

TENDER ID: MUM20230501

PRE-QUALIFICATION OF VENDORS & TENDER FOR HIRING/ SUPPLY, INSTALLATION, TESTING & COMMISSIONING OF LED DIGITAL SIGNAGE AT VARIOUS BRANCHES OF STATE BANK OF INDIA UNDER LHO MUMBAI METRO CIRCLE

PRE BID QUERIES
CORREGENDUM -01 dated 17.05.2023

Sr. No.	Page & Clause	Query raised by Vendors	Existing Clause	Our response
1	Point 3 at Page 2	<p>Rs. 3 Crore minimum turnover for each year last 3 years. Which is difficult for all vendors due to covid-19 effects.</p> <p>Request you to kindly change the clause to the following allowing us to participate.</p> <p>Suggested Clause is:</p> <p>"Minimum Average Annual Turnover for last 3 years - Minimum 1 Crore"</p>	Minimum Average Annual Turnover for last 3 Years Rs 3 Crore	No change. Tender conditions / clause prevail.
2	Point No V at Page no 7	<p>PO of values 85 lakhs or 70 lakhs or 140 Lakhs which in combines vendor can have but not individuals.</p> <p>As per the Opaex / Capex models clients prefers to issue single PO for Single branch as a result to receive single PO with such high value is difficult.</p> <p>We have supplied such Digital signage to HDFC Bank, IDFC Bank, Kotak Bank and ICICI Prudential Asset Management Company.</p> <p>Request you to kindly change the clause to the following allowing us to</p>	<p>Three works not less than Rs 70 Lakhs each</p> <p>Or</p> <p>Two works not less than Rs 85 Lakhs each</p> <p>Or</p> <p>One works not less than Rs 140 Lakhs</p>	No change and Tender conditions / clause prevail.

		<p>participate.</p> <p><u>Suggested Clause is:</u></p> <p>"Should have successfully completed similar works or received order and services still working during the last 7 years ending last day of month previous to the one in which application is submitted (i.e. the completed works up to 31.03.2023 shall only be considered), as under:-</p> <p>(a) Three works, each costing not less than Rs.70 lakhs or 100 Digital Signages.</p> <p>[or]</p> <p>(b) Two works, each costing not less than Rs.85 lakhs or 200 Digital Signages.</p> <p>[or]</p> <p>(c) One work costing not less than Rs.140 lakhs or 300 Digital Signages."</p>		
3	Point no 8 in Page 34 & Point No 14 in Page 35	<p>1. PDF , twitter YouTube face book on online not possible by live please check clause</p> <p>2. que management token in outdoor or indoor not possible.</p>		Suggestions accepted and these points removed
4	Point No 39 in Page No 6	<p>shifting or relocate of digital signage with no charges , the clause should be discuss as at actual cost should be bear as BMC, RTO, MMRDA also involved</p>	Vendor should shift digital signage without any charges if Branch is shifted to new location	As it involves Statutory permissions at new place and installation also. It is decided the payment for statutory approvals and installation charges will be paid at actual after submission of proofs/ Bills.

5	Point no 15 in Page 3 & Point No 6.A Page 13	Terms of Payment of Bills - 10% Hold till Warranty Period of 5 Years? or Years as mentioned on Page 13 is Two years		It is clarified that 10% of payment will be held till warranty period i.e. 5 Years
6	Point 14 Page 3	Validity of Prices - 1 Year (Is this rate valid for Mumbai Metro Circle only)		The Prices are valid for One year for Branches/ Offices under control of Mumbai Metro circle only
7		MC Approval that will be received will be mentioning - Commercial Non-Temporary Illuminated on Business Premise - Glow Sign, this is to notify you as their system does not consist any other item line specifically for LED Digital Fascia		The Approval copy should be valid and as per format given by BMC/ MMRDA/ RTO etc
8		<p>We at Smart Digi are registered under MSME and qualify as per the criteria set out in the e document, we are registered with GST in Delhi .Though we have group company office in Mumbai, Pune, Nagpur, including service centres across Maharashtra and in other parts of the country but we do not have GST and PAN registration of SMART Digi with Maharashtra state.</p> <p>We request you to please accept our prayer and amend it accordingly in the document that if selected through a bidding process it will be mandatory to get registered for GST in the state of Maharashtra. Kindly consider and notify us so we can participate.</p>	Vendor should have Office/ Branch / Service facility in Mumbai.	The vendor should have proper office establishment for services in Mumbai and it is compulsory.

