

Sr No	Reference from RFP Section (If From RFP)	Page No	Query / Issue	Request from Bidder	Bank's Response
1	4.3 Scope of work	42	Providing Content Management service for all the screens	It is presumed that The contents would be provided by the bank.	RFP clause remains the same.The Understanding is correct.
2	4.3 Scope of work POINT NO F) Web portal and mobile based application for Monitoring	45	The Service Provider shall provide dedicated web based portal and also mobile based application to Bank that enable us to provide real time monitoring of sites enabling branches/controlling offices to lodge complaints of failure breakdowns etc. and monitor status.	Mobile app is for Android or is it required for iOS as well ?	RFP clause remains the same.The mobile app is required for Android as well as iOS.
3	4.6 Training	51	At the request of the Bank, the Vendor should provide more rounds of user/administrative training at select locations, without any extra cost to ensure utilization of these machines. However, bank would restrict such request to a minimum number.	How many rounds of training would be required ? Normally train the trainer concept is provided.	RFP clause remains the same. The details will be shared with the selected vendor.
4	3.4.8 Penalty & Liquidated Damages (LD) - Point 8	31	Penalty on Delay in Complaint resolution, shifting, part replacement, uptime guarantee	Kindly explain definition of 'Shifting' and expected scope of work.	RFP clause remains the same.Shifting refers to reinstallation as and when the branch is shifted / merged or closed to a new place.
5	4.3. Scope of work - B) Deployment of DSS Units & Dongles	44	In order to secure Dongle, it is to be placed inside a metal jacket wherever possible mounted on the wall or secured in other suitable ways to prevent unauthorized access to Dongle as well as to prevent theft of Dongle	Clarity on metal jacket requirement. Is it mandatory for all units?	RFP clause remains the same. Metal jacket is mandatory .
6	4.9 / Point a	52	Bank will have option to extend Contract beyond the 5-year period on same terms and conditions for 1+1 year	Is the contract for 5 years?	RFP Clause remains the same.The understanding is correct.
7	Annexure B / Points 2 and 3	59	Bidder/ OEM should have a minimum Average annual turnover of Rs. 8 crores or above during last three financial years i.e. 2018-19, 2019-20 and 2020-21*(Not inclusive of the turnover of associate companies) from Sales/Services/ Maintenance/ Facility Management of Digital Signage System equipment and peripherals. Group company turnover will not be considered.	Can financials of either Bidder or OEM be submitted	RFP clause remains the same.If the bidder is OEM then financials of OEM will be considered else the bidders financials will be considered.
8	Annexure E - Part B / Point 1	70	Screen size-55" or Above Commercial Grade	Kindly clarify that 55" screens only in commercial/professional category accepted, and not TV screens	RFP clause remains the same.The commercial grade displays are only accepted.
9	Annexure M: Format for Bid Guarantee	82	General	Are MSME required to submit this annexure	RFP clause remains the same.The MSME are exempted from the application fee and EMD as per the guidelines and accordingly MSE Certificate from competent authority to be produced and no need to fill the annexure M.

10	1_RFP-FOR-BOB-DSS -Annexure F Indicative Commercial Bid	Page 72 (Sr. No. 1)	Monthly Subscription Charges for Supply & Installation, Maintenance and Removal of Screens (at the end of contract period of 5 years), Server Based Digital Signage Solution including Server & Client Software, Content Management Service, and Dongle based Connectivity Charges per screen & Data Plan between Server and Screen.	We need to understand that whether the server is going to be provided by Bank Of Baroda as per the site installations or a cloud server has be provided by the Bidder?	RFP clause remains the same.The server has to be procured by the succesful vendor.Bank will be only providing the rack to place the server. The servers are to be placed at DC as well as DR locations.
11	1_RFP-FOR-BOB-DSS -Required Functionalities/ Features Clause H40-Supported Dynamic Data	Page No. 66	Supported dynamic data-Webcasting: Website, Show feed of live events received via a streaming server or Embedded HTML	In Webcasting please mention the streaming server protocols suitable for bank schedule so we recommend solution should be capable of running live streaming content from HTTP Live Streaming (HLS), MPEG-DASH and RTSP.	RFP clause remains the same.The bank is in requirement of the mentioned functionalities, the implementation mode comes under the purview of the vendor.
