TENDER REF. NO. ITPO/ITSD/VIDEOWALL/2024 DATED 16.8.2024
SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF VIDEO WALLS NEAR HALL NO-14
AT BHARAT MANDAPAM, NEW DELHI

QUERIES'S RESPONSES

Sr. No.	Clause No.	Description	Query/suggestion	Response
1.	Point (5) under Physical Parameters 3.2 Technical Specification on page no. 11	Service Access: Front and back	The service access for the LED display screen should be based on the site conditions rather than just front and back access. Bidders should inspect the site before submitting their bid to ensure the access needs are met correctly.	No change. However, bidder may do the site visit with prior intimation.
2.	Point (2) under Optical Parameters 3.2 Technical Specification on page no. 12	Contrast Ratio: 10000:1 or more	Request that you consider contrast ratio of 5000:1 or higher instead of Considering 10000:1 for LED displays due to smaller pixel pitch of 4mm or less. Like: 1-high contrast ratios can lead to eye strain or discomfort, especially for viewers who are close to the screen. 2- Visibility Issues like unrealistic image representation. 3- leading to increased energy consumption and higher operational costs.	**Refer Corrigendum-2**
3.	Point (3) under Optical Parameters 3.2 Technical Specification on page no. 12	Brightness (calibrated): 8000 Nits or more	Kindly consider a brightness of 5000 cd/m² or higher for outdoor environments, as this is generally sufficient for optimal visibility. Brightness levels of 8000 cd/m² may be excessive, leading to higher energy consumption, increased costs, more heat, and potential visual fatigue for viewers.	**Refer Corrigendum-2**

4.	Point (1) under Electrical Parameters 3.2 Technical Specification on page no. 12	Maximum Power Consumption 500 w/sqm or less	The Power Consumption mentioned is very low. Kindly allow at least 700w/sqm. This will enable other better OEMs to participate in the tender as the power consumption of such displays can vary depending on factors like size, technology, and additional features. However, displays with high brightness levels typically consume more power compared to lower brightness ones. Hence, we request you to please consider at least 700w/sqm instead of considering 500w/sqm	**Refer Corrigendum-2**
5.	Point (3) under 1.1 Pre-qualification Criteria of 4. ELIGIBILITY AND EVALUATION (SECTION – IV) on page no. 16	The agency should have had average annual financial turnover of Rs.60,00,00,000/- during any three financial years out last five financial years ending 31st March. 2024.	The agency should have had average annual financial turnover of Rs.60,00,00,000/- during any three financial years out last five financial years ending 31st March. 2024.	No change. As per tender.
6.	Section III: 3.1 (6)	5 Years Warranty	2 Years Standard Warranty on LED products	**Refer Corrigendum-2**
7.	Section III:3.1 (6)	7 Years AMC	3 Years additional AMC over and above Standard Warranty on LED products	**Refer Corrigendum-2**
8.	Section III: 3.2	Cabinet Size	Cabinet Size should be mentioned for uniformity in solution Suggestions: Cabinet Size: 1000 mm x 1000 mm	No change. As per tender.
9.	Section III: 3.2	Viewing Angle	Should be minimum 1500 (for both H & V) for better visibility of the display **Suggestions:** Minimum H 1500 / V 1500	No change. As per tender.
10.	Pg. No. 16, Clause No. 4, Point No. 3	The agency should have had average annual financial turnover of Rs.60,00,00,000/- during any three financial years out last five financial years ending 31st March. 2024.	According to the CPWD and Govt. of India norms the turnover should be 50% of the tender value, Also, we request to kindly change the duration of	No change. As per tender.

