

AMENDMENTS & CLARIFICATION: REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION AND MAINTENANCE OF NECESSARY HARDWARE, SOFTWARE & SUPPORT SERVICES FOR IMPLEMENTING 1000 DIGITAL SIGNAGE (Ref:CO/ITD/998/R1/2021-22 Date: 03/08/2021)

AMENDMENTS

| S No. | Page#/ Clause No. | Section/ Point | Details Provided in RFP | Amended Clause |
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| 1. | Additional | SECTION-V PART I - Functional and Technical Requirements | Additional | Bidders to supply Content Management Solution (CMS) along with central server licenses and 1000 device licenses. CMS specifications and modified commercial bid is given in Annexure. |
| 2. | Page No. 17/ Clause no. 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. | Delivery & installation should be completed within 10 weeks from the date of Purchase order. Liquidated Damages will be applicable after 10 weeks from the date of Purchase Order. |
| 3. | Page No. 18/ Clause No. 4.8 | Eligibility Criteria | The OEM should have support center in India (Address proof to be provided). | The OEM should have authorized support center in at least 100 locations across India, addresses of service centers to be provided. |
| 4. | Page No. 39/ Point No. 4 | Specification for 43" TV / Display | Brightness should be of minimum 350 nits or higher | Brightness should be of minimum 300 nits or higher |
| 5. | Page No. 40/ Point No. 14 | Specification for 43" TV / Display | Power Consumption (Typical) should be 70 watt/hr or lesser | Power Consumption (Typical) should be 80 watt/hr or lesser |
| 6. | Page No. 42/ Point No. 11 | Specification for Digital Signage Media Player (Internal In-built SOC-System on Chip) | (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) | (Should have Quad core 1.7 Ghz processor or higher) Otherwise (1.0 Ghz quad core CPU with additional 650Mhz dual core GPU for graphic processing) |
| 7. | Page No. 42/ Point No. 11 | Specification for Digital Signage Media Player (Internal In-built SOC-System on Chip) | Be capable of running live streaming content from HTTP Live Streaming (HLS), MPEG-DASH and RTSP | Be capable of running live streaming content from HTTP Live Streaming (HLS) , MPEG-DASH , RTP / RTSP |

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| 8. | Page No.22/ Clause no. 10 | Insurance | <p>The goods supplied under the Contract shall be fully insured against loss or damage incidental to transportation, storage and erection. 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.</p> | <p>The goods are to be insured by Supplier with Bank's name for an amount equivalent to 110% of the invoice value for Transit either by a single Policy for each and every supply or by a Master Policy for the Digital Signages respectively, proposed to be supplied in future.</p> <p>In case the supplier is providing a master insurance policy for transit of digital signages respectively, supplier has to submit a declaration on its letter head that any loss/damage to the items under transit will be borne by the supplier.</p> <p>However, the supplier has to provide a separate Storage Cum Erection Policy till three months from the date of delivery either by a single Policy for each and every supply or by a Master Policy for equivalent an amount to 100% of the invoice value.</p> <p>If insurance policies for transit or storage cum erection insurance is not provided or not covering the period, from the date of delivery then 0.1% of the invoice value will be deducted from the payment for each insurance and payment towards delivery and installation will be made after completion of three months from last date of delivery of Digital Signages respectively.</p> |
| 9. | General | General | New Clause addition | <p>All the software supplied 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. Year of Manufacturing should not be before year 2020.</p> |
| 10. | Page No.42/ Point no. 25 | Specification for Digital Signage Media Player (Internal In-built SOC-System on Chip) | Displays should be compatible with Xtreme-Media Digital Signage Solution | The Clause stands removed |