9		Request you to kindly grant minimum extension of 3 weeks in last date of submission in this prestigious tender. This time will help us prepare well for the bid. Suggested Clause is: "Last date and time for submission of online bids in e-tender portal (Technical & Price Bid) - 15.06.2023 at 3.00 P.M. "	Last date and time for submission of online bids in e-tender portal (Technical & Price Bid) - 25.05.2023 up to 3.00 P.M.	We have given sufficient time i.e. 21 Days and the last date of tender remains same i.e. 25.05.2023 up to 3:00PM. No change and Tender conditions / clause prevail.
10	Point 11 of Page 10	Kindly remove this clause - as its very not be possible for bidder to share individual's information as its confidential in nature.	Bio-data of Partners/Associates /Directors. Bio-data to be given	Names of the Promoters/ Partners/ Directors to be mentioned
11	Point 18 B in page 24	B. Settlement of Disputes and Arbitration		No change and Tender conditions / clause prevail.
12		Kindly remove the clause 5 Assignment and subletting 10 Insurance of works 10.5 Third Party Insurance 10.5.2 Minimum amount of Third-Party Insurance 10.7.2 Insurance against accidents etc. to workmen 17 Owner's right to terminate the contract		No change and Tender conditions / clause prevail.
13	Point 1 in page 2	We presume that the Bank is looking for procurement of the product and their support on a monthly basis. Please confirm whether our understanding is correct?	SITC of LED digital signage to SBI Branches and Offices under LHO Mumbai Metro Circle. Along with 5year warranty, technical and software support for content of to be displayed. Hiring of LED digital	Not monthly basis. Bank is looking for Hiring/ procurement of the product and their support as and when required as per tender clause.

			signage to SBI Branches and Offices under LHO Mumbai Metro Circle for period of 3 Years and extendable another 3 years based on the services with same price along with same terms and conditions.	
14	Point 4 in page 2	Time period 3 week is very short, it should be at least 8 weeks from the date of allocation of sites	Time of period for supply -3 weeks	No change and Tender condition / clause prevail.
15	Point 2 in page 2	As the Bank is looking for a managed service, considering that the contract period should not be less than 5 years and further extendable on mutually agreed terms. Request you please consider our request and incorporate it into the rfp.	1 Years (from the date of approval) subject to further extension as per the requirement of the bank.	No change and Tender conditions / clause prevail. Pre –qualification and Contract is different. Pre-qualification is for 1 year and Supply contract is for 5 Years warranty + 5 Years Comprehensive AMC & For Hiring Contract 3 Years + 3Years extension.
16	Eligibility criteria point no. (iv) in Page No 7	The experience mentioned in the RFP is different on different pages. We presume that experience related to a similar service, like QMS, advertisements on any TFT monitors & the experience of other bank kiosks will be considered by the Bank in this RFP. Please confirm	(iv) The firm should have supplied similar LED digital Signage in PSU Banks/ Scheduled Banks/ Financial Institutions/ State and Central Govt. Organizations/reputed MNC/Private Companies, Insurance companies. The work order must be in the name of the firm only (i.e. sub contracts are not accepted). (Work	No change and Tender condition / clause prevail.

			orders and work completion certificates to be enclosed.)	
17	8 &CHECK LIST	<p>No weightage for any quality certifications like ISO, CMMI level, etc. is being given in the RFP eligibility criteria. We suggest that due weightage should be given to these qualifications as these are important points to ensure standard of services of bidders.</p> <p>We suggest that the Bank should include the following in the eligibility criteria:</p> <p>“The Bidder should have valid ISO 9001 Certificate for Quality Assurance, valid ISO/IEC 20000 Certificate for IT Service management, valid 27001 Certificate for Data / Information Security Or any other equivalent certificate for Quality Management, IT Service management and Data / Information Security & ISO/IEC 27701:2019 for Privacy Information Management System. The Bidder must possess ISO 45001:2015 or equivalent certification for occupational Health and Safety Management system and ISO 14001:2015 for Environmental Management system. These are necessitated to assess and reassure the Bidders’ capability to handle / dispose of the unusable sensitive materials like computers, peripherals, obsolete LEDs (including those to be taken under buy back) and also ensuring the</p>	ISO certification if any	No change and Tender condition / clause prevail.