12	Stage C - Commercial Proposal/Evaluation: PONIT NO 7 .A	23	Stage C - Commercial Proposal/Evaluation:7-The price will be inclusive of the following: a) Cost of the equipment (i.e Digital Signage Systems with built in media player, cables, safe wall mount, CDs, manuals, etc as defined in Annexure F including all central taxes including VAT, GST, duties and levies except local taxes like Octroi, Entry tax, LBT which shall be Paid at actual).	The price quoted should be exclusive of GST and other taxes .	RFP clause is revised and the prices quoted should be exclusive of GST .
13	3.4.8 Penalty Penalty for delay in supply and installation	30	Penalty for delay in supply and installation:However, a weekly monitoring of installation would be done after a lead time of 21 days. Sites not covered in given timeline would attract a penalty at the rate of Rs.1000 (Rs. One Thousand only) per week per DSS Unit (starting from completion of the above timelines of 5 weeks from the acceptance of Purchase order).The maximum penalty would not exceed 50% of the aggregate monthly charges payable to vendor for all sites for a particular month.	The penalty to be capped at a sum equivalent to 0.50% of the Invoice price exclusive of taxies , duties , levies etc per machine per week or part thereof . Also maximum penalty to be capped at 1 % .	RFP clause remains the same.Here we would like to clarify that for cases where delay is due to bank dependency, penalty will not be imposed to the vendor.
14	4.3 Scope of work - Pont No 3	42	4.3.3The connectivity medium would be Internet. Supply & Installation of Internet Dongles with requisite data plan to enable connectivity between screen and server(DC/DR) would be the responsibility of the bidder	What is the monthly size of content which is to be transferred from server to player ? What is the bandwidth expectation from bank ? What should be the time duration in which the content whould be downloaded .	RFP Clause remains the same.The content is as mentioned in the RFP document I,e Images,Videos,Tickers,social media feeds, RSS feeds ,etc.
15	4.3. Scope of work-A Business/Functional Functionalities	43	The bidder shall be responsible for mounting the display at each branch/office either as wall-mounting if wall space is available or stand mounting. All accessories have to be provided by the bidder. Power point at sites for installation of Digital signage unit is required to be undertaken by bidder. Vendor should install concealed Power Points.	The Screen has to wall mounted only . If needs to be stand mounted than bank should provide tentative number of stand mount required out of 2000 numbers and shouldinclude that as part of the commercial bid. Bank already ahs designated vendors across all zones for installation of power point . Bank should liasion with them for power point installation in branch . Succesfull bidder will cordinate for the activity .	RFP clause remains the same.The details will be shared to the succesful bidder.

16	4.3. Scope of work-B Deployment of DSS Units & Dongles	44	The Service Provider shall deploy DSS unit & Data Dongle with activated sim cards at every Bank designated location. The Bank shall issue suitable instructions to the location owners to allow the designated personnel of the Service Provider access to install the Screen and to deploy the DSS, Dongle and the Metal Jacket for security.	Please confirm if metal jacket required for all 2000 Dongles only or for entire DSS unit .	RFP clause remains the same. The metal jacket is must .
17	4.3. Scope of work-F Web portal and mobile based application for Monitoring	45	Vendor is also required to integrate with Bank's ESQ system.	Please share details of ESQ system	RFP clause remains the same.The details will be shared to the selected vendor.
18	4.3. Scope of work-F Web portal and mobile based application for Monitoring	46	Vender to provide a Mobile app to Manage signage application wherein ones should be able to get real-time, relevant and informative content with digital signage apps. And be able to monitor your signage network. Field engineers to register screen, monitor health and do basic troubleshooting from their mobile device.	We request bank to kindly the requirement for mobile app. The application being a web based applciation can be logged in through a web browser and can be viewed and moniotred from the web link .	RFP clause remains the same.The mobile app is required which will be providing just the summary of the DSS installed.The web based portal is also required as the same will be used by the respective admin users for monitoring.
19	4.3. Scope of work-G) MIS Report Generation requirement	46	The vendor will ensure to provide Management Information systems (MIS) reports as per the Bank's requirement on a daily/monthly basis. Bank should be able to know the health and usage status of display units installed at all locations.	Please clarify the mesasurement criteria usage status of display units installed at all locations.	RFP clause remains the same. The usage includes that whether the machine is live or not and if live the proof of play to be obatined .