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CLARIFICATIONS

| S No. | Page#/ Clause No. | Section/ Point | Details Provided in RFP | Bidder Queries | Bank's Response |
|-------|-------------------------------|----------------------|---|--|---|
| 1. | Page No.6/ Clause no. 7 | Make In India | 'Local content' means the amount of value added in India which shall, unless otherwise prescribed by the bank, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent. | The RFP requires supply of Hardware, Software & Services. Does Local Content mean the total TCO - value of imported items? Request the bank to clarify 'Local Content' considering the requirement of hardware and software in this RFP. | 'Local content' is defined adequately in the Make in India clause. For further clarifications Please refer to DPIIT Order No. P-45021/2/2017-PP(BE-II) dated June 04, 2020. |
| 2. | Page No.18/ Clause no. 4.4 | Eligibility Criteria | The yearly turnover of the bidder should be more than Rs.3 crores during each of last three financial years. (2018-19, 2019-20 and 2020-21.) | Turn Over Criteria is too low considering the total contract value is expected to be in Excess of Rs. 5 Crore, the bidder turnover should be Rs. 20 to 25 Crore to ensure the bidder has the financial wherewithal to execute the order | Please adhere to the tender terms. |
| 3. | Page No.18/ Clause no. 4.8 | Eligibility Criteria | The OEM should have support center in India (Address proof to be provided). | Request the bank to be more specific and ask for GST details for atleast 15 state and addresses of service set-up across 100 locations. This will ensure Pan-India support for the bank | Please refer to amendment no. 3 |
| 4. | Page No.22/ Clause no. 10 | Insurance | The goods supplied under the Contract shall be fully insured against loss or damage incidental to transportation, storage and erection. 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. | Request the bank to also accept undertaking that bidder will replace any screen found damaged at the time of unpacking by Bidders authorized representative | Please refer to amendment no. 7 |



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| 5. | Page No.19/ Clause no. 3 | Incidental Services to be provided by the successful Bidder | The Bidder shall configure Digital Signages with existing CMS solution of the Bank. | <p>Please elaborate. Each Digital Signage Client that goes on the screen is built for a particular CMS. Therefore, if the bidder's client application has to work with existing CMS, the existing vendor will need to expose its APIs architecture and provide complete and unfettered support to the bidder to enable the bidder to integrate its solution with existing CMS. Bank will need to take the responsibility for ensuring complete support on this from the existing vendor.</p> <p>The Bank or its existing vendor should in no way demand access to the code base for the new vendor.</p> | Please refer to amendment no. 1 |
| 6. | Page No.19/ Clause no. 2 | Incidental Services to be provided by the successful Bidder | The Bidder shall supply, install/commission, support & maintain Display units at branch / office locations as decided by Bank from time to time. | Does the bank only expect supply of Screen? Or also the CMS? | Please refer to amendment no. 1 |
| 7. | Page No. 20/ Point No. 8 | Incidental Services to be provided by the successful 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. Shifting will be done within the same city or town and Occasionally. The transportation cost will be borne by the bank. | How many times would a branch be shifted ? | Branch shifting will be minimum (less than 2% per year) and moreover transportation cost will be borne by the bank. Vendor only need to arrange for installing the TV. |



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| 8. | Page No. 20/ Point No. 10 | Incidental Services to be provided by the successful Bidder | The Bidder shall facilitate Bank to remotely manage & monitor the working of the whole system from a central location. | The software would be located at zonal office or at head office ? | Software will be installed and managed centrally at DC – Chennai and DR - mumbai |
| 9. | Page No. 20/ Point No. 17 | Incidental Services to be provided by the successful Bidder | The 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. | If engineers are from OEM then it may be difficult to provide CVs ? | Please adhere to the tender terms. |
| 10. | Page No.42/ Clause no. 22 | Specification for Digital Signage Media Player (Internal In-built SOC- System on Chip) | Digital Signage should support management of content to be displayed when connectivity with Central server is lost. | What is meant by this? If there is no connectivity with CMS server, how can content be managed? Only content and schedule that was downloaded prior to the loss of connectivity can be played based on the schedule already downloaded. This clause is contradictory. | Digital Signage should be able to display the downloaded content even if there is no network connectivity. |

