

December 05th, 2024

E-Tender No: 2762

Reg: Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises.

Response to Pre-Bid Queries, Corrigendum and Revised Tender Schedule

This is in reference to the captioned Request for Proposal. All Prospective Bidders are hereby advised to be guided by the corrigendum as under:

- i. Annexure-A: Corrigendum.
- ii. Annexure-B: Revised Tender Schedule.

Chief Manager (E)

www.pnbindia.in
E-mail: maintenance@pnb.co.in

Tel
011 -28044402

पंजाब नैशनल बैंक punjab national bank

सामान्य सेवा प्रशासन प्रभाग
कॉर्पोरेट ऑफिस प्लॉट, नंबर 04, सेक्टर-10 द्वारका, नई दिल्ली 110075
General Services Administration Division
Corporate Office Plot no.04 , Sector 10 Dwarka, New delhi 110075

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Annexure-A

Corrigendum:

1. The following clauses are being modified in the tender document:

S.No.	Page No	Clause reference	Tender Clause	Revised Tender Clause
1)	84	Time Schedule For Completion & Stagewise Payment	The payment for the annual operation charges shall be made on quarterly basis in arrears on submission of invoice complete with all supporting documents.	The payment for the annual operation charges (excluding license cost for CMS Software) shall be made monthly in arrears. The license cost of CMS software shall be paid in advance at the beginning of the period of operation.
2)	108	Schedule of Quantities	Supply, Installation, Testing and Commissioning of Server Hardware for Content Management Server with 1 Year Warranty	Supply, Installation, Testing and Commissioning of Server Hardware for Content Management Server complete in all respect with necessary operating system, software, virtual machine etc. as required, with 1 Year Warranty
3)	108	Schedule of Quantities	Supply, Installation, Testing and Commissioning of Server Hardware for Router / Network Management with 1 Year Warranty	Supply, Installation, Testing and Commissioning of Server Hardware for Router / Network Management complete in all respect with necessary operating system, software, virtual machine etc. as required along with license cost for first year of operation, with 1 Year Warranty

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S.No.	Page No	Clause reference	Tender Clause	Revised Tender Clause
4)	109	Schedule of Quantities	Comprehensive AMC Charges for Router / Network Management Server for Second Year of Operation	Comprehensive AMC Charges for Router / Network Management Server complete with license cost for all requisite software for Second Year of Operation
5)	109	Schedule of Quantities	Comprehensive AMC Charges for Router / Network Management Server for Third Year of Operation	Comprehensive AMC Charges for Router / Network Management Server complete with license cost for all requisite software for Third Year of Operation
6)	110	Schedule of Quantities	Comprehensive AMC Charges for Router / Network Management Server for Fourth Year of Operation	Comprehensive AMC Charges for Router / Network Management Server complete with license cost for all requisite software for Fourth Year of Operation
7)	111	Schedule of Quantities	Comprehensive AMC Charges for Router / Network Management Server for Fifth Year of Operation	Comprehensive AMC Charges for Router / Network Management Server complete with license cost for all requisite software for Fifth Year of Operation
8)	59	Technical Specifications for Large Format Displays SOC	Quad Core Processor 1.1 Ghz clockspeed Integrated GPU or superior RAM: 2 Gb or higher On Board Storage: 16 Gb or higher with minimum 8 Gb available after installation of operating system and applications	Quad Core Processor 1.0 Ghz clockspeed Integrated GPU or superior RAM: 2 Gb or higher On Board Storage: 16 Gb or higher with minimum 8 Gb available after installation of operating system and applications
9)	66	Technical Specifications for Content Management Software (CMS)	The CMS should support data transfer in multiple small packets and support resumption of data transfer on interruption.	The CMS should support data transfer in multiple small packets and support resumption of data transfer in case of minor network interruption.
10)	66	Technical Specifications for Content	Abnormal condition of player is also notified immediately to the operator.	Player unresponsive, unable to boot/reboot, disconnected from network, and other conditions which may hamper the playback of content etc. shall be notified to the operator.

