

Pre-bid Query Response of "Request for Proposal (RFP) for Rate Contract of Video Conference and WiFi equipment through Open Competitive Bidding (e-Tendering)" NIB Ref. No.: Ref No.: F4.16(05)/RISL/Tech/2025/4276 Dated: 17/10/2025 (Unique Bid No.: RIS2526GLOB00045)					
Sr. No.	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	Change in RFP
1	14	5. PRE-QUALIFICATION / ELIGIBILITY CRITERIA: 4). Technical Capability	(VC equipment)* Definition: This includes Camera, Mic, Codec/OPS, Dedicated VC equipments & Display screen only. The size of display screen should not be less than 50" . Without Camera & Mic, the Codec/ OPS/ Display screen shall not be considered in "VC equipment". "VC Equipment" doesn't include any Audio-Video (AV) products (Network equipments, Speaker, Display, Audio/Video Mixtures, Amplifiers/ switchers etc. and their associated cables, AV equipments, civil/electrical work etc (but not limited to).	It is requested to remove the clause "The size of display screen should not be less than 50 inches" from the definition of "VC Equipment". since the VC set up is directly not related with size of the display as with lesser display screen size VC can also conducted, so by removing the size of display screen of 50" will increase the participation. we request to please make below changes: (VC equipment)* Definition: This includes Camera, Mic, Codec/OPS, Dedicated/Integrated VC equipments & Display screen only. Without Camera & Mic, the Codec/ OPS/ Display screen shall not be considered in "VC equipment". "VC Equipment" doesn't include any Audio-Video (AV) products (Network equipments, Speaker, Display, Audio/Video Mixtures, Amplifiers/ switchers etc. and their associated cables, AV equipments, civil/electrical work etc (but not limited to).	Refer the Final RFP
2	18	6. SCOPE OF WORK, DELIVERABLES AND TIMELINES 6.1. Details of Scope of Work (SoW)	6.1. Details of Scope of Work (SoW) 10) Provide all assistance (co-ordination with user for uninstallation, packing & unpacking and configuration at required site location) in shifting, reinstallation of the equipment within 15 days on the request of DoITC/RISL without any additional cost to purchaser.	We request you to kindly fix number of shifting/re-instllation for every six months so that bidder will consider its cost in its bid as no additional payment is being paid by department against this activity. Since this is open statement without giving the number of shifting and reinstallation and its cost is substantial and bid may be out of budget.	Refer the Final RFP
3	20	6.1. Details of Scope of Work (SoW)	Provide all assistance (co-ordination with user for uninstallation, packing & unpacking and configuration at required site location) in shifting, reinstallation of the equipment within 15 days on the request of DoITC/RISL without any additional cost to purchaser.	Shifting/reinstllaiton should be within same city /town/ district. Also please give more clarity that who will bear logistic cost.	As Above
4	20	Details of Scope of Work (SoW)	14, B.) Cleaning and removal of dust and dirt from the interior and exterior of the equipment.	We request you to please change this clause Cleaning and removal of dust and dirt from the equipment.	Refer the Final RFP

