

## Pre-Bid Queries Responses

Annexure - "A"

Sr. No.	RFP Chapter No.	RFP Clause No.	RFP Page No.	Clause Details as per RFP	Query/Clarification/ Suggestion	Status	Response
1	Chapter-3	3.2 QUALIFICATION/ ELIGIBILITY CRITERIA  Financial: Turnover from IT/ ITeS	10	Average Annual Turnover of the bidder from the IT/ITeS/Related Services supply/installation or maintenance of LED Video Wall / Visual & Audio hardware components) for last three financial years * (as per the last published audited balance sheets), should be at least Rs. <b>15 Crore</b> .  *In any three consecutive Financial Years: 2020-2021, 2021-2022, 2022-2023 and 2023-2024.	As this order is for the services, we request to consider Average Annual Turnover should be at least <b>Rs. 7 Crore</b> because it is a services tender.	No Change	As per RFP
2	Chapter-3	3.4 QUALIFICATION/ ELIGIBILITY CRITERIA  Technical Capability	10-11	The Bidder should have executed following in last five years as on publication of the bid: 1. At least one project of value not less than <b>3 Crore</b> for supply/ installation or maintenance of LED Video Wall / Visual & Audio hardware components, OR 2. Multiple projects (maximum 4 projects) of the cumulative value of <b>4.5 Crores</b> for supply/installation or maintenance of LED Video Wall / Visual & Audio hardware components,	As this amc order is for the services , we request to consider the below condition. <b>1.</b> At least one project of value not less than <b>1.5 Crore</b> for supply/installation or maintenance of LED Video Wall / Visual & Audio hardware components, OR <b>2.</b> Multiple projects (maximum 4 projects) of the cumulative value of <b>3 Crores</b> for supply/installation or maintenance of LED Video Wall / Visual & Audio hardware components.	No Change	As per RFP
3	Chapter-3	3. QUALIFICATION/ ELIGIBILITY CRITERIA  (8. Mandatory requisites)	12	The bidder must be an authorized system integrator for sale, support and services of the OEM for LED Video Wall & associated components proposed for the replacement of items mentioned in Annexure-2. The proposed manufacturer should have office and authorized registered service centre in India.	Request to mention the <b>Proposed OEM</b> .  The bidder must be an authorized system integrator for sale, support and services of the <b>Proposed OEM</b> for LED Video Wall & associated components proposed for the replacement of items mentioned in Annexure-2.	No Change	As per RFP
4	Chapter-4	4.SCOPE OF WORK, DELIVERABLES & TIMELINES  (B) Management of Centralized Management Solution (CMS) & Media Player for Content & Video	13-14	The Selected bidder shall deploy two (2) qualified resources at Purchaser Office (at RISL Yojna Bhawan, Jaipur) to manage the Media Player (ONELAN NTB-HD-10F-S). Also ensure that CMS solution (ONELAN CMS Version 3.6.0) and Media Player (ONELAN NTB-HD-10F-S) are up & running. The selected bidder shall regularly keep updating the patches and latest version of both CMS and media player, during the entire contract period.	<b>Requested Modification:</b> The selected bidder shall deploy two (2) qualified resources at Purchaser Office (at RISL Yojna Bhawan, Jaipur) to manage both the existing Media Player (ONELAN NTB-HD-10F-S) and/Or the new CMS solution proposed by the SI.	Clause Modified	<b>Refer the Amended Clause 4.B.a) of Final RFP document.</b>

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5	Chapter-4	4. SCOPE OF WORK, DELIVERABLES & TIMELINES  A ( b ) Annual Maintenance Contract/ Support	13	The selected bidder shall maintain the LED Video Walls and their associated equipment in good working order and perform preventive maintenance for LED Video walls & their associated hardware/ items/ components and concrete & steel foundation (painting/repairing [if required]) on a bi- monthly basis. The checklist for preventive maintenance is given in Annexure-17, the selected bidder shall upload the signed checklist (as per Annexure - 17) on the CRN portal after completing the preventive maintenance of each LED video wall.	We would like to propose a revision for current bi-monthly to <b>quarterly or by half yearly</b> . Upon review, we have observed that the maintenance, particularly the repainting, is not always necessary on such a frequent basis and should be considered only when required.  Additionally, posters are being pasted on the bipoles at various locations, causing the paint to peel off. Paint peel off due to posters will not cover in the amc.	Clause Modified	<b>Refer the Amended Clause 4.A.b) of Final RFP document.</b>
6	Chapter-5	INSTRUCTION TO BIDDERS (ITB)  26) Right to vary quantity	26	Right to vary quantity a) If the procuring entity does not procure any subject matter of procurement or procures less than the quantity specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation except otherwise provided in the bidding documents. b) Orders for extra items may be placed by the procuring entity in accordance with the Schedule of Powers as prescribed by the Finance Department, upto 5% of the value of the original contract. c) Repeat orders for extra items or additional quantities may be placed on the rates and conditions given in the contract and the original order was given after inviting open competitive bids. Delivery or completion period may also be proportionately increased. The limits of repeat order shall be as under: a. 50% of the quantity of the individual items and 50% of the value of original contract in case of works; and b. 50% of the value of services of the original contract.	The products supplied and installed almost seven year ago and opearting in the Hrashest condition,The products supplied and installed shall be beyond economic reapiers after next two years operation. The Extra items/Repeat orders clause shall be deleted or it should be based on Mutual agreement between Bidder and Department.	No Change	As per RFP
7	Chapter-7	SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT  (7.2 )Service Level Standards/ Requirements / Agreement	47	Time taken to resolve any kind of complaint of LED Video Wall in 4-5 Days .	It is mentioned to close calls including weekends and holidays also, there are many factors which are not in our control which we are mentioning below.  Suggestion :- We require official 4 working days of rajasthan govt. for DHQ and 5 working days for BHQ to resolve the issues.  Servo stablizer are installed in offices and it is difficult to get keys in weekends and holidays.  Various Videowalls are inside campus of SDM office, hospitals, panchayat samiti and other locations also where we need to take permission 1st before visiting the site.	Clause Modified	<b>Refer the Amended Clause Section 7.2.B.1.Note of Final RFP Document.</b>