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E-Tender No: 2762 Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises

S.No.	Page No	Clause reference	Tender Clause				Revised Tender Clause			
		Management Software (CMS)								
11)	66	Technical Specifications for Content Management Software (CMS)	Unscheduled Media player				Any media player where content publishing has not been scheduled.			
12)	66	Technical Specifications for Content Management Software (CMS)	Scheduled Planogram				Scheduled Planogram (i.e., layout of various files to be played in visual form)			
13)	62	Technical Specifications for M2M Dual Sim Router	2 Nos standard 2FF SIM slot				2 Nos standard 2FF/3FF/4FF SIM slot. One sim should be in active mode with seamless switching to other sim in case of network interruption.			
14)	5	Tender Fee	All the bidders are required to submit Demand Draft in favour of Punjab National Bank, New Delhi/ e-payment in our aforementioned Imprest A/c of ₹2,950/- (Rupees One Thousand Seven Hundred Seventy only) towards the cost of tender document by 11.12.2024 till 1600 hrs, failing which, the bids shall be summarily rejected.				All the bidders are required to submit Demand Draft in favour of Punjab National Bank, New Delhi/ e-payment in our aforementioned Imprest A/c of ₹2,950/- (Rupees Two Thousand Nine Hundred Fifty only) towards the cost of tender document by 11.12.2024 till 1600 hrs, failing which, the bids shall be summarily rejected.			
15)	83	TIME SCHEDULE FOR COMPLETION & STAGEWISE PAYMENT	1	Procurement of Server and Setting up the same in Bank's Data Centre and configuring	45 days from start of work	80% amount quoted for servers and server software.	1	Procurement of Server and Setting up the same in Bank's Data Centre and configuring	45 days from start of work	80% amount quoted for servers, server software, displays routers and content

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E-Tender No: 2762 Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises

S.No.	Page No	Clause reference	Tender Clause				Revised Tender Clause			
				content management software etc.				content management software etc. and setting up of 25 Displays and configuring content management software, M2M router etc. complete with User Acceptance Testing (UAT)		management software on client.
			2	Delivery and Installation for first 200 screens and configuring content management software, M2M router etc.	60 Days from Start of Work	80% amount quoted for displays routers and content management software on client.				
							2	Delivery and Installation for next 175 Displays screens and configuring content management software, M2M router etc. (total 200 screens)	60 Days from Start of Work	80% amount quoted for displays routers and content management software on client.
16)	53	Scope of work Pt no. 10)	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 CAPEX model. The bidder shall also quote rates for Operation and				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 CAPEX model. The bidder shall also quote rates for Operation and Maintenance			

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E-Tender No: 2762 Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises

S.No.	Page No	Clause reference	Tender Clause	Revised Tender Clause
			Maintenance as per Schedule of Quantities for up to 5 years of operation	as per Schedule of Quantities for up to 5 years of operation. The bidder may also be required to shift the display post deployment as per Bank's requirement, for which payment shall be made separately as extra item.
17)	58	Technical Specifications for Large Format Displays Mounting options	Standard Wall accessory. Roof mounting or vertical stand option should be available.	Standard Wall accessory. Roof mounting or vertical stand option should be available. (Note: standard installation shall include wall mount for which the rates are to be included in the cost of display. For vertical stand / Roof mount, payment shall be made separately as extra item)
18)	58	Technical Specifications for Large Format Displays Supported Image Types	All types of images (example -TIFF, GIF, PNG, JPG, JPEG etc.)	All types of images (example -TIFF (optional), GIF, PNG, JPG, JPEG etc.)

(Signature of Authorised Signatory)

E-Tender No: 2762 Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises

S.No.	Page No	Clause reference	Tender Clause					Revised Tender Clause				
19	17	Criteria For Abnormally Low / Abnormally High Bids	S.No.	Description	BoQ Item Nos	Estimated Cost	Difference in amount in percentage from bid estimated amount for bid to be considered abnormally high or abnormally low	S.No.	Description	BoQ Item Nos	Estimated Cost	Difference in amount in percentage from average of price bid of technically qualified bidders along with bid estimated amount for bid to be considered abnormally high or abnormally low
			1	Operation Charges for First Year of operation	1.7 to 1.8	₹ 49.42 Lacs	25%					
			2	Operation Charges for Second Year of operation	2.1 to 2.7	₹ 77.15 Lacs	25%	1	Operation Charges for First Year of operation	1.7 to 1.8	₹ 49.42 Lacs	25%
			3	Operation Charges for Third Year of operation	3.1 to 3.7	₹ 77.15 Lacs	25%	2	Operation Charges for Second Year of operation	2.1 to 2.7	₹ 77.15 Lacs	25%

