

Pre-Bid Query Response Sheet

Title-Short term RFP for Supply, Installation, Testing, Commissioning including Five years Comprehensive On-site Warranty and Maintenance of Outdoor LED Video Wall Screens.

Tender ID/NIB No. 2026_RISL_579754_1/ F3.3(581)/RISL/Pur/2026/2252

Date & Time of Pre-Bid Meeting :- 04.08.2026 at 12:00 PM

Venue :-6th floor, IT Development and E-governance, New IT Building, Mahatma Gandhi Road, Jhalana Doongri, Jaipur, Rajasthan

Annexure - A

PART-A :- PRE-QUALIFICATION (PQ) / ELIGIBILITY CRITERIA Queries					
S.No	RFP Chapter No.	RFP Page No.	RFP Clause/Rule Details	Firm's Query/Suggestion	Final Response
1	Chapter-3-PRE-QUALIFICATION/ELIGIBILITY CRITERIA, Point No-23	15	CE certification (Documentary evidence, including the CE Declaration of Conformity from OEM)	Remove CE Certificate requirement	The bidder/OEM shall submit a valid BIS/CE Certificate.
2	No such criteria defined in RFP	N/A	No such criteria defined in RFP	Electrical Registration Criteria: Kindly clarify whether holding a valid Class 'A' Electrical Contractor License (E-EWSD-1 Category) issued by the Electrical Inspectorate Department / PWD Rajasthan is an essential mandatory eligibility requirement for the installation and commissioning scope of work, or if equivalent Class 'A' state registrations are acceptable	As per RFP.
3	No such criteria defined in RFP	N/A	No such criteria defined in RFP	OEM/Bidder should have executed at least 50 Video Walls on a single network.	As per RFP
4	Chapter-3-PRE-QUALIFICATION/ELIGIBILITY CRITERIA, Clause 3.1 (5)	14	Technical Capability-The bidder shall have successfully completed or substantially completed any one of the following projects during the last three (03) years ending on the last date of bid submission: ☐ One similar work of value not less than ₹3.60 Crore, or ☐ Two similar works of cumulative value not less than ₹4.60 Crore, or ☐ Three similar works of cumulative value not less than ₹5.60 Crore. Similar work means Supply, Installation & Commissioning OR AMC/FMS of Outdoor LED Video Walls/Digital Display Systems for Central Government, State Government, PSU, Autonomous Bodies or BFSI organizations.	Amend the eligibility criteria to permit bidders having three similar completed works of ₹1.20 Crore each (cumulative value of ₹3.60 Crore) to participate in the tender.	Shall be amended as: •One similar work of value not less than ₹1.50 Crore, or •Two similar works of cumulative value not less than ₹2 Crore, or •Three similar works of cumulative value not less than ₹2.50 Crore.