5	20	6.2. UAT and Go-Live	The Go-Live will be given per site basis instead of equipment basis. RISL will not give partial	We need more clarity on this point. If we are able to deliver and install all items except 1 or 2 sites, due to site issue/RISL issue, we suggest RISL should give Go live for site ready.	Refer the Final RFP
6	20	6.3. Project Milestones, Deliverables & Timelines: Payment Schedule	<p>Payment Schedule:</p> <p>1. Supply and Commissioning of equipments as per Annexure - 1: (85%) equipment cost at the time of commissioning.</p> <p>2. Bi-annual Payment against commissioned equipments: Remaining (15%) in 1.5% bi-annual instalment from date of commissioning.</p> <p>3. Supply and Commissioning of Passive Items as per Annexure - 1: (100%) equipment cost at the time of commissioning.</p>	<p>We request to release 70% on supply and 25% on installation and commissioning and remaining 5% (1% per year basis) as already 5% PBG and OEM warranty certificate shall be submitted by the successful bidder within 30 days of invoice submission with requisite deliverables.</p> <p>3. Supply and Commissioning of Passive Items as per Annexure - 1: (100%) equipment cost at the time of commissioning within 30 days.</p>	Refer the Final RFP
7	21	6.3. Project Milestones, Deliverables & Timelines	(85%) equipment cost at the time of commissioning. Remaining (15%) in 1.5% bi-annual instalment from date of commissioning.	(70%) equipment cost at the time delivery, (15%) equipment cost at the time of commissioning Remaining (15%) equally quarterly instalment from date of commissioning with Bi-annually preventive maintainance	As Above
8	21	6.3. Project Milestones, Deliverables & Timelines	Supply and Commissioning of equipments as per Annexure - 1, Within T+90 days from date of work order.	as per our previous experience, order with large qty takes more time than mentioned in RFP therefore, we request you to please change it to T+ 120 days- T+150 days from date of work order.	No Change

9	25	8) Bid Security	<p>The bid security may be given in the form of a banker's cheque or demand draft or bank guarantee, in specified format, of a scheduled bank.</p>	<p>For preparation of the Bid Security (Bank Guarantee) and subsequently the Performance Bank Guarantee (PBG), our issuing bank requires the beneficiary bank account details (i.e., Name of Bank, Branch, IFSC Code, Account Number, and Beneficiary Name of RISL).</p> <p>We request RISL to kindly share the official bank account details to ensure accuracy and compliance during issuance.</p>	Refer the Final RFP
10	58	<p>9. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT:</p> <p>2. Service Level Standards/ Requirements/ Agreement:</p>	<p>1. Service Description: Resolution of downtime of supplied equipments (Sr. No. 11), Reporting Period-Bi-annual, Target Service Level-99.5% , Penalty-5% of Bi-annual payment of CAPEX charges, on drop of each 0.5% OR part thereof.</p> <p>2. Service Description: Resolution of downtime of newly supplied equipments (except Sr No.11, 12, 13),Reporting Period-Bi-annual, Target Service Level- Within 24 hours of lodging/ intimation of complaint or failure through email, phone, NMS, etc., Penalty-0.5% of the equipment cost per 72 Hours or part thereof per equipment after 72 hours</p>	<p>It is requested to make below changes:</p> <p>"1. Service Description: Resolution of downtime of supplied equipments (Sr. No. 11), Reporting Period-Bi-annual, Target Service Level-99% , Penalty-5% of Bi-annual payment of CAPEX charges, on drop of each 0.5% OR part thereof. "</p> <p>"2. Service Description: Resolution of downtime of newly supplied equipments (except Sr No.11, 12, 13),Reporting Period-Bi-annual, Target Service Level- Within 48 hours of lodging/ intimation of complaint or failure through email, phone, NMS, etc., Penalty-0.25% of the equipment cost per 48 Hours or part thereof per equipment after 48 hours"</p>	No Change
11	59	<p>2. Service Level Standards/ Requirements/ Agreement:</p> <p>1) Resolution of downtime of supplied equipment (Sr. No. 11)</p>	<p>The maximum penalty shall not be more than the total CAPEX cost of the component.</p>	<p>Maximum penalty shall not be more than the 10% of the equipment cost or Quarterly claimed payment of that equipment</p>	Refer the Final RFP

