

Supply, Installation and Maintenance of Necessary Hardware, Software & Support Services for Implementing 1000 Digital Signage (RFP Ref: CO/ITD/1206/R2/2022-23 dated 19/04/2022).

(Clarifications)

Sr. No.	Section/Point	Page#/ Clause No.	Details Provided in RFP	Query / Changes Requested	Response to Query / Remarks from Bank
1.	SECTION-III CONDITIONS OF CONTRACT : Delivery Schedule and Deliverables from the Bidders	15/2	Delivery and 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.	<p>Delivery should be completed within 12 weeks from the date of purchase order and Installation should be completed with 4 weeks from the date of delivery. Liquidated Damages will be applicable after 10 weeks from the date of Purchase Order.</p> <p>Foreseeing the current COVID condition and also with respect to the existing delay in supply, we request to amend as under: Delivery and Installation should be completed within 14-16 weeks from the date of purchase order. Liquidated Damages will be applicable after 16 weeks from the date of Purchase Order.</p>	Please adhere to tender terms & conditions.
2.	Eligibility Criteria	16/5	Bidder should have experience of minimum 3 years in Supply, Installation and Maintenance of Digital Signages with any Government, private or public organizations in India during last 3 years (as on 31.03.2022).	<p>Bidder should have experience of minimum 3 years in Supply, Installation and Maintenance of Digital Signages with any Government, private or public organizations in India during last 5 years (as on 31.03.2022).</p> <p>Request to change: Bidder should have experience of minimum 10 years in Supply, Installation and Maintenance of Digital Signages with any Government, private or public organizations in India during last 10 years (as on 31.03.2022).</p>	Please refer to Point No. 1 of Amendment Corrigendum.



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				Reason :- Due to 2 years of Covid all the tender was on hold and there was no such big installation done by any agency. So we request you to kindly change this clause to last 10 years.	
				This shall be mentioned as 3 years of experience in AV installation and maintenance as the point no. 6 covers the signage experience	
3.	SECTION-V PART I – Functional and Technical Requirements	36/12 & 37/12	Specification for 43" & 55" TV / Display INPUT Type should support minimum HDMI 2.0 (or higher) X 2, USB 2.0 (or higher)x 1 , Audio Input X 1, 10/100 BaseT Ethernet RJ45	Specification for 43" & 55" TV / Display INPUT Type should support minimum HDMI 2.0(or higher)X 2, USB 2.0(or higher) x 1, 10/100 BaseT Ethernet RJ45 INPUT Type should support minimum HDMI 2.0(or higher)X 2, USB 2.0(or higher) x 1, 10/100 BaseT Ethernet RJ45 We request to remove audio input as all ports asked is digital which carry audio & video through same cable external audio is not required. INPUT Type should support minimum HDMI 2.0(or higher)X 2, USB 2.0(or higher) x 1, 10/100 BaseT Ethernet RJ45	Please refer to Point No. 2 of Amendment Corrigendum.



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				<p>The screen has built in speakers. Since the bank has asked for HDMI X 2 ports, there is absolutely no need for audio input ports. We request the bank to remove the same from the specification asked for.</p> <p>Since the display comes with inbuilt media player and HDMI signal also carries embedded audio, audio input is not needed and that shall be removed</p> <p>Audio is already available in HDMI (NO Audio Input X 1 required separately)</p>	
4.	SECTION-V PART I – Functional and Technical Requirements	38/3	<p>Specification for Digital Signage Media Player (Internal In-built SOC- System on Chip)</p> <p>Be capable of running live streaming content from HTTP Live Streaming (HLS) , MPEG-DASH and RTP/RTSP</p>	<p>Specification for Digital Signage Media Player (Internal In-built SOC- System on Chip)</p> <p>Be capable of running live streaming content from HTTP Live Streaming, HLS, MPEG-DASH/MMS and RTP/RTSP</p> <p>HTTP live streaming(HLS), MPEG-DASH /MMS support and RTP / RTSP Generally, encoder offer stream to convert to HLS / RTP/RTSP/UDP/HTTP</p> <p>We request to change it to HTTP live streaming(HLS), MPEG-DASH /MMS support and RTP / RTSP Generally, encoder offer stream to convert to HLS /</p>	Please refer to Point No. 3 of Amendment Corrigendum.