			average annual turnover (60 Cr) from three years to two years	
11.	Pg. No. 16, Clause No. 4, Point No. 4	The agency/company should have a Solvency equal to Rs.2,40,00,000 certified by his bankers (on the format prescribed in form-B) or net worth certificate equal to Rs.60,00,000 (on the format prescribed in form- C) issued by the certified Chartered Accountant with UDIN.	As per the norms the solvency should be 10% of the tender value.	No change. As per tender.
12.	Pg. No. 17, Clause No. 4, Point No. 2	The agency should have satisfactorily completed the work of SITC of Outdoor Active LED Video Wall as mentioned below during the last seven years up to 31.03.2024. i) One work costing not less than Rs. 4,80,00,000. OR ii) Two works each costing not less than Rs. 3,60,00,000. OR iii) Three works each costing not less than Rs. 2,40,00,000.	Kindly consider the work completion of Indoor and Outdoor Active LED Video Wall both in the Tender.	**Refer Corrigendum-2**
13.	S. No. 2 under SECTION – IV at page 16	The agency should have satisfactorily completed the work of SITC of Outdoor Active LED Video Wall as mentioned below during the last seven years up to 31.03.2024.	We request to kindly amend /accept the work experience as SITC of Outdoor/Indoor Active LED Video Wall or as follows for getting better and healthy competitive bids: The agency should have satisfactorily completed the work of SITC of Active LED Video Wall as mentioned below during the last seven years up to 31.03.2024.	**Refer Corrigendum-2**
14.	S. No. 4 under SECTION – IV at page 16	The agency/company should have a Solvency equal to Rs.2,40,00,000 certified by his bankers (on the format prescribed in form-B) or net-worth certificate equal to Rs.60,00,000 (on the format prescribed in form- C) issued by the certified Chartered Accountant with UDIN. Documents to be submitted Certified copies of Solvency and net worth certificate should be uploaded on portal at the time of submission	Please clarify and confirm that only one documents i.e. Solvency or Net worth certificate required. OR Solvency and Net Worth both certificates are required.	No change. As per tender. Any one is to be submitted by the bidder.

			of bid.		
15.	Section III: 3.2 "Technical Specifications"	Brightness (calibrated)	8000 Nits or more	5000 Nits or more	**Refer Corrigendum-2**
16.	Section III: 3.2 "Technical Specifications"	Compliance Certification on OEM Name	CE, FCC, BIS Certifications	Compliance Certification on OEM/Factory Name	No change. As per tender.
17.	Section III: 3.2 "Technical Specification Media Player From Same OEM"	RAM	4GB or better	Kindly amend Min. 2 GB or above	No change. As per tender.
18.	Section III: 3.2 "Technical Specification Media Player From Same OEM"	Internal Storage	32GB (24.52GB Usable) or better	Kindly amend Min. 16 GB or above	No change. As per tender.
19.	Section III: 3.2 "Technical Specification Media Player From Same OEM"	OS	Android 10 or above	Kindly amend OS- WebOS 6.0 or Better	**Refer Corrigendum-2**
20.	Section III: 3.2 "Technical Specification Media Player From Same OEM"	GPU	600 MHz or better	Better, 650 MHz	**Refer Corrigendum-2**
21.	Section III: 3.2 "Technical Specification Media Player From Same OEM"	USB Port	2*USB 3.0, 2*USB 2.0	Kindly remove 2*USB 3.0	**No change. As per tender.**
22.	Section III: 3.2 "Technical Specification Content Management Software From Same OEM"	Content Management	1. Should support Multi-lingual/ regional language contents as per the location/region of the Digital Signage Screen. 2. Ability to manage display layout/design on individual screen from a centralized location	Kindly Remove below clause – 1. Should support Multi-lingual/ regional language contents as per the location/region of the Digital Signage Screen. 6. Ability to display Social Media Feeds i.e. Twitter, Facebook, RSS Feeds.	**Refer Corrigendum-2**