20	4.4 Terms of execution of work-10	49	DSS should have protection from pests, rats, rodents etc. starting from the date of delivery till the contract period. Vendor will replace the damaged part during the contact period in case of any loss due to Pests, Rats, rodents. Bank will not entertain any claim of any part damages by Pests, Rats, rodents.	We request bank to kindly add a metal case with toughned glass to take care of pests, rats, rodents etc as the dss is to be installed in public places , malls , railway station etc . The Metal case should be part of the solution and commercials to be provided in commercial bid for the same . This metal case adn toughned glass will ensure protection in public places along with the protection from rodents and rats .	RFP clause remains the same. The vendor can decide what is to be done to ensure safety of the DSS units installed and can act accordingly.

21	4.7 Availability of Product and Spares	51	In case the product/configuration offered is discontinued in the meantime, the vendor should provide DSS of the new model (higher configuration with requisite compatibility) at the same price. If the vendor is unable to services the already installed DSS due to non-availability of spares as the said product/ model is discontinued by the OEM, then the vendor will have to replace the said DSS with new DSS for which spares and support services are available at no additional cost to the Bank, and the replaced DSS should be as per the Bank's stated specification.	Bank should ask a letter from DSS OEM to supply the higher model of DSS at the same price to bank if the current model is end of life.in case of end of life OEM to inform bank about the non availibility of spare part and supply the signage at the same cost to bank .	RFP clause remains the same. However in case of end of life of any componenet it is vendors responsibility to upgrade the same without any additional cost to the bank.
22	Annexure E: PART A - Functional Specifications: Functional Criteria of Central Server, Application Software and DSS Unit.C. Cross-Platform Solution: Point 8	64	Supports content push from server or pull from the media player. Content push should be done by button click or at a predefined interval or when content changes. Content pull should happen at predefined periodic interval. Both these feature should support sync scheduling to avoid network usage during working hours.	We use websockets which is faster then push/pull and support both options. Kindly confirm .	RFP clause remains the same. The bank has mentioned the requirement and now the vendor has to decide which technology is to be used to fulfill the requirement.
23	Annexure E: PART A - Functional Specifications: Functional Criteria of Central Server, Application Software and DSS Unit.C. Cross-Platform Solution: Point 16	65	The software should Connect the screen to the server on "as-and-when-needed" basis (predefined interval)	we have websockets which work in realtime without traffic consumption	RFP clause remains the same. The bank has mentioned the requirement and now the vendor has to decide which technology is to be used to fulfill the requirement.
24	Annexure E: PART A - Functional Specifications: Functional Criteria of Central Server, Application Software and DSS Unit. G. Supported Media Format	65	Supported Media Format	ok, FLASH is outdated and unsecure to use. PPT/PPTX could be dispayed differently on WebOS/Tizen due to system limitation	RFP clause remains the same. The bank will provide the content to be displayed on the DSS units.
25	Annexure E: PART A - Functional Specifications: Functional Criteria of Central Server, Application Software and DSS Unit.-. I) 43. Ticker Messages and Characteristics	65	Ability to display customized tickers at individual branches based on automatic addition of branch names to the ticker from a database.	Need More info on the available Tickers format .	RFP clause remains the same. The vendor to be in position to display different tickers at different location at the same time.

26	Annexure-B – Compliance of eligibility criteria for the service provider: Point no-6	59	The bidder should have filled Tax audit report as per section 44AB under the provisions of Income tax act, income tax returns, VAT/CST returns, Service Tax returns for last 3 financial years and GST returns applicable till date.	Please let us know the documents required for this clause	RFP clause remains the same.The audit under section 44AB aims to ascertain the compliance of various provisions of the Income-tax Law and the fulfillment of other requirements of the Income-tax Law. The audit conducted by the chartered accountant of the accounts of the taxpayer in pursuance of the requirement of section 44AB is called tax audit.
27	3.3. Bid Security, Cost of RFP, Performance Bank Guarantee	25	Exemption for application fees and EMD for MSE:	Please refer to the OFFICE MEMORANDUM No. F.9/4/2020-PPD, Government of India, Ministry of Finance, Department of Expenditure, Procurement Policy Division 512, Lok Nayak Bhawan, New Delhi, Dated the 12th November 2020, which clear states that no provisions regarding Bid Security should be kept in the Bid Documents in future and only provision for Bid Security Declaration should be kept in the Bid Documents. The above instructions will be applicable for all the tenders issued till 31.12.2021. Request the Bank to seek only Bid Security Declaration in lieu of EMD	RFP clause remains the same.Exemption will be provided as per defined GOI guidelines.