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				RTP/RTSP/UDP/HTTP which is universal for decoding	
				HTTP live streaming(HLS), MPEG-DASH /MMS support and RTP / RTSP Generally, encoder offer stream to convert to HLS / RTP/RTSP/UDP/HTTP	
				Instead of MPEG-DASH, we have MMS Support. HTTP, HLS, RTP / RTSP and MMS support	
5.	SECTION-V PART I – Functional and Technical Requirements	40/5	Digital Signage Solution Administration Software/CMS 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 Web Pages: http, https	Digital Signage Solution Administration Software/CMS 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 Web Pages: http, https Be capable of running live streaming content from HTTP Live Streaming (HLS) , MPEG-DASH/MMS and RTSP 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	Please refer to Point No. 4 of Amendment Corrigendum.



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			Be capable of running live streaming content from HTTP Live Streaming (HLS) , MPEG-DASH and RTSP	<p>Files: PDF, PPT*,Doc* Audio: MP3 Web Pages: http, https Be capable of running live streaming content from HTTP Live Streaming (HLS) , MPEG-DASH/MMS and RTSP</p> <p>We request to Make MPEG-DASH/ MMS. Generally, encoder offer stream to convert to HLS/RTP/RTSP/UDP/HTTP which is universal for decoding</p> <p>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 Web Pages: http, https Be capable of running live streaming content from HTTP Live Streaming (HLS) , MPEG-DASH/MMS and RTSP</p> <p>In case of live streaming, we support MMS instead of MPEG -DASH. Generally, encoder offer stream to convert to HLS / RTP/RTSP/UDP/HTTP. Hence, same can be considered. HTTP, HLS, RTP / RTSP and MMS support</p>	



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6.	SECTION-V PART I – Functional and Technical Requirements	40/5	Digital Signage Solution Administration Software/CMS Ability to display Social Media Feeds i.e. Twitter, Facebook, RSS Feeds	5. Digital Signage Solution Administration Software/CMS Ability to display Social Media RSS Feeds Ability to display Social Media Feeds i.e. Twitter, Facebook, RSS Feeds/Media RSS Feed widget. We will request to add display social media feeds Twitter, Facebook, RSS Feeds with conversion to any Media feed Ability to display Social Media Feeds i.e. Twitter, Facebook, RSS Feeds/Media RSS Feed widget. Media RSS Feed widget is available. One can create Twitter / facebook RSS feed and give URL to web widget and can be used after putting login ID and PWD. How important is Facebook integration? Would RSS feeds and Twitter be sufficient?	Please adhere to tender terms & conditions
7.	SECTION-III CONDITIONS OF CONTRACT Eligibility Criteria	16/10	OEM must have BIS/ISO Certifications in India.	We are CMMI Level 5 Company, we have BIS and various ISO certifications. Here the technical capability of the bidder also to be emphasized hence Request to amend as under: Bidder/OEM must have BIS/ISO Certifications in India. (Even CMMI Level 3 or above can be considered)	Please adhere to tender terms & conditions



Supply, Installation and Maintenance of Necessary Hardware, Software & Support Services for Implementing 1000 Digital Signage (RFP Ref: CO/ITD/1206/R2/2022-23 dated 19/04/2022).

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8.	Eligibility Criteria	16/6	The Bidder/OEM should had supplied and maintained a minimum of 1000 Digital Signage (Cumulative) with multiple locations in India during last 3 years (As on 31.03.2022).	<p>The Bidder/OEM should had supplied and maintained a minimum of 500 Digital Signage (Cumulative) with multiple locations in India during last 3 years (As on 31.03.2022). Most of business suffered Due to covid situations in 2020-21 kindly consider average installation.</p> <p>Request to change: The Bidder/OEM should had supplied and maintained a minimum of 200 Digital Signage (Cumulative) with multiple locations in India during last 10 years (As on 31.03.2022). Reason :- Due to 2 years of Covid all the tender was on hold and there was no such big installation done by any agency. So we request you to kindly change this clause.</p> <p>Due to covid there was no major installations happened in last few years. Request you to mention it as last 4 years.</p>	Please refer to Point No. 5 of Amendment Corrigendum.
9.	Eligibility Criteria	16/8	The OEM should have authorized support center in at least 100 locations across India, addresses of service centers to be provided.	<p>We request Bank to amend this clause as atleast 100 number of support staff engineers across India for onsite & offsite support. Here we can provide our engineers address along with contact details.</p> <p>Request to change:</p>	Please adhere to tender terms & conditions



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				<p>The OEM should have authorized support center in at least 10 locations across India, addresses of service centers to be provided. Reason:- As Bidder will provide the service as and when required. There should not be any fixed number of support center.</p> <p>We request the bank to apply these criteria strictly to the BIDDER since it is the bidder who is primarily responsible, for providing the service and support. Ideally the bidder should have GST registrations (Sales offices) in 15 or more states, and at least 100 service points across the country.</p>	
10.	Eligibility Criteria	16/4	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 refer to Point No. 6 of Amendment Corrigendum.
11.	Payment Terms	16/5	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,	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 adhere to the tender terms & conditions.