			based on clustering. Single screen or split screen with independently controlled frames. Facility of scrolling ticker to separate multiple display on separate regions on the screen. 3. Must have multiple customizable templates available. 4. Must have programmable content that will continue to run, even if the connection to the server is lost. 5. 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, Audio: MP3 Web Pages: http, https should be capable of running live streaming content from HTTP Live Streaming (HLS) , MPEG-DASH and RTSP. 6. Ability to display Social Media Feeds i.e. Twitter, Facebook, RSS Feeds.		
23.	Section III: 3.2 "Technical Specification Content Management Software From Same OEM"	Monitoring and Control Module	1. Provision to identify the Media Player not getting updates due to Media Player switching off, network failure etc. 2. System must allow IT to check the status of the entire system, including the status of all players from the content server and generate report w.r.t the digital signage i.e. Downtime, uptime, content created, content deployed,	Please Remove below clause 2. Digital Media working status 4. Report on what content was played where and at what time. 5. Proof of play reports: Audit log report on content played for each player.	No change. As per tender.

			Digital Media working status etc.		
			3. Email notification should be notifying failure status of Devices like media player, Display, etc.		
			4. Report on what content was played where and at what time.		
			5. Proof of play reports: Audit log report on content played for each player.		
			6. Users should be allowed to review a list of previously recorded alerts and events relative to each Player under their control.		
24.	Section III: 3.2 "Technical Specification Content Management Software From Same OEM"	Health Monitoring & reporting	Should provide player health monitoring including alarm condition like Storage full, loss of Network.	Please Remove Storage full	No change. As per tender.
25.	NA	Additional Query		Kindly add top reputed global brands Approved Makes LG/Samsung/NEC	No change. As per tender.
26.	Section III: 3.2 "Technical Specification Media Player From Same OEM"	Additional Query		Audio-Video Scheduler: Built In Audio/video Scheduler from the same OEM as Led.	**No change. As per tender.**
27.	Section III: 3.2 "Technical Specification Media Player From Same OEM"	Additional Query		Scheduler Features: Making Automated Audio and Video Announcement, playing Routine massages, Reminders and Schedules.	
28.	Section III: 3.2 "Technical Specification Media Player From Same OEM"	Additional Query		Emergency Alarm System: Video/Audio Emergency Alarm to be activated at push of button through the desktop and mobile App.	

29.	Section III: 3.2 "Technical Specification Media Player From Same OEM"	CPU	1.8 GHz or better	It should be high performance with HTML rendering capability. 1.8 GHz is just a number and does not indicate the capability of a system. Mentioning HTML rendering capability would mean being able to run HTML content which is very necessary in today's environment	**Refer Corrigendum-2**
30.	Section III: 3.2 "Technical Specification Media Player From Same OEM"	Video Format	MPEG-I, MPEG-2, MPEG-4, H.263, H.264, H.265, WMV etc.	Pl. remove red marked MPEG-1 and H263 are not used any more. H.265 is newer format not compatible with all devices	**Refer Corrigendum-2**
31.	Section III: 3.2 "Technical Specification Content Management Software From Same OEM"	Content Management	1. Should support Multi-lingual/ regional language contents as per the location/region of the Digital Signage Screen. 2. 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. Facility of scrolling ticker to separate multiple display on separate regions on the screen. 3. Must have multiple customizable templates available. 4. Must have programmable content that will continue to run, even if the connection to the server is lost. 5. Format Supported:	Pls. remove point no. 1 and 5.	**Refer Corrigendum-2**

		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, Audio: MP3 Web Pages: http, https should be capable of running live streaming content from HTTP Live Streaming (HLS) , MPEG-DASH and RTSP. 6.Ability to display Social Media Feeds i.e. Twitter, Facebook, RSS Feeds.		
32.	Section III: 3.2 "Technical Specification Content Management Software From Same OEM"	Control Management System from the same OEM	Content Management Software from the same OEM	Content Management Software can be from the different OEM	No change. As per tender
33.	Clause 5.29 at Page 25	Deployment of Manpower	Agency shall depute 3 qualified manpower for operation and support of the LED Walls (CMS training certificate from OEM is required)	Period of the deployment is not mentioned. Please give clarity on the duration, also for the salary should we take inflation in consideration.	No change. As per tender. Duration of the manpower shall be for 3 years. Deployment period will be co-terminus with the AMC/warranty contract.

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