(Signature of Authorised Signatory)

E-Tender No: 2762 Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises

S.No.	Page No	Clause reference	Tender Clause					Revised Tender Clause				
			4	Operation Charges for Fourth Year of operation	4.1 to 4.8	₹ 133.79 Lacs	25%	3	Operation Charges for Third Year of operation	3.1 to 3.7	₹ 77.15 Lacs	25%
			5	Operation Charges for Fifth Year of operation	5.1 to 5.8	₹ 133.79 Lacs	25%	4	Operation Charges for Fourth Year of operation	4.1 to 4.8	₹ 133.79 Lacs	25%
			In case of abnormally low bid for Operation Charges, the period of performance security against the total amount quoted for BoQ. Item nos 1.1 to 1.6 shall be till the end of entire period of operation, i.e., 5 years, instead of the warranty period specified for the respective items.					5	Operation Charges for Fifth Year of operation	5.1 to 5.8	₹ 133.79 Lacs	25%
20)	31	Performance Security	In case of abnormally low bid for Operation Charges, the period of performance security against the total amount quoted for BoQ. Item nos 1.1 to 1.6 shall be till the end of entire period of operation, i.e., 5 years, instead of the warranty period specified for the respective items.					In case of abnormally low bid for total of Operation Charges for all five years of operationp, 50% amount of the performance security against BoQ. Item nos 1.6 (i.e., the cost of display) shall be retained till the end of entire period of operation, i.e., 5 years, instead of the warranty period specified for the respective items.				
21)	53	Scope of Work	16) Bank may implement its firewall and antivirus solutions on the system and the Solution provider shall provide requisite information and comply with Bank's Information Security, Network, Firewall, Antivirus and other teams' guidelines and instructions while implementing the					16) Bank may implement its firewall and antivirus solutions on the system and the Solution provider shall provide requisite information and comply with Bank's Information Security, Network, Firewall, Antivirus and other teams' guidelines and instructions while implementing the				

(Signature of Authorised Signatory)

E-Tender No: 2762 Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises

S.No.	Page No	Clause reference	Tender Clause	Revised Tender Clause
			<p>solution. However, this shall not absolve the solution provider from any vulnerabilities in their system and the solution provider shall routinely perform Vulnerability Assessment & Penetration Testing on the system and patch the software at no extra cost to Bank.</p> <p>18) k. VAPT (Vulnerability Assessment & Penetration Testing) of the Content Management Software application shall be carried out by the Solution provider on quarterly basis mandatorily within the cost of license provided by them and compliance report is to be submitted along with the quarterly invoice for the operation charges. Bank reserves the right to get the VAPT of the system got carried out by it's own departments / third party agencies and the Solution Provider shall have no objection to the same. In case the Solution Provider does not carry out mandatory</p> <p>VAPT of the system, Bank may get the same carried out by third party agency at the risk and cost of the Solution Provider.</p>	<p>solution. However, this shall not absolve the solution provider from any vulnerabilities in their system and the solution provider shall patch / update the software against any vulnerabilities / bugs detected at no extra cost to Bank.</p> <p>18) k. VAPT (Vulnerability Assessment & Penetration Testing) shall be carried out by Bank on quarterly basis. The bidder shall provide all requisite documentation, access to code or any requirements of VAPT by Bank and shall extend their full cooperation in the matter. Any vulnerability detected shall be patched by bidder within time period stipulated by Bank complete with compliance report at their own cost.</p>
22)	54	Scope of Work	The solution provider shall deploy his resource on site for uploading of content and managing the on-site server.	The solution provider shall deploy his resource on site for assistance in uploading of content and managing the on-site server. Authorisation for content upload shall reside with Bank. All Audio/Video, Multimedia Content, Images to be displayed etc. shall be provided by Bank.