28	3.3.3. Exemption for application fees and EMD for MSE:	25	<p>Exemption from submission of EMD and tender cost shall be given to bidders, who are Micro and Small Enterprises (MSE) / Startups. The bidder who are MSE has to submit necessary document issued by NSIC and the bidder who are startups has to be recognize by Department of Industrial Policy &amp; Promotion (DIPP) to avail the exemption. To qualify for EMD and tender cost exemption, firms should necessarily enclose a valid copy of registration certificate issued by NSIC/DIPP which are valid on last date of submission of the tender documents.</p> <p>MSE/startups firms which are in the process of obtaining NSIC certificate/ DIPP will not be considered for EMD and Tender cost exemption.</p>	<p>Request the bank not to limit the exemption from payment of EMD &amp; Tender cost to MSE registered only with NSIC but to extend the same to the all the MSME Vendor as per the Public Procurement Policy of Government of India - Gazette Notification [Part II-Section 3 - Sub section(ii)] dated 26/03/2012 on 'Public Procurement Policy for Micro and Small Enterprises (MSEs) order 2012.</p> <p>This policy for MSEs is applicable to all the MSEs registered with District Industries Centre or Khadi &amp; Village Industries Commission or Khadi &amp; Village Industries Board or Coir Board or National Small Industries Corporation or Dte. of Handicraft &amp; Handloom or any other bodies specified by Ministry of Micro, Small &amp; Medium Enterprises.</p> <p>Public sector undertakings including PSU Banks are giving this benefit to MSME not only having NSIC registration but also to MSME who are having a valid Udyam Certificate.</p> <p>Request the bank to consider Udyam Certificate as a valid document as a proof of MSE.</p> <p>Request the bank to consider and extend this benefit (Exemption from payment of EMD &amp; Tender Cost) to all the MSEs</p>	RFP clause remains the same. The benefits will be as per the government guidelines.
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29	3.4.8 (5) Penalty & Liquidated Damages (LD)	29	<p>Penalty is not applicable for reasons attributable to the Bank and Force Majeure. However, it is the responsibility of the selected bidder to prove that the delay is attributable to the Bank and Force Majeure. The Bidder shall have to produce document showing "Reasons for delay to commence / completion of work" from the representatives of Bank. The selected bidder shall submit the proof authenticated by the bidder and Bank's official that the delay is attributed to the Bank and Force Majeure along with the bills requesting payment and to undertake to complete the work within next one week of confirmation of readiness by the Bank. This, however, does not preclude the Bank from invoking the Performance Guarantee, if warranted, as per the terms of this RFP.</p>	<p>If for some reasons site is not ready, (eg. branch shifting or renovation), 1 week is too short a notice to arrange the logistics for the material. The bank needs to provide at least 2 weeks for material to be dispatched and reach the bank branch in time.</p> <p>What if the branch / bank official does not respond to site readiness inquiries. This keeps happening especially in PSU banks and local officers of the bank often do not provide necessary support for the vendors to complete the work. What mechanism does the bank propose to hold its own personnel accountable and responsible for the work they need to perform to facilitate a timely rollout.</p> <p>Another aspect is that the Bidder will invest in the material, take the data plan and if the site is not ready, the bidder will start incurring cost for both without any revenue from the bank. The bank in such cases needs to compensate the bidder. This should be equivalent to the pro-rata daily rental that the bank is paying per screen X the number of days of delay caused.</p>	<p>RFP clause remains the same. Here we would like to clarify that for cases where delay is due to Bank dependency, penalty will not be imposed to the vendor. IT will also be ensured that the site where the DSS is to be installed will be in readiness to avoid delay in implementation.</p>
30	4.3. Scope of work SCREEN AND SOLUTION ON OPEX	42	<p>3. The connectivity medium would be Internet. Supply &amp; Installation of Internet Dongles with requisite data plan to enable connectivity between screen and server (DC/DR) would be the responsibility of the bidder.</p>	<p>Internet dongles</p> <p>The bank needs to define the maximum data limit it will push to individual screens. This will define the data plan that is appropriate. It cannot be an open ended as the ISP providing data plans have Fair Usage Policy (FUP) and throttle the speed beyond the FUP for every data plan. Our recommendation is 30GB. However, the bank needs to define this clearly.</p> <p>Internet Dongles are issued against named end users or custodians as per the KYC policy of DOT, Govt. of India. For getting bulk connection from any ISP as per law, enshrined in GOIs Ministry of Communications, Dept of Telecommunication, File No. 800-29/2010-VAS(Vol I) dated 09-Mar-2018 states that for New Bulk Connections the ISP needs "END USER LIST CONTAINING THE NAME &amp; DESIGNATION OF EACH USER OF THE MOBILE NUMBER TO BE GIVEN IN THE ENTITY / COMPANY / ORGANIZATION. Since the end user in this case is the Bank, the Bank will need to provide the END USER LIST AS PER DOT's DIRECTION. Furthermore, the Bank is also liable for providing an updated list anytime there is any change in the list.</p>	<p>RFP clause remains the same. Banks requirement is for pushing the individual screens, the related technicalities are to be analysed and decided at vendor end for providing uninterrupted services.</p>

