

Pre-bid Query Response of "Request for Proposal (RFP) for Annual Maintenance Contract of 300 Webex Desk video conferencing system under RajVC project through Open Competitive Bidding (e-Tendering)" NIB Ref. No.: F4.14(20)/RISL/Tech/e-proc/F4.14(20)/RISL/Tech/e-proc/25/4296 dated 24.10.2025					
Sr. No.	RFP Page No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	Change in RFP
1	15	4. PRE-QUALIFICATION / ELIGIBILITY CRITERIA: 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 70" . 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 70 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 70" is restricting the participation. we request to please make below changes: (VC equipment)* Definition: This includes Camera, Mic, Codec/OPS, Dedicated 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).	Change in RFP
2	17	5.2. Project Milestones, Deliverables & Timelines: Payment Schedule	Payment Schedule: 16.66% of total AMC value of 3 years in 6 equal bi-annual payment.	We request to kindly release 70% of total AMC value on submitting the OEM warranty certificate within one month of PO date and remaining 30% of total AMC value shall released in 12 equal quaterly payments(as 2.5% per quarter) Justification: Since this is AMC tender and OEM of equipment will charge upfrontly the warranty amount so department should also make the payment accordingly. So please make below changes: 1. 70% of total AMC amount within 30 days of PO on submission of 3 year contract/AMC copy of OEM. 2. Remaining 30% of total AMC value shall released in 12 equal quaterly payments (as 2.5% per quarter)	Change in RFP
3	56	2. Service Level Standards/ Requirements/Agreement:	Target Servie Level: Within 24 hours of lodging of complaint or failure	We request you to kindly allow that during any fault in equipment, bidder can replace the faulty equipment by its own arrangement (from its spare quantity) till the RMA process is complete as many times the OEM RMA process is taking time, so we request to department that department should allow if the RMA timeline of new hardware will take time department will consider the temporary arrangement made by bidder as services will run smoothly till the new RMA hardware is delivered and no SLA penalty shall be imposed on bidder. Once the new hardware after RMA is delivered then bidder will change the temporary arrangement by this new hardware.	Change in RFP
4	16	5. SCOPE OF WORK, DELIVERABLES AND TIMELINES	5.1. Details of Scope of Work (SoW) c) 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.	No Change
5	New	New	New	Please provide 300 equipment locations list.	Change in RFP