12	62	ANNEXURE-2: TECHNICAL SPECIFICATIONS Item No 1: (VC Setup with 5-year warranty)	Item No 1: (VC Setup with 5-year warranty) General: The system should be with Codec, HD 1080p 60fps camera with 20x optical zoom or higher, Mic, Touch panel, required cables and power supply.	It is requested to change as per below mentioned: "General: The system should be with Codec, HD 1080p 60fps camera with 12x optical zoom or higher, Mic, Touch panel, required cables and power supply". Justification: We request that the change be kindly considered, as the 12x AVoIP camera represents the latest technology, offering IP-based connectivity and simplified installation.	Refer the Final RFP
13	62 of 98	ANNEXURE-2: TECHNICAL SPECIFICATIONS Item No 1: VC Setup with 5 Years warranty	General: The system should be with Codec, HD 1080p 60fps camera with 20x optical zoom or higher, Mic, Touch panel, required cables and power supply.	We request that the change be kindly considered, as the 12x AVoIP camera represents the latest technology, offering IP-based connectivity and simplified installation. General: The system should be with Codec, HD 1080p 60fps camera with 20x 12x optical zoom or higher, Mic, Touch panel, required cables and power supply.	As Above
14	63	ANNEXURE-2: TECHNICAL SPECIFICATIONS Item No 1: (VC Setup with 5-year warranty)	Item No 1: (VC Setup with 5-year warranty) Camera: Minimum 20X optical zoom	It is requested to change as per below mentioned: "Camera: Minimum 12X optical zoom". Justification: kindly change the camera to 12x optical zoom or higher	Refer the Final RFP
15	63 of 98	ANNEXURE-2: TECHNICAL SPECIFICATIONS Item No 1: VC Setup with 5 Years warranty	Camera: Minimum 20X optical zoom	We request that the change be kindly considered, as the 12x AVoIP camera represents the latest technology, offering IP-based connectivity and simplified installation. Camera: Minimum 20x 12x optical zoom	As Above
16	69	Item No 7 (LED Display)	UHD signage with Built-in Software, Smart Share, Web Browser, Button Lock, Plug Play, HDRPro/10/Plus, Screenshot	Please Remove HDRPro/10/Plus	Refer the Final RFP
17	70	ITEM No. 8 (LED Display 85"): Certification	Certification: BIS, UL	Please change as per below mentioned: BIS, UL (Model Specific Certification) As per latest Doit Specification	No Change
18	70	ITEM No. 9 (Interactive Display 85")	Item No.9: Interactive Display 85"	Please change as per below mentioned: In interactive Display Standard size is 86" So need to change in item title	No Change
19	70	Item No 9: (Interactive Display - 85")	Surface treatment: Anti-glare treatment or similar, 7 Mohs and 9H Hardness, Haze 25%	Please change as per mentioned below: Minimum 3.0 MM Toughened Glass with level 7 MOHS Standard or higher surface hardness configuration.(As per latest Doit Specification)	Refer the Final RFP

20	71	Item No 9: (Interactive Display - 85")	External Control: RS232C, RJ45 input and output both	RS232C, RJ45 input, As per latest doit notification	Refer the Final RFP
21	71	Item No 9: (Interactive Display - 85")	Min Input Ports: 3xHDMI, 4xUSB (Out of which min 2xUSB3.0), 1xaudio, 1xOPS slot, 1xUSB Type C port	Please do changes as per below: 2xHDMI, 4xUSB (Out of which min 2xUSB3.0), 1xaudio, 1xOPS slot, 1xUSB Type C port (As per latest Doit notification)	Refer the Final RFP
22	73	Item 10: (WiFi AP) Functionality & Security	"Access Point should be unified and able to work as Standalone, with Controller/Inbuilt Controller and sensor for WIDS/WIPS functionality."	The technical specification of the Wi-Fi Access Point states that it should be "unified and able to work as Standalone, with Controller/Inbuilt Controller." However, the UAT clause mentions that SSID will be broadcast from the existing central Wi-Fi server cluster (HPE Aruba). Please clarify whether: The newly supplied APs must necessarily integrate with the existing HPE Aruba controller/server cluster, or Standalone (controller-less) deployment is also acceptable under this RFP.	Refer the Final RFP
23	New	New	New	Please consider that there should be minimum 5 WiFi AP in any building.	No Change
24	New	New	New	"Streaming Switcher - RGB Link Mini Pro 3rd generation" is required for State level government events to cater the multiple video sources.	BoM added
25	New	New	New	"USB Audio Interface - Focusrite Scarlett 2i2 4th Gen" is required for state level government events to cater the multiple audio inputs.	BoM added