31	4.4 Terms of execution of work	49	16) Any future upgrade/enhancement necessitated to meet any regulatory / government compliance shall be carried out without any extra cost to Bank. Further, no visit /service charges will be borne by the Bank for up gradation of the software/replacement of hardware component pertaining to SSPBP Kiosks for the purpose of enhancing their functionality to meet regulatory/ government compliance. Any up-gradation should be completed within 60 days from the date of request from the Bank.	This clause is not relevant and pertains to some other product!	RFP Clause is revised as "Any future upgrade/enhancement necessitated to meet any regulatory / government compliance shall be carried out without any extra cost to Bank. Further, no visit /service charges will be borne by the Bank for up gradation of the software/replacement of hardware component pertaining to DSS for the purpose of enhancing their functionality to meet regulatory/ government compliance. Any up-gradation should be completed within 60 days from the date of request from the Bank."
32	4.9. Annual Maintenance Contract	52	The vendor is expected to maintain the equipment supplied for at least 4 years after the expiry of warranty period. The same maintenance standards and terms observed during warranty period are expected during contract period also.	Is this clause Relevant? The equipment is the property of the bidder, how can bank have AMC for it	The heading of clause 4.9 is revised as "Important Points" also clause 4.9.a stands deleted.
33	Section 5: Payment Terms, Support Services & Miscellaneous Terms/Requirements (PAYMENT PLAN) PAYMENT TERMS	53	3. The quarterly billing for rental charges, operation and maintenance service shall be done after the project implementation work is completed and the project is signed off. The service provider has to provide the IR certificate duly signed by the bank official and vendor (installation report) to the Bank as a proof for successful installation/implementation.	Please clarify what project implementation work is completed and the project is signed off?	RFP Clause remains the same.The End to End installation of machines and ensuring the same are connected to the central server and content are pushed successfully.
34	Section 5: Payment Terms, Support Services & Miscellaneous Terms/Requirements (PAYMENT PLAN) PAYMENT TERMS	53	5. The payment should be made exclusive of all Taxes, like GST and levies i.e. Octroi, Local Body Tax, Entry Tax etc. which shall be reimbursed/paid as per applicable rates or on producing original receipts. In case the Service Provider is enjoying any Tax exemption for any particular component or components and if the tax exemption ceases during the tenure of contract, Bank shall not pay the exempted tax component which is levied due to cessation of exemption.	It is required by the bank to Pay GST while releasing the payment and should not hold back for whatever reason. This is a project where the bidder and the bank are engaged and are bound by Agreements to take care of all the provisions as listed in the RFP for a prolonged duration. Withholding of GST will only add tho the cost of finance of the project. The Bidder/Vendor will have to pay the GST within the stipulated time. Therefore, request the bank not to bring in such regressive clauses to further burden the finances of trhe Vendor/bidder which will eventually have a bearing on the functioning of the Vendor/Bidder.	RFP Clause remains the same.The payment will be done as per the guidelines.



35	Annexure E: PART A - Functional Specifications: Functional Criteria of Central Server, Application Software and DSS Unit A: Hosting Capabilities Point No-3	64	The content/application stored in central servers should be stored locally in India as per bank's IT/IS security.	Please clarify if the Central server can be a cloud server on one of the reputed Cloud Service providers like AWS, Microsoft Azure etc. as long as it is hosted at a Data Center in India.	RFP clause remains the same. The servers are to be procured by the vendor and physically located at the DC/DR locations of the bank.
36	Annexure E: PART A H: Supported dynamic data Point No-40	66	Webcasting: Website, Show feed of live events received via a streaming server or Embedded HTML	The solution should also allow broadcasting of Microsoft Team Meetings / Zoom meetings / Cisco WebEx etc via RTP / RTSP streaming.	RFP clause remains the same. The understanding is correct.