5	Chapter-3-PRE-QUALIFICATION/ELIGIBILITY CRITERIA, Clause 3.1 (2)	14	Average Annual Turnover of the bidder from the supply/installation or maintenance of LED Video Wall / Visual & Audio hardware components) for last three financial years: 2022-23, 2023-24 and 2024-25 (as per the last published audited balance sheets), should be at least Rs. 7.2 Crores.	26-277est: Kindly keep the financial turnover criteria in line with the standard/common eligibility criteria followed in similar government tenders. Current FY26-27and previous FY25-26 need to be included. The required average annual turnover may be revised to a more reasonable level to encourage wider participation of competent bidders.	Average Annual Turnover of the bidder from the 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. 7.2 Crores. *In any three consecutive Financial Years: 2022-23, 2023-24, 2024-25 & 2025-26.
6	Chapter-3-PRE-QUALIFICATION/ELIGIBILITY CRITERIA, Clause 3.1 (2 & 3)	14	Financial Turnover-Average Annual Turnover of the bidder from the supply/installation or maintenance of LED Video Wall / Visual & Audio hardware components) for last three financial years: 2022-23, 2023-24 and 2024-25 * (as per the last published audited balance sheets), should be at least Rs. 7.2 Crores. Financial: Net Worth- The net worth of the bidder as on 31/03/2025 should be Positive and profit making as per last audited balance sheet.	We request clarification/consideration on adding a minimum financial capability criterion for the OEM of the quoted LED Video Wall solution. Specifically, we propose including the following requirement under Eligibility Criteria: “The Original Equipment Manufacturer (OEM) of the offered LED Video Wall product should have a cumulative turnover of at least INR 200 Crore over the last three financial years (FY 2023-24, 2024-25, 2025-26). Provisional turnover figures for FY 2025-26, certified by a Chartered Accountant (with UDIN), will be accepted. The bidder must submit CA-certified financial statements or a CA/Cost Accountant certificate confirming these turnover figures.”	OEM of LED Display should have at least 100 cr. turnover in India in last three financial year.
7	Chapter-3-PRE-QUALIFICATION/ELIGIBILITY CRITERIA, Clause 3.1 (2)	14	Average Annual Turnover of the bidder from the supply/installation or maintenance of LED Video Wall / Visual & Audio hardware components) for last three financial years: 2022-23, 2023-24 and 2024-25 * (as per the last published audited balance sheets), should be at least Rs. 7.2 Crores.	Average Annual Turnover of the bidder from the supply/installation or maintenance of LED Video Wall / Visual & Audio hardware components)/ IT/ITeS for last three financial years: 2022-23, 2023-24 and 2024-25 * (as per the last published audited balance sheets), should be at least Rs. 15 Crores.	As per RFP
8	Chapter-3-PRE-QUALIFICATION/ELIGIBILITY CRITERIA, Clause 3.1 (5)	14		Bidder Work order : Page no. 14, 3. ELIGIBILITY CRITERIA, Point 5 Work order The bidder shall have successfully completed or substantially completed any one of the following projects during the last three (03) years ending on the last date of bid submission: Similar work means Supply, Installation & Commissioning OR AMC/FMS of Outdoor LED Video Walls/Digital Display Systems for Central Government, State Government, PSU, Autonomous Bodies or BFSI organizations. Request the department to consider IT/ITeS work orders as eligible experience for meeting the similar work criteria, as IT/ITeS projects also involve the supply, installation, commissioning, and maintenance of IT infrastructure and related technology solutions. This will enable wider participation of experienced bidders.	As per RFP

PART-B :- Technical Queries (TQ)

S.No	RFP Clause No.	RFP Page No.	RFP Clause Details	Company Query/Suggestion	Final Response
1	Technical Specification-Annex 3	61	P4.4 not included	Include P4.4 Pixel Pitch Outdoor LED Video Wall as an acceptable configuration	4mm (±10%) or lower
2	Technical Specification-Annex 3	61	No Endpoint Security requirement	Include Endpoint Security Solution as part of the scope of supply	The Endpoint Security Solution shall be included in the Final RFP.
3	Technical Specification –Annex 3 LED Video Wall Controller	62-63	No requirement that the LED Video Wall and Controller be from the same OEM.	The LED Video Wall Display, LED Controller (Video Processor), and associated software should be manufactured and supported by the same OEM.	As per RFP
4	Chapter 2: Project Profile and Background Information Clause 2 (2.2)	12	4 mm Outdoor LED video wall 15.7 FT X 9.4 FT (± 5%) and mounted on a single heavy-duty hot-dip galvanized MS Unipole structure 4 mm Outdoor LED Video Wall (15.7 FT X 9.4 FT (± 5%)) shall be of a curved configuration. The supporting structure (heavy-duty hot-dip galvanized MS Unipole structure) shall also be designed and fabricated to match the curvature of the LED Video Wall. Two 4 mm Outdoor LED Video Wall 22 FT X 6.28 FT (± 5%) ((Back-to-Back facing outward)) shall be mounted on a single heavy-duty hot-dip galvanized MS Bipole structure	Request: The proposed foundation design for the unipole and bipole structures appears to be oversized. We kindly request the department to reconsider and optimize the foundation design based on the structural design, soil conditions, and applicable engineering standards. This will help reduce unnecessary construction costs while ensuring the required safety and structural stability.	As per RFP