		<p>health of its employees.</p> <p>The Bidder should be CMMI Level V certified as on 31-3-23).”</p>		
18	16 &SPECIAL CONDITIONS TO THE CONTRACT	The Permits required for the execution of the work should be obtained by the Bank at Bank cost.	<p>Permits, Laws and Regulations:</p> <p>Permits and licenses required for the execution of the work shall be obtained by the contractor at his own expense. The contractor shall give notice and comply with the regulations, laws, and ordinances rules, applicable to the contract. If the contractor observes any discrepancy between the drawings and specifications, he shall promptly notify the SBI in writing under intimation of the Architect/ Consultant. If the contractor performs any act, which is against the law, rules and regulations he shall meet all the costs arising there from and shall indemnify the SBI for any legal actions arising there from.</p>	No change and Tender condition / clause prevail.
19	General Clarification	Please clarify who will provide the cost of Hardware like Physical /cloud server?		<p>No change and Tender condition / clause prevail.</p> <p>The Physical/ Cloud server is scope of vendor only. To access / monitoring</p>

				the cloud one node will be provided by Bank
20	6 /41/Notice inviting tender	project start date should be related to these approvals	Vendor should obtain necessary statutory approvals from Govt. authorities. Payment will be done after receiving approvals	Not acceptable. No change and Tender condition / clause prevail.
21	7 /4/Eligibility criteria	should not restrict to Digital Wall alone	the firm should have supplied similar LED digital signage	No change and Tender condition / clause prevail.
22	12 //Other relevant Information	Request clarity on these points	1. List of major production equipment in possession of the firm 2. List of testing Equipment's 3. List of Laboratory Equipment's	No change and Tender condition / clause prevail.
23	14 /a/Instructions to Tenderers	Need clarity on this. project start date should be related to these approvals	Form should visit the identified branch and assess the size of the board required and get approval from Branch Manager	No change and Tender condition / clause prevail.
24	15 /29/	Dongle based solution is not reliable for continuous network availability.	All digital signage to be connected to the network provided and maintained by vendor	We require network availability for content pushing & monitoring. No change and Tender condition / clause prevail.
25	36 /12/content management service	Dongle based solution is not reliable for continuous network availability.	provide 4G data dongle with data plan for each screen	No change and Tender condition / clause prevail.
26	38 /14/	Should be monthly under rental project	payment will be made on qtlly basis	No change and Tender condition /

				<p>clause prevail.</p> <p>For Hiring : Monthly Charges will be paid the same mentioned in page 3 Point No 15</p> <p>For Supply : After warranty period AMC charges will be paid quarterly at the end of quarter</p>
27	6/ Item 31	<p>Do we envisage interstate movement? If so, what is the number of movements anticipated?</p>	<p>Wherever interstate movement is involved the compliance and completion of statutory formalities including matters relating to transport, sales tax, excise duty, or other access or tax and at the cost of vendor only. In case any document is to be signed for the purpose, the same may be obtained by the vendors representative from the specified office/branch of the bank and the same will be signed and returned by the bank after due verification.</p>	<p>Interstate movement of material to be taken care by the vendor.</p> <p>No change and Tender condition / clause prevail.</p>
28	Page 6 – Points 41 & 42	<p>In case the DSS is to be installed inside the branch premises, there won't be any need for specific approvals for any authority.</p> <p>For any outside DSS, if municipal / Govt approvals are needed, the time for installation will start from the date of receipt of approvals.</p>	<p>Vendor should obtain the necessary statutory approvals from Govt. authorities. Payment will be paid after receiving the approval.</p> <p>If any penalty charged against non-receipt of</p>	<p>No change and Tender condition / clause prevail.</p>

		Please clarify / confirm on the above points.	approval, the same to be borne by the Vendor only.	
29	Page 15 (Item 29)	We understand from the provision that we are required to provide SIM / dongle etc for the DSS linked to the content server. Please clarify / confirm.	All digital signage displays are to be connected to the network provided and maintained by the vendor. The content server capable of handling the data content demands of this proposal.	All Boards should be connected to cloud which is to be maintained by Vendor only. No change and Tender condition / clause prevail.
30	Page 25 (Item 20)	Since the DSS is to be installed within the branch premises, the power connection should be available from the branch. For offsite locations, the power connection can be possible only with the approval of the owner of the site from whom the Bank takes the site on rental. We suggest that while taking the offsite on rent, the Bank should take care of power / connection etc. Please clarify and confirm. (Further, it looks like the item does not pertain to this RFP and is superfluous. Please clarify).	Power Supply The contractor shall make his own arrangements for power and supply / distribution system for driving plant or machinery for the work and for lighting purpose.	At the time of installation vendor should not depend on the Branch. The required lights/ machinery/ wires etc is to be arranged by vendor only. No change and Tender condition / clause prevail.

All vendors should sign and seal on each page and upload the same in our E-tender portal <https://etender.sbi/SBI>.

S/D

Assistant General Manger (P&E)
LHO Mumbai Metro
18.05.2023