37	Annexure F: Indicative Commercial Bid	72	(Note – All software are required to be purchased, latest and licenses provided to bank. The cost shall be inclusive in above commercials).	The bidder is not selling the solution therefore cannot provide licenses to the bank. The bidder would be the owner of the licenses where required.	RFP clause remains the same. The bidder should be in possession of licenses and required to show if desired by the bank at any point of the time.
38	General	-	We will require the detailed mobile network Survey report of each and every location where the installation needs to be done.	Query	RFP clause remains the same. Conducting the survey is the responsibility of the selected vendor which is clearly mentioned in the RFP.
39	General	-	We have to give the DSS solution without media player - But not all the files will support in the inbuilt signage solution - You have to use the standard solution like - For image - jpg / Video - MP4 etc	Query	RFP clause remains the same. All the standard formats should be supported
40	Annexure E Part B, Point no 6	70	Panel Technology-IPS	As different OEM has different panel technology, Samsung offers VA technology which comes with better contrast Ratio, Recommended changes IPS/VA	RFP clause revised as IPS,VA or Equivalent
41	Annexure E Part B, Point no 8	70	Operating System-Linux, Android, WebOS, HomeOS,etc	Tizen ,Linux, Android, WebOS, HomeOS,etc;Every OEM has own OS, Samsung provides signage display along with Tizen OS,	RFP clause remains the same. The mentioned OS are only for example purpose and are not the only options.
42	Annexure E Part B, Point 33	71	Connectivity(Input/Output/External Control)	Please remove DP and VGA Port. Already HDMI, DVI-D port is been asked, which will serve purpose for giving any digital Input source.	RFP clause is revised as HDMI or VGA
43	Annexure E , Part A, Point No-66	67	Reports should be sent to pre-configured email id for better monitoring.	Report can be sent manually to pre- configured email id	RFP clause remains the same. The bidder should have the capability to of sending SMS/EMAIL to the list of users for intimating them about the machine status.
44	4.3 Scope of Work	42	8. The selected bidder shall take total responsibility for supply and installation of screens and successful deployment of end-to-end solution, operation, maintenance and monitoring of Digital Signage System (DSS) on OPEX/RENTAL model for a period of 5 years on a Quarterly rental basis with effect from the date of project sign off. Removal and return of Screens and dongles from the branches at the end of the contract period.	Will there be reinstallation in case the branch is shifted to a new place ? How many such installations would come up in a year ?	RFP clause remains the same. There will be reinstallation as and when the branch is shifted to a new place. The numbers cannot be predicted but will be on lesser side.

45	4.3 Scope of Work 4.3.1) Relocation of equipment	46	The Bank intends to re-install DSS at existing locations or that is in close proximity (within 10 KM radius) to the existing locations or any other potential location decided by Bank as per business requirement. In case of shifting/closure of any site, entire expense for shifting/closure related activity will be borne by the bidder.	How many relocations would be required in a year. This needs to be estimated.	RFP clause remains the same. The details will be shared on case to case basis with the selected vendor.
46	4.3. Scope of work - P) Buyback of Old DSS	48	Query	What is the ratio of wall mounted vs floor standing, kind of electrical/civil work required	RFP clause remains the same. The details will be shared with the selected vendor depending upon the location identified by the selected branches where DSS are to be installed.
47	3.4.8 / 4.4 Terms of execution of work / Point 1  4.11 Implementation Plan and Schedule  3.4.8 (1) Penalty & Liquidated Damages (LD)	29 and 48 53	1) The Bidder should implement the Digital Signage solution within 3/5 week (basis on the permit/non-permit location) of specifying of locations by the Bank. All 2000 DSS should be installed as per bank's instruction.  Delivery Within 3 weeks from date of Purchase Order Installation Within 4 weeks from date of Purchase Order Go-live Within 5 weeks from date of Purchase Order  3.4.8 1) The selected Bidder shall deliver the Equipment within 3 weeks from the date of acceptance of purchase order along with CMT tool at central location and web based complaint lodging solution. The site address will be provided by the Bank	A timeline of 3 weeks is too short. The equipment the bank expects are: 1. Servers 2. 2000 nos of screens 3. 2000 Data dongles with data plan Servers will take 5 to 6 weeks from time the vendor places the PO on server manufacturers Sourcing & Delivery of 2000 screens will take a minimum of 10 to 12 weeks Procurement and delivery of appropriate Data Dongles (given imports from China are being delayed by GOI) will take 10 to 12 weeks. Therefore, a realistic timeline for delivery of material would be 14 to 15 weeks, to allow for a small margin of time to iron out any issues when rolling out at such a large scale.	RFP clause is revised with the maximum timelines for end to end implementation of 2000 DSS units will be 8 Weeks. The implementation will be in the phased manner Phase 1) 500 DSS Units - Timelines - Maximum 2 Weeks Phase 2) 500 DSS Units - Timelines - Maximum 2 Weeks Phase 3) 500 DSS Units - Timelines - Maximum 2 Weeks Phase 4) 500 DSS Units - Timelines - Maximum 2 Weeks
48	1_RFP-FOR-BOB-DSS - A) Business/Functional Functionalities Clause A-5	43	Query	From the clause it is not clear that how many panels are wall mounting and how many are stand mounting? We request	RFP clause remains the same. The details will be shared with the selected vendor depending upon the location identified by the selected branches where DSS are to be installed.
