we consider Central Server installed in Banks Data / DR center, which would have all	Issue from Bank's side will not be taken into consideration for penalty.

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				possible access to repair / resolve the issue (Permission / Bank working days), as it's in the control of Banks authority , before penalizing the Vendor.	
127.	60	SERVICE LEVEL AGREEMENT	Entire SLA	This would need to be modified according to the changes made in the scope of work and service levels earlier in the RFP to harmonize and reflect the actual terms of the tender.	Please adhere to tender terms & conditions.
128.	61	Delivery Schedule and Deliverables from the Bidders	CMS Management Charges for 1 year (onsite engineer *) Page 61 Point 7 & Page 64 of 77 -Onsite Engineer-Bidder shall appoint an experienced Onsite Engineer dedicated to the project execution. The Bidder should provide CV of Onsite Engineer that demonstrates proven experience in executing projects similar in scope and complexity.	Hope both points are talks about Single technician for One Year execution of project. Is the CMS Management Charges restricted for first year only? Kindly clarify. Also if extended beyond1-year Bank need to pay on and above the Bid amount as per Market cost and wages act.	Please adhere to tender terms & conditions.