Supply, Installation and Maintenance of Necessary Hardware, Software & Support Services for Implementing 1000 Digital Signage (RFP Ref: CO/ITD/1206/R2/2022-23 dated 19/04/2022).

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			Original/Copy of Transit Insurance Policy and Original of Storage cum erection policy		
12.	Incidental Services to be provided by the successful Bidder	18/14	The Bidder shall provide the complete documentation of the project.	Please define what is meant by complete documentation?	It is clarified that the bidder will have to submit various documentation like Proposed architecture, Implementation manual, operational manual, Standard Operating Procedures for CMS, etc.
13.	Specification for Digital Signage Media Player (Internal In-built SOC-System on Chip)	39/22	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.	It is clarified that when connectivity is lost, the content already downloaded on the media player should be displayed on digital signage without any issue.
14.	Eligibility Criteria	16/9	Bidder & OEM must have Online portal and email facilities for lodging & tracking of complaints.	Since all the warranties will be handled by OEM this shall be mentioned as OEM.	Please adhere to tender terms & conditions
15.	Warranty/AMC	19/9	This onsite comprehensive warranty with 24 * 7 support shall remain valid for 36 months after the Goods have been installed at the final destination indicated in the Contract, or for thirty-nine (39) months after the date of	No brands have 24/7 support. May be the complaint can be logged anytime and the same shall be attended within 48hrs (Exclusive of govt holidays)	Please refer to Point No. 7 of Amendment Corrigendum.



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			receipt of shipment at the destination, whichever period concludes earlier. Necessary documents should be provided for back to back support from respective OEMs. The Bank shall promptly notify the Supplier in writing/by mail of any claims arising under this warranty. Upon receipt of such notice, the Supplier shall with all reasonable speed, repair or replace the defective Goods or parts thereof, without cost to the Bank. All the supplied Hardware and software have to be covered under back to back support from the respective OEMs for the full contract period.		
16.	Insurance	19/10	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	We shall take master policy for all locations covering the loss/damage during transit, storage, and erection	It may be noted that the master policy should cover all the equipment proposed to be delivered under this RFP. Also, the policy should be taken specifically for this Tender.



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17.	SLA - CMS	18/8	<ul style="list-style-type: none"> ➤ Maintenance and support agreement from OEM is needed to provide a 4-hour response time and 24 hours resolution time to technical support requests. There must be multiple ways to initiate a support request, including email, web page or voice mail. Support agreement will include free software upgrades. ➤ Bank will levy a penalty of Rs. 2,000/- per 4 hours downtime post 24 hours from the time of reporting of issue, subject to a maximum penalty of Rs. 4,000 per day 	Request to change the issue resolve time to 48 hours for Tier-2 location and 72 hours for Tier-3 locations on site.	It is clarified that the SLA mentioned here is for CMS solution only which will be hosted at central site.
18.	Incidental Services to be provided by the successful Bidder	18/17	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	On site engineer is required only for the project execution not for complete 5 years Please clarify	Please refer to Point No. 8 of Amendment Corrigendum.
19.	Specification for digital signage media player:	38/1	Multi-stream in-built media player to allow different information to be viewed on different displays;	Can we provide external Android media players also in place of built in media players as the same can provide better ruggedness and enhanced functionalities.	Please adhere to the tender terms & conditions.



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				We request the bank to make it external also. Without this we will not able to participate. Our model of DSS is successfully working in many PSU banks and private bank with more than 10000 installations. We hope to hear from you.	
20.	Specification for digital signage media player:	38/19	Digital Signage should support video codec in Standard Definition(SD) and High Definition(HD), Web content including Graphics, Flash Animations/ HTML5 animations, Windows Media and MP3 Audio	Please remove flash animations since the same is EOL and can attract malwares/virus	Please refer to Point No. 9 of Amendment Corrigendum.
21.	Digital Signage Solution Administration Software/CMS	41/37	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.	The digital signage system works as a standalone web page and is linked to each users email id for login. The users management can be done on the signage CMS webpage rather than from the active directory. The users can be added deleted and changed only from the Signage CMS web page. Please confirm if the same is acceptable.	Please adhere to tender terms & conditions
22.	Digital Signage Solution Administration Software/CMS	41/38	Accounts that must be synchronized so that disabling a user, adding a user, changing password or changing group	The digital signage system works as a standalone web page and is linked to each users email id for login. The users management can be done on the signage	Please adhere to tender terms & conditions



