

## Reply to Pre-Bid Queries

**EoI No:** EdCIL/DES/EoI/2022-23/004

**Date:** 08.12.2022

**Name:** Expression of Interest (EOI) For Empanelment of system integrator for setting up of IT Infrastructure for Command Control Centre, VSK and other related projects on PAN India basis.

### Reply to Queries raised by the followings:

1. Velocis Systems Private Limited
2. Allied Digital Services Limited
3. Valeur Fabtex Private Limited
4. Exileo
5. Fluentgrid Limited
6. Sistema Smart Technologies Limited
7. Globus Infocom Limited
8. Pragyawan Technologies Private Limited
9. Schoolnet India Limited
10. Pingletech
11. LG
12. Momentum Techsys Pvt. Ltd.

S.no	Section No.	Page No.	Clause as per EoI	Clarification Sought	Response
1	Section 6 Eligibility and Evaluation Criteria / 6.3 Pre-Qualification Criteria	52	<p>The Bidder should have experience of deployment of Active LED   Videowall   LCD Videowall in Govt./PSU/ Corporate Sector in the past three financial years, for a similar scope of work.</p> <p>Documents: Attach Proof for the projects executed and certificate from client along with Annexure - 4</p>	<p>We request to revise the clause as below.</p> <p>The Bidder should have experience of deployment/ <i>Maitaining</i> of Active LED   Videowall   LCD Videowall in Govt./PSU/ Corporate Sector in the past three financial years, for a similar/<i>System Integration</i> scope of work.</p> <p>Documents: Attach Proof for the projects executed and certificate from client along with Annexure - 4</p>	Please refer corrigendum-3.

2	Section 3 Instructions to Bidders / 3.1.3 Instructions for online bid submission	8	The bidders are required to submit soft copies of their EOI's electronically on <a href="http://tenderwizard.com/EDCIL">http://tenderwizard.com/EDCIL</a> e tendering website,.		No Hardcopy is required to be submitted
3	Section 1 INVITATION FOR EXPRESSION OF INTEREST pt. no.4	2	Sealed envelope, containing EOI along with the copies of supporting documents shall be submitted to the address given below mentioning "Empanelment of system integrator for setting up of IT Infrastructure" on the top cover	Please clarify whether we need to upload softcopy on tenderwizard portal or sent hard copies by courier.	No Hardcopy is required to be submitted
4	NA	NA	General Query	We request to allow the consortium up to two members include lead partner to participate in this EoI.	No changes
5			6.3 Pre-Qualification	Turnover of the firm for last Three Financial Year from ITES/ ITITES Related work should be 25 Crores Worth.	
6	Section-6	51	Sr No 2 Average Turnover of the firm for last Three Financial Year from ITES Should be 50 Crores i.e., 2019-20,2020-21,2021-2022 with Net Profit and Positive net Worth.	Reason for changes requested: The mentioned work in tender has been expedited in country in recent years & organization delivering similar works are negligible. So, the average turnover should be reduced so the maximum number of bidders can Participate.	Please refer corrigendum-3.

7	Section-6	51	<p>Sr No 3 The Bidder should have experience of deployment of Active LED   Videowall   LCD Videowall in Govt./PSU/Corporate Sector in the past three financial years, for a similar scope of work.</p>	<p>The Company of Supply another IT Component including 21<sup>st</sup> Century Component including laptop/Drone 3D Printer etc. under same project should be consider.</p>	<p>Please refer corrigendum-3.</p>
8	18,18	<p>Video wall Controller for 4,8,16 Channel</p>	<p>You have not ask GUI Software and Processor to Run and Program VSK Software          Requesting you Please Add Product and Specification as given</p>	<p>GUI Software Solution should have Remote Desktop over IP within Network, Display Specific grid for easy Contain Placing, Layout Scheduling.          Remote users become both source and destination for information as colleagues share and annotate on live Video streams, communicate with voice and Text, and collaborate on documents.          The provision of displaying contents over Large Display PPT, Work, Excel Etc. Should Provide IP Video Streaming Solution and Integration of Streaming Solution.          Should have Feature Draw, Type, Label, identify or annotate areas of interest on live Video and other sources.          Should have White Board Feature and Share active Web Window. Collaborate with Multiple Video walls to ensure</p>	<p>The query is not related with this EOI. Please refer EOI No. EdCIL/DES/EOI/2022-23/003.</p>