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E-Tender No: 2762 Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises

S.No.	Page No	Clause reference	Tender Clause	Revised Tender Clause
23	62	Technical Specifications for M2M Dual Sim Router and Connectivity	The Solution Provider shall provide IoT M2M LTE Sim to provide connectivity to the routers. The solution provider shall pay the network charges for the sims. The data plans for the sims shall be selected to effect up to 30 GB data transfer per month.	The Solution Provider shall provide IoT M2M LTE Sim to provide connectivity to the routers. The solution provider shall pay the network charges for the sims. The data plans for the sims shall be selected to effect up to 30 GB data transfer per month. 2G connectivity may be used as a fallback option in case of no 4G reception. 5G connectivity is optional.
24	62	Technical Specifications for M2M Dual Sim Router and Connectivity	The WiFi SSID of the routers shall be disabled once configured and the connectivity to the Display shall be provided using a Cat-6 patch chord connected to the Ethernet port of the display	The WiFi SSID of the routers shall be disabled once configured and the connectivity to the Display shall be provided using a Cat-6 patch chord connected to the Ethernet port of the display. The preferred location for the router shall be adjacent to the display. Router may be placed at a location separated by few meters to display. In case of multiple display, multiple patch chords may be used. The decision for multiple routers / displays shall rest with Bank only.
25		Technical Specifications for Content Management Server and Router / Network Management Servers	<ol style="list-style-type: none"> 1) Application Server and Database Server: Windows server 2019 or Ubuntu 24.04 LS or equivalent 2) Router Management Server / Network Management Server: Ubuntu 24.04 LS or equivalent 	<ol style="list-style-type: none"> 1) Application Server and Database Server: Windows server 2022 or any Supported Linux Distribution or equivalent 2) Router Management Server / Network Management Server: Any Supported Linux Distribution or equivalent
26		LIST OF PREFERRED MAKE OF MATERIALS	<p>Professional Large Format Displays</p> <p>Samsung, Sony, LG, Panasonic, Philips</p>	<p>Professional Large Format Displays</p> <p>Samsung, Sony, LG, Panasonic, Philips or Equivalent*</p>

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E-Tender No: 2762 Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises

S.No.	Page No	Clause reference	Tender Clause	Revised Tender Clause
				*Note: In case of unavailability of material of above makes, an equivalent make can be used only after a written approval of the Bank subject to compliance of technical specifications.

2. Further, All bidders are advised to mandatorily support datasheets and technical literature of respective equipment in support of technical compliance to the bid requirement.

3. As a part of technical qualification of Displays and Content Management Software, the following conditions are being incorporated:

i. Large Format Display: The proposed make of the display (any model) should have been used in implementation of Indoor Digital Signage Solution with not less than 400 Nos of Displays with a single client in previous 7 years.

ii. Content Management Software: The proposed software (any version) should have been used in implementation of Indoor Digital Signage Solution with not less than 400 Nos of Displays with a single client in previous 7 years.

Bank Reserves the right to seek information / feedback regarding the performance of the above from previous clients and take the same into account for evaluation of the technical bids.

4. Public IP, DNS and SSL Certificates shall be provided by Bank.

5. All software / applications provided under this contract shall cater to commercial use.

6. The tentative list of premises has been mentioned in the bid document. Bidder to assess the network coverage while quoting.

7. The validity of Earnest Money Deposit shall be same as bid validity. The bidder shall unconditionally extend the validity of Earnest Money when called to do so by Bank.

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E-Tender No: 2762 Request For Proposal For Implementation of Indoor Digital Signage Solution on PAN India Basis in Bank's premises

8. The selected solution provider shall be responsible for designing and implementing the project architecture.
9. The above caters to all the queries received till due date and time. For all other queries, submitted by bidders, it is advised to be guided by bid terms and conditions.

The above corrigendum shall be read in continuation of RFP document and shall form a part of the contract agreement / SLA.

Chief Manager (E)

Annexure-B

Revised Tender Schedule

The tender schedule is hereby revised as under:

	Original Schedule	Revised Schedule
Last date and time for downloading tender	11.12.2024 up to 1600 hrs	17.12.2024 up to 1600 hrs
Last date and time for Bid preparation and Hash Submission	11.12.2024 up to 1600 hrs	17.12.2024 up to 1600 hrs
Close for Technical & Commercial Bid (to be done by Bank)	11.12.2024 from 1601 hrs to 11.12.2024 from 1700 hrs	17.12.2024 from 1601 hrs to 17.12.2024 from 1700 hrs
Last Date for Bid re-encryption and physical Bid Submission	11.12.2024 from 1701 hrs to 12.12.2024 till 1200 hrs	17.12.2024 from 1701 hrs to 18.12.2024 till 1200 hrs
Date and Time of Opening of Technical cum Eligibility Bid in E tendering portal	12.12.2024 from 1300 hrs	18.12.2024 from 1300 hrs

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