49	3.4.8 (2) Penalty & Liquidated Damages (LD)"	29	Bank reserves the right to charge penalty to the bidder at 1% of the DSS value inclusive of all taxes, duties, levies etc., per machine per week or part thereof, for late delivery/installation beyond due date of delivery, to a maximum of 5% of machine value.	The penalty to be capped at a sum equivalent to 0.50% of the Invoice price exclusive of taxes, duties, levies etc per machine per week or part thereof. Also maximum penalty to be capped at 1%.	RFP clause is deleted. Kindly refer to "penalty for delay in supply and installation" clause mentioned on page number 30 for Penalty related with delay in delivery/installation.

50	3.4.8 (3) Penalty & Liquidated Damages (LD)	29	3) If delay exceeds two weeks from due date of delivery, Bank of Baroda reserves the right to cancel the entire order and de-list the bidder from participating any of our banks tender in future for a period of two years". Bidder will have to pay penalty to Bank @ 1% of the order value per day or part thereof subject to maximum of 5%, for delay in installation, if the delay is caused owing to reasons attributable to the Bidder	The penalty to be capped at a sum equivalent to 0.50% of the Invoice price exclusive of taxes, duties, levies etc per machine per week or part thereof. Also maximum penalty to be capped at 1%.	RFP clause is deleted. Kindly refer to "penalty for delay in supply and installation" clause mentioned on page number 30 for Penalty related with delay in delivery/installation.
51	Annexure – (F-1) – Schedule for Monthly Charges (part of Commercial Bid)	73	Annexure – (F-1) – Schedule for Monthly Charges (part of Commercial Bid)-Monthly Charges Per Display Unit/Installation per month (As Applicable) (B)	Kindly confirm for the number "50" written. This seems to be typo error. Kindly clarify.	RFP clause is revised and revised commercial template is attached
52	Stage C - Commercial Proposal/Evaluation	23	7 g) - In case of shifting of the branch or premises or location, the Bidder shall arrange to decommission the equipment, shift equipment and re-install at the new location. The shifting charges to be borne by the bidder without any additional cost to the bank.	The commercials for shifting to be taken along with commercial bid and bank should pay for the shifting of goods. Also bank to issue invoice and away bill for interstate movement.  The bank needs to define the max number of instances of bank can ask for shifting of screens. This cannot be an open-ended clause. Also, the bank should very clearly state that rental / service fee will be payable even during the shifting period as the bidder is going to incur expense towards the screen and data charges irrespective of whether the bank is using it or not.	RFP clause remains the same. The bank will not consider the machines as down during the shifting period and no penalty will be levied if there bank dependency.
53	3.4.8 (2) Penalty & Liquidated Damages (LD)"	29	Bank reserves the right to charge penalty to the bidder at 1% of the DSS value inclusive of all taxes, duties, levies etc., per machine per week or part thereof, for late delivery/installation beyond due date of delivery, to a maximum of 5% of machine value.	What is meant by DSS value? The weekly rental payable by the bank? Why should penalty be leviable on TAXES, DUTIES when a billing has not happened? How can there be a concept of MACHINE VALUE when the bank is not purchasing the machine? There is only rental that the bank is paying.	RFP clause is deleted. Kindly refer to "penalty for delay in supply and installation" clause mentioned on page number 30 for Penalty related with delay in delivery/installation.