5	Technical Specification Point No 5 Point No 22	Pg No-61 Pg No-62 Pg No-61 to 70		1. LED Display Technical Relaxations- •Brightness: Request to reduce calibrated brightness from 6000 nits to 5000 nits while maintaining outdoor visibility and lowering power consumption. •Color Temperature: Request acceptance of 3200K to 9300K instead of the specified 3000K to 10000K range. 2. Compliance Requirements:- •Request that BIS & Make in India compliance be made optional. •I request that CE Declaration of Conformity from OEM be made optional. 3. Control System Flexibility:- •Add OPS slot along with DVI/HDMI inputs. •Allow OEM proprietary OS, Linux, Windows, or equivalent instead of restricting to Android 11 or higher. •Remove fixed requirements for 32GB storage and 4GB RAM, permitting OEM-standard configurations that meet performance requirements. 4. OEM Restrictions :- •Request removal/clarification of the requirement that LED Display, Controller, Media Player, Receiving Cards, and CMS must all be from the same OEM. •Suggest allowing components from specialized manufacturers under a single-point support and warranty responsibility model. 5. CMS & Media Requirements:- •Request removal of GIF support requirements from both the LED Control System and Media Player specifications. •Seek clarification on whether cloud-hosted, on-premises, or hybrid CMS deployments are acceptable. Suggested Priority During the Pre-Bid Meeting:- 1 .BIS & Make in India compliance (may face resistance if mandated by government policy). 2. Same OEM requirement (commercially significant and can affect eligibility). 3. Brightness and color temperature deviations. 4. Operating system flexibility. 5. Storage, RAM, OPS slot, CMS deployment, and GIF-related points. These are generally clarification items.	As per RFP
Other Queries (Warranty/Time Period/Electrical License etc)					
S.No	RFP Clause No.	RFP Page No.	RFP Clause Details	Company Query/Suggestion	Final Response

1	Chapter-7-SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT, Clause 7.1 (2)	56	Warranty, Maintenance and Support Services - Remaining 20% of work order value will be equally spread over 5 years (4% every year) payable six monthly after making adjustments for penalties as per SLA/Performance.	Retention of 20% of the contract value for a period of five years imposes a substantial financial burden on the successful bidder and significantly affects working capital requirements. The bidder bears the entire cost of procurement, logistics, installation, commissioning, taxes, manpower deployment, spare inventory management, and ongoing support from the very beginning of the project. Furthermore, the department is already adequately protected through the performance bank guarantee, SLA provisions, and penalty clauses. This condition may also discourage the participation of technically qualified bidders and reduce competition in the tendering process. Accordingly, it is requested that the above clause be revised and that payment be released upon successful installation.	As per RFP
2	Chapter-7-SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT, Clause 7 (7.1)	56	b. Delivery Challan for ordered items c. Installation Report 80% of total work order value	Increase initial payment from 80% to 95% of the total work order value against Delivery Challan and Installation Report.	As per RFP
3	Chapter-7-SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT, Clause 7 (7.1)	56	T+60 Days	Request you to change it to : T+90 Days	As per RFP
4	General Query			Rajasthan Electrical Contractor Licence / E-xy I enlistment shall be mandatory, and every bidder shall be required to submit a valid Electrical Contractor Licence / E-xy I certificate along with the bid documents. Since the scope of work includes installation, testing and commissioning of Outdoor LED Video Wall Systems involving associated electrical works, submission of a valid Electrical Contractor Licence / E-xy I enlistment shall ensure execution of the work in compliance with applicable electrical regulations, safety standards and technical requirements. Therefore, it is requested that necessary amendment may please be made in the tender document and Electrical Contractor Licence / E-xy I enlistment shall be included as a mandatory eligibility document.	As per RFP