				Operational Awareness. Display - Video Wall through different sources like PC, Laptop, Satellite TV Input, and another Video Source, LAN/WAN and Other possible Modes in Command & Control Centre (CCC) Room Solution.	
9		Video wall Controller for 4,8,16 Channel	Data wall Processor not Consider in the EOI	Core i7,16 GB ram, Should have 4 output and 12 input support up to Compatible 21:9 ,5k Resolution and should be scalable from day one. Should have redundant power supplies and 256 SSD, window 10 Professional as a Mirror raid pair, Open API platform for 3rd party control systems Certification UL,CE,FCC	Please refer EOI Document . Adding the referred specification of Data wall processor will restrict the competitive bidding.
10		Video wall Controller for 4,8,16 Channel	Controller Specification is missing	Requesting you Pls Consider With Inbuilt processing power and internal storage to store and process the control Program, should be compatible with any (IOS/Android) wireless or wired Touch screen of	Please refer EOI Document . Specification of video wall controller is already mentioned in the EOI Document

				<p>any size. Additional Port require Added. Should have the flexibility to add as many user interfaces, Embedded web page, Control port setting with 3 bidirectional RS 232 and IR, 8 Relay Port to Control, 1 Ethernet Port to control All Devices Room with IR Inbuild IR Sensor to Learn Command.</p> <p>The Controller can also be easily to switch the display mode by using a scene saved. Support matrix control and large-screen direct control and Other Av Equipment.</p> <p>Through configuration for matrix and large screen in the controller software, should directly simultaneously operate the matrix, the stitching controller and the large screen</p>	
11		Video wall Controller for 4,8,16 Channel		<p>chasis based 4,8,16 Port in and Out, Handles HDMI devices with Deep Color, 3D, 4K, and high-bitrate 7.1 encoded audio, Enables high-performance H.264 streaming from any input source up to 1080p, HDCP 2.2 Compliant, Modular inputs support a complete range of digital, analog, and streaming signal types, Web Browsed Controller Support 4K@60 4:4:4, USB HID extention for a local keyboard/mouse or</p>	<p>Please refer EOI Document . Specification of video wall controller is already mentioned in the EOI Document</p>

				computer, AV signal format management via EDID & Cloud management. UL,CE	
12			Touch Controll Panel is Missing Which Will be use to Operate Datawall and Run Software	<p>7 inch 1280 x 800 display resolution, Custom-programmable virtual control buttons, Should supports HTML5 and Smart Graphics for custom user projects, Should support 100 Mbps, auto switching, auto negotiating, auto discovery, full/half duplex, Wi-Fi communication with IEEE 802.11a/b/g/n/ac Wi-Fi, Bluetooth, Ethernet connection with Poe or PoE+ only, should have an option of Cloud management via IoT based platform for remotely provisioning, monitoring, Enterprise grade security and authentication with 64 and 128-bit WEP, WPA and WPA2-PSK with TKIP and AES or better. support native apps for Zoom Rooms conferencing control, Microsoft Teams online meeting solution, and various room scheduling services CE, FCC</p>	<p>The BOQ in the EoI document is tentative in nature. However, EdCIL in consultation with end client will formulate the final BoQ as per the requirement at the RFP stage.</p>