54	3.4.8 (3) Penalty & Liquidated Damages (LD)	29	If delay exceeds two weeks from due date of delivery, Bank of Baroda reserves the right to cancel the entire order and de-list the bidder from participating any of our banks tender in future for a period of two years". Bidder will have to pay penalty to Bank @ 1% of the order value per day or part thereof subject to maximum of 5%, for delay in installation, if the delay is caused owing to reasons attributable to the Bidder	Delay caused due to non-availability of material from the OEM should not be attributable to the Bidder. Eg. Screens / Dongles may be out of stock and if the bidder is able to show communication / PO between the bidder and the OEM then it should not be attributable to the bidder.	RFP clause is deleted. Kindly refer to "penalty for delay in supply and installation" clause mentioned on page number 30 for Penalty related with delay in delivery/installation.

55	3.4.8 (6) Penalty & Liquidated Damages (LD)	29, 30	Non delivery of consumable / spare parts to ordered locations beyond a period of 2 week from the lodging of request through the email or portal provided by Bidder, will liable for a penalty @ 0.5% of that delayed order value inclusive of all taxes, duties, levies etc., per week or part thereof, subject to maximum of 5% of order value.	Again, what is meant by Order Value  The penalty to be capped at a sum equivalent to 0.50% of the Invoice price exclusive of taxes , duties , levies etc per machine per week or part thereof . Also maximum penalty to be capped at 1 % .	RFP clause is revised as"Non delivery of consumable / spare parts to ordered locations beyond a period of 2 weeks from the lodging of request through the email or portal provided by Bidder, will liable for a penalty @ 0.5% of monthly rental amount of the DSS unit exclusive of all taxes, duties, levies etc., per week or part thereof, subject to maximum of 5% of monthly rental amount of the DSS unit.
56	4.3. Scope of work SCREEN AND SOLUTION ON OPEX	42	1. Bank intends to deploy 2000 Digital Signage systems (DSS) with built-in Ethernet and built in media player on OPEX/RENTAL model which will receive the information (static display streaming as well as video clips) from the central software solution on real time basis at various locations/ premises like Railway Station/Metro/Shopping Mall/Public Places etc. across PAN India identified by Regions/Marketing Department.	The risk profile for screens at public places like Railway Station/Metro/Shopping Mall/Public Places etc is very high compared to branch premises. The threat of damage to screens, theft and vandalism is also very high. Therefore, either the Rental should be higher for such places such places should be kept out of the ambit of the the RFP	RFP clause remains the same.The details will be shared with the selected vendor.
57	4.3. Scope of work I) Relocation of equipment	46	o In case of relocation of equipment from one premise to another, the bidder will arrange decommissioning of the equipment, transport equipment and re-install at the new location without any additional cost to bank. o The cost of the relocation must be included in the Operation, Maintenance and Technical support service charges to be quoted by the bidder. Due to administrative and business requirement, Bank may shift the site location. Bidder need to shift and install the digital signage Unit at new location within 1 week from the date of instruction. o The Bank intends to re-install DSS at existing locations or that is in close proximity (within 10 KM radius) to the existing locations or any other potential location decided by Bank as per business requirement. In case of shifting/closure of any site, entire expense for shifting/closure related activity will be borne by the bidder.	Again, expenses pertaining to shifting / closure of site cannot be borne by bidder. This is unfair and opaque. The shifting expense varies from site to site, the number of instances not defined and most importantly in case of closure of site, the bidder has bought /deployed the screen(s) for the express purpose of use by the bank. It cannot take back the screen without recovering all the costs associated with the screen including the opportunity cost of providing that screen.	RFP clause remains the same.The bank will not consider the machines as down during the shifting period and no penalty will be levied if there bank dependency.
58	Annexure E: PART- B Technical Specifications / POINT 33 SUGGESTED CLAUSE	71	33. USB, Built-in Wi-Fi, HDMI, VGA, DVID, DP, AUDIO, Ethernet, VGA, Wi-Fi .	There is no Requirement of VGA port (Standard Definition) on UltraHD screen, Hence request to remove VGA port. It is not available on most modern displays.	RFP clause is revised as HDMI or VGA
59	General	-	Query	We will require the exact location of each and every brach where the displays will be installed	The details will be shared with the selected vendor.
60	General	-	Query	The Bank need to specify the exact location in the branch where the display needs to install	The details will be shared with the selected vendor.
61	General	-	Query	The Bank has to give the orientation of the display per branch wise - Vertical / Horizontal	The details will be shared with the selected vendor.

All the remaining clauses of RFP remains the same.