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			membership in the Active Directory has the same affect in the system .	CMS webpage rather than from the active directory. The users can be added deleted and changed only from the Signage CMS web page. Please confirm if the same is acceptable.	
23.	Digital Signage Solution Administration Software/CMS	42/47	Security requirements do not require an open internet connection to download and activate the software	The digital signage CMS software requires open internet connection to connect to our servers at the time of installation and license registration. The said feature is only required till the installation and registration is over and post hat open internet is not required. Please let the us know if the same is OK.	The same is acceptable to the Bank.
24.	Digital Signage Solution Administration Software/CMS	42/49	Facility to manage display remotely i.e disabling and enabling of USB, Wi-Fi, Bluetooth, Screen mirroring, updating of Signage IP address and updating of date and time from a centralized CMS.	Since the signage CMS works as an independent software, the same doesn't allow the control of display parameters over the network. And moreover since the player is based on Android, globally Android OS doesn't allow any control over the displays. Please remove the said specification.	Please adhere to tender terms & conditions.
25.	Digital Signage Solution Administration Software/CMS	39/4	Capability to identify UIN should be a logical combination for easy identification - (fields such as IP address, Branch code, Branch Name, Address, Contact Info, Type of screen etc to be added)	Zeetaminds CMS doesn't have this flexibility. However, each display can be identified based on the name of the display, description and tags (multiple tags can be added and searched by single or multi-tags). This is a better way to manage bigger networks. Do	The proposed work-around is in-line with bank's requirement. Thus, the same is acceptable.



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				you still need the above feature? Also, we have a feature which will trigger and show the name of the display on the screen if and when needed.	
26.	Digital Signage Solution Administration Software/CMS	41/27	Schedule/content download can be initiated during off-peak hours	I am assuming you just want a feature to schedule content in any form. Once, weekly, daily or monthly and all possible combinations of content scheduling. Yes/No? If yes, then we already have it.	It is clarified that the CMS should have a scheduling mechanism with which the frequency and timing window for downloading content can be scheduled.
27.	Digital Signage Solution Administration Software/CMS	42/50	Ability to integrate and show MIS reports	Is it a web URL? We support web URLs. If the report is in the form of an internal weblink or HTML page following the aspect ratio of the screen or the pane in the layout, then it can be shown. There are a couple of features which need to be added and will be implemented at the time of implementation. As we are the developer of Zeetaminds Digital Signage Platform, we are quite capable of adding any new features.	The reports will be provided as web URL.
28.	Digital Signage Solution Administration Software/CMS	40/9	Ability to manage display layout/design on individual screen from a centralized location based on clustering. Single screen or split screen with independently controlled frames.	Do you just want to control different parts of the layout separately or have different users manage each pane separately?	It is clarified that the different sections should be controlled separately by single/different user.



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			Facility of Scrolling ticker to separate multiple display on separate regions on the screen		
29.	Payment Terms	16/5	General Query about payment terms	What is the remedy or curative measures and ways and methods available to the bidder if there is delay in release of payment despite completing the work and submission of necessary documentation to the bank by the vendor? Like the bank defines curative and punitive measures available to the bank in case of shortcomings on the bidders part, any fair agreement must have reciprocity. Especially given that the RFP and agreements are drafted by the bank, the law states that any ambiguity shall be taken in favor of the the party that did not draft the terms.	Please adhere to tender terms & conditions. It is defined in the RFP that payments will be released 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
30.	Additional Recommended Requirements	38	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	Ceiling mount kit qty should defined	15% of the digital signage will be mounted on ceiling mounts and rest will be mounted using wall mount.
31.	NA	NA	NA	Branch shifting/renovation will happen regularly as per our previous experience with banks. Whose responsibility it will be to remove and reinstall, Bank or SI	Please refer the RFP Page 17 Point no. 8 under heading "Incidental Services to be provided by the successful Bidder"



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				If it is on SI what is the % of shifting and what is the % of renovation per month/year bank is expecting, we can accordingly consider the costs for the same.	“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. The cost of decommission the equipment, shift equipment and re-install at new location will be borne by successful bidder”