13			<p>Data wall Processor not Consider in the EOI Requesting you Please Add for Speaker and Audio Part</p>	<p>Digital Signal Processor with built in Acoustic Echo Cancellation, Noise Cancellation, Auto Mixing and Sound Reinforcement Application 04 Nos Mic/Line balance audio and 1 unbalance stereo audio Inputs. One HDMI and USB Interface audio Phantom Power: 48 VDC on/off per input. Distributed Echo Cancellation per Mic Input, Noise Cancellation up to 25dB should be supported 1 Balanced Stereo Audio Stereo USB Audio support for PC based conferencing such as COLLABORATE Space, WebEx, MS Teams, Zoom, and Google Meet Should have 2X1 inbuilt Matrix Switching , Should support minimum video resolution support 4K@60Hz (4:4:4), Control Thru Ethernet or RS232.</p>	<p>The BOQ in the EoI document is tentative in nature. However, EdCIL in consultation with end client will formulate the final BoQ with redefined specifications as per the requirement at the RFP stage.</p>
14			<p>Speaker is missing in BOQ Requesting you Please Add</p>	<p>Active Speker Sound Mixer and 2.1 Speaker</p>	<p>Please refer EOI Document.</p>
15			<p>Active Wall Plate is missing requesting you Please Add</p>	<p>Active Wall Plate 4k@4:4:4 Full HD Support Dashboard-forward design keeps connections close to the surface One-touch lid retracts and disappears at the tap of a button, Gravity Cable Retractors. Keystone plate modules allow the</p>	<p>Please refer EOI Document.</p>

				installation of any flush mountable keystone compliant connector.	
16			AV Over IP Device are missing in Solution requesting you Please Add	AV Over IP Encoder and Decoding Device, works as Trans-receiver & configured as decoder or decoder, supports up to 4K@60Hz, 4:4:4 colour sampling video over standard 1 Gigabit / 10 Gigabit Ethernet, HDR10+, Dolby Vision, Dolby Atmos, AES-67, KVM Signal extension, COM & IR ports with copper & Fiber connectivity, HDCP 2.3, supports 802.1x Authentication, Active directory & other security protocols & Cloud Management	The BOQ in the EoI document is tentative in nature. However, EdCIL in consultation with end client will formulate the final BoQ with redefined specifications as per the requirement at the RFP stage.
17			AV Network Switch is Missing in BOQ	AV Network Switch 24 Port With 10G Modual Pre-configured for Out-of-Box L2 Multicast (SDVoE-ready) Prevent network flooding with effortless multicast implementation of Layer 2 Multicast	The BOQ in the EoI document is tentative in nature. However, EdCIL in consultation with end client will formulate the final BoQ with redefined specifications as per the requirement at the RFP stage.
18			Streaming Solution is Missing to Broad Cast Lecture and Live Viewing	Streaming a Control System 4K@60 HDMI 4:4:4 Wired Input to connect source with HDMI directly. Min. 1 HDMI & 1 Display Port outputs is required. Audio de-embedding feature with 1 Analog audio line out on a 3.5mm jack. System Should support streaming with RTSP	Please refer EOI Document.



				<p>protocol for two-way annotation purpose to minimum two hundred user/ Network devices at a time for broadcasting</p> <p>Should present minimum five or more user on a single display, Inbuilt/external Wi-Fi, user authentication, 1024-bit encryption, dynamic room code.</p> <p>Product having CE, ISO 9001, ISO 14001 certifications.</p>	
19		15,16	<p>Requesting you Please Add Display Spec for Bezel Less Display</p>	<p>55 inch ,500 Nits and Lan port In and Out Daisy Chain HDMI (2, HDCP2.2), DP (1,HDCP2.2), DVI-D (1, HDCP1.4), Audio In, RS232C IN, RJ45(LAN), IR IN, USB2.0 Type A (1), Certification CB and Energy Star 8.0,FCC</p>	<p>Please refer EOI Document.</p>
20			<p>Requesting you Ask OEM Authorisation to participate in bid</p>		<p>This may be asked at the RFP Stage.</p>
21			<p>Requesting you ask oem to Land Boarder clause undertaking</p>		<p>This may be asked at the RFP Stage.</p>
22			<p>Requesting you Ask Call center IPBAX solution which is not included in BOQ</p>	<p>IP Based Call Management communication System with require 30 Nos call Center Agent License including require Hardware, 60 channel Turk Expansion Modular,1 Nos PC Based operator console, 30 Nos Open Scape Desk phone with contact center Agent with 3 Year Service support</p>	<p>The BOQ in the EoI document is tentative in nature. However, EdCIL in consultation with end client will formulate the final BoQ with redefined specifications as per the requirement at the RFP stage.</p>