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8	Chapter-7	SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT  (7.2 )Service Level Standards/ Requirements / Agreement	47	Time taken to resolve any kind of complaint of LED Video Wall in 4-5 Days .	We would like to request that only government working days be considered for resolving the CRN. This is because no government officials are available during holidays & weekends, and the videowall keys are kept with them, due to which we will not able to addressing the issues during those days.	Clause Modified	Refer the Amended Clause Section 7.2.B.1.Note of Final RFP Document.
9	ANNEXURE-2	TECHNICAL SPECIFICATIO NS	56	Note: a) All the specifications listed below pertain to the currently installed hardware and equivalent or higher specifications shall be applied wherever replacements are necessary during the entire AMC period. b) All proposed items should be compatible with the existing solution/ set-up of video-wall(s), to useall the existing features and functionalities.	Item No. 4 - Media player for the signage solution, which has now been operational for over 8 years. There is significant increase in the failure rate of spare parts. Additionally, the availability and service for these older devices are not as accessible as they were in the past.  In light of advancements in technology, there are now numerous player devices available that integrate display controller solutions, offering enhanced capabilities in terms of layouts, bandwidth management, and streaming solutions. Given these developments, we propose that there is no longer a need to install media player and display controller devices separately. Accordingly the new specifications of Media Player cum Videowall controller device to be replaced with Media Player specifications.  By adopting modern integrated solutions, we can ensure better performance, reduce the complexity of our setup, and enhance overall system reliability. Instead of mentioning the Hardware system for media Player the use cases shall be specify so that functionalityof displays shall not be compromised.	Clause Modified & Clarify	Refer the Amended Clause 4.A.c) , 4.B.a) and Annexure-2.Note.d) of Final RFP document.
10	ANNEXURE-2	TECHNICAL SPECIFICATIO NS	56	<b>ANNEXURE-2: TECHNICAL SPECIFICATIONS &amp; BIDDER COMPLIANCE CHECKLIST</b> Note: a) All the specifications listed below pertain to the currently installed hardware and equivalent or higher specifications shall be applied wherever replacements are necessary during the entire AMC period. b) All proposed items should be compatible with the existing solution/ set-up of video-wall(s), to useall the existing features and functionalities  <b>Item 4: Media Player - OneLan</b>	Media players currently installed in the videowall system are outdated and no longer meet the performance requirements of modern displays. We kindly request your consideration for upgrading to a next-generation multimedia player that integrates both display controller and media player functionalities and offers superior performance in terms of resolution, stability, and security and offer comprehensive features such as remote on/off management, live telecast, layout flexibility, and screen configuration options.  We recommend removing the current media player and display controller, as their functions will be effectively managed by the single integrated multimedia device.	Clause Modified & Clarify	Refer the Amended Clause 4.A.c) , 4.B.a) and Annexure-2.Note.d) of Final RFP document.

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11	ANNEXURE-16	LED VIDEOWALL EQUIPMENT DECSRIPTION	81	LED VIDEOWALL EQUIPMENT DECSRIPTION LED DISPLAY CONTROLLER DELTA DC500 Media Player ONELAN NTB-HD 10F-SW	We recommend removing the current media player and display controller, as their functions will be effectively managed by the single integrated multimedia device. Media players currently installed in the videowall system are outdated and no longer meet the performance requirements of modern displays and their repairing servises are not available easily in india.	Clause Modified & Clarify	<b>Refer the Amended Clause 4.A.c) , 4.B.a) of Final RFP document.</b>