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| 11. | Page No.42/ Clause no. 25 | Specification for Digital Signage Media Player (Internal In-built SOC- System on Chip) | Displays should be compatible with Xtream-Media Digital Signage Solution. | <p>From this clause, it seems that bank would like to use Xtreme Media CMS. If so, then why is a seperate CMS being asked for? The bank can simply float a RFP for displays compliant with Xtreme Media CMS. The bank already has pricing for the existing CMS central server and client license per screen based on the Commercials finalized during the previous RFP.</p> <p>Also Xtreme Media should publish the list of Brands and Models of Screens that they support and the pricing for client license for each model of screen and model. If the RFP is for a complete Digital Signage Solution including Screen, Software and services, then we request the bank to drop this clause and look at having 2 separate Digital Signage Networks: 1. the existing set-up based on Xtreme Media's CMS and 2. A new Digital Signage Network based on the current RFP.</p> | The clause stands to be removed. Please refer to amendment no. 1 |
| 12. | Page No.44/ Part II | Commercial Bid | Further to the online reverse auction conducted on _____, we submit hereunder the price details as per the specifications given in Part-I. | From the commercial bid it is evident that the bank is simply looking to procure hardware, since there is no mention of pricing of the CMS solution. Client software etc in the price submission. As stated earlier, it is not clear what the objective of the bank is? Is it to buy hardware compliant with Xtreme media's solution or is it a complete digital signage solution. | Please refer to amendment no. 1 and revised commercial bid. |



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| 13. | Page No. 39/ Point No. 4 | Specification for 43" TV / Display | Brightness should be of minimum 350 nits or higher | Request you to change as " minimum 300 nits or higher" Direct LED Technology backlight have better brightness uniformity and brightness. Hence the Minimum brightness requested can be 300 or above | Please refer to amendment no. 4 |
| 14. | Page No. 40/ Point No. 14 | Specification for 43" TV / Display | Power Consumption (Typical) should be 70 watt/hr or lesser | Request you to change as "Power Consumption (Typical) should be 80 watt/hr. or lesser" Power consumption is based on content type & screen brightness. Auto brightness sensor which automatically adjusts the brightness based on ambient lighting. | Please refer to amendment no. 5 |
| 15. | Page No. 41/ Point No. 3 | Specification for Digital Signage Media Player (Internal In-built SOC- System on Chip) | Specification for Digital Signage Media Player (Internal In-built SOC- System on Chip) | Since the Content management application is to be provided by bank , the software requirements for the product bank needs to check with the content management application provider. We are the oem for Content management application and we can comply for our application . | Please refer to amendment no. 1 |
| 16. | Page No. 42/ Point No. 8 | Specification for Digital Signage Media Player (Internal In-built SOC- System on Chip) | Facility to manage display remotely i.e. disabling and enabling of USB, Wi-Fi, Bluetooth, Screen mirroring and updating of Signage IP address from a centralized CMS | This is the Functionality of CMS and Signage | Please refer to amendment no. 1 |

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| 17. | Page No. 42/ Point No. 11 | | (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) | (Should have Quad core 1.7 Ghz processor or higher) Otherwise (1 Ghz quad core CPU with additional 650Mhz dual core GPU for graphic processing) | Please refer to amendment no. 6 |
| 18. | Page No. 42/ Point No. 25 | | Displays should be compatible with Xtreme-Media Digital Signage Solution. | OEM for the Led should provided compliance for the internal media player and also confirm the model quoted is compatible with the Xtreme-Media Digital Signage Solution. Bank should also ask the LED OEM to provide a letter undertaking the model quoted is compatible with the Xtreme-Media Digital Signage Solution with their inbuilt media player . | Please refer to amendment no. 1 |
| 19. | | Additional | | Hope the Bank will provide signage software with required license for each display Need clarifications on scope of installing signage software and player software Need to know the nos of displays which should be installed on the ceiling. | Please refer to amendment no. 1 |
| 20. | Page No. 17/ Point No. 2 | SECTION-III - CONDITIONS OF CONTRACT - 2) | 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. | Request for Amendment:- Delivery should be completed within 14 weeks from the date of purchase order and installation should be completed within 4 weeks from the date of delivery. | Please refer to amendment no. 2 |



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| 21. | | | 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. | Delivery Schedule and Deliverables from the Bidders-Delivery should be completed within 12 weeks from the date of purchase order and installation should be completed within 3 weeks from the date of delivery. | |
| 22. | | | 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. | Request you to change the deliver TAT 7 weeks and installation for 3 weeks since numbers of locations are 1000 | |
| 23. | Page No. 18 & 19/ Point No. 5 | Payment Terms | <p>On Delivery: Eighty (80) % of the price of the appliances delivered at the respective location mentioned in Purchase order 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.</p> <p>On Installation: Twenty (20)% of the appliances delivered & installed at the respective location mentioned in Purchase order will be paid on submission of Installation Certificate duly counter-signed by the Bank's Representative.</p> <p>TDS will be deducted for the payment, if applicable.</p> | Request to process the payment on lot basis whenever we complete installation in each & every zone | Payment will be processed centrally after receiving invoices and other required documents. |



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| 24. | Page No. 21/ Point No. 9 | Warranty/AMC | After completion of warranty period of three Years, AMC will be entered for a further period of 2 years at the rate quoted by the successful bidder. However, Bank has the right to go into AMC agreement with other vendors. | Requesting to go for 5 Years warranty. If you go for 3 years warranty & 2 years AMC, then remove AMC from TCO as AMC is an optional | Please adhere to the tender terms. |
| 25. | Page No. 21/ Point No. 8 | SLA | Bank will levy a penalty of Rs.500 per 4 hours downtime per site post 24 hours from the time of reporting of issue, subject to a maximum penalty of Rs. 1,000 per day. | penalty is very high we request bank to kindly consider revised penalty . | Please adhere to the tender terms. |
| 26. | | | | Request to change the issue resolve time to 72 hours for Tier-2 locaiton and 108 hours for Tier-3 locations on site | |
| 27. | Page No. 21/ Point No. 8 | SLA | If the downtime is more than one week, Bank will levy additional penalty of 10% of cost of equipment in addition to the above penalty. Installation must be made in a manner that the Digital Signage shall in no way affect the Branch Network or connection. | 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 delviered or services not offered and not on contract value . Also maximum penalty to be capped at 1 % . | Please adhere to the tender terms. |



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| 28. | Page No. 23/ Point No. 14 | Liquidated Damages | 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 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 | penalty should be applicable to the goods for which the delivery is to be made. | Please adhere to the tender terms. |
| 29. | Page No. 41 | Additional Recommended Requirements | 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 180 degree for multiple viewing angles and it should fit 43" 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 rotatory bracket will not be able to house the media player . we request bank to kindly keep the bracket as fixed bracket .For ceiling mount bracket the numbers and quote should be included in commercial bid as the cost of wall mount and ceiling mount is different . | Please adhere to the tender terms. |
| 30. | Page No. 62/ Point No. 3.2 | Service Level Agreement | Software components including player software & administrative software. | Please confirm if bank intends to buy additional 1000 player software license and administrative software as the commercial bid does not include any details for the 1000 player software license and administrative software | Please refer to amendment no. 1 |



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| 31. | Page No. 62/ Point No. 17 | Service Level Agreement point | Onsite Engineer: The 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 | kindly clarify if bank requires an FM engineer to manage the entire operations for the Digital Signage . The commercial bid does not contains any column asking for the commercials for the engineer . We request bank to add the same in the commercial bid . | Onsite engineer is required till the time of installation and configuration of all digital signages for co-ordinating between Bank's branches, network team, IT security team etc. for successful installation and configuration. Amended clauses are applicable in SLA also. Modified SLA will be shared with successful bidder. |
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