23			Requesting you ask AOC HDMI Cable Which is Not Included in EOI	All HDMI Active Optical Cable Support rate up to 18.2 Gbps and resolution must Support up to 3820x2160@60 Hz or better, it shall be highly resistant with RF and EMI interference. It shall work without the use of External Power Supplies	Bidders are required to include the charges of Installation, Cabling and commissioning in their respective line item.
24		52	Average Annual Turnover of the firm for the last three financial years, from ITeS should be 50 crores i.e., 2019-20, 2020-21, 2021-22 with net profit and positive net worth.	Requesting you ask Minimum Turnover to participate More bidder Since project value will not more then 5 Cr so requesting you ask 15 CR Turnover Avg annual Turnover	Please refer corrigendum-3.
25				Ask OEM and Bidder have at least one project Experience in India in last 5 year.	Please refer Annexure – 4 experience in related fields.
26	M. Call Management Solution, Call Center Features Point No:1	45	Solution should help in reducing business costs and improve customer response by providing a single-server, contact-center-in-a-box deployment with the following:	According to point no 19 from the same section, The solution should be highly available for core functions. Clarification sought over here, How this could be possible with a single server provisioning. Please clarify.	It should provide applicable redundancy. The BOQ in the EoI document is tentative in nature. However, EdCIL in consultation with end client will formulate the final BoQ with redefined specifications as per the requirement at the RFP stage.
27	M. Call Management Solution, Centralized Architecture Point No: 3	47	The call control system should be fully redundant solution with NO single point of failures & should provide 1:1 redundancy. Both the server should do call processing	Clarification Sought, with no mentioning of DC/DR locations and their BCP norms, how can we judge the Single Point of Failure for any component.	The BOQ in the EoI document is tentative in nature. However, EdCIL in consultation with end client will formulate the final BoQ with redefined specifications as per the requirement at the RFP stage.

			all the time and act as backup in case of the failure of one server.		
28	General	-	-	We request you clarify if interiors, electricals etc are part of the scope in this EoI.	Installation, Commissioning and cabling shall be the part of Bidder's Scope of work.
29	General	-	-	Internet Lease Lines are not considered. We request you to please confirm.	Internet Lease Lines shall be provided by end client.
30	General	-	-	We request you clarify if there is any requirement of Physical Servers for hosting the applications?	The application will be hosted on cloud. Hosting on Cloud shall be the part of Bidder's Scope of work..
31	General	-	-	We request you clarify if there is any requirement of IT Components like Firewall, Routers, etc.	Not Applicable as the application will be hosted on cloud
32	General	-	-	We request you clarify if there is any requirement of Resource to be deputed onsite	No resource deputation is required as per EOI document.
33	F. Desktop Computer	26	-	We request you clarify if there is any requirement of MS-Office and Antivirus?	Please refer corrigendum-3.
34	M. Call Management Solution (End user telephony Features required)	48	EPBAX & Telephones	As per the EoI it is mentioned that the end user telephony features are required. We request you clarify if it is expected to be a soft phone facility.	Soft Phone facility is expected. The BOQ in the EoI document is tentative in nature. However, EdCIL in consultation with end client will formulate the final BoQ with redefined specifications as per the requirement at the RFP stage.

35	6.3 Pre- Qualificatio n Criteria	51	Average Annual Turnover of the firm for the last three financial years, from ITeS should be 50 crores i.e., 2019-20, 2020-21, 2021-22 with net profit and positive net worth.	Average Annual Turnover of the firm for the last three financial years, from ITeS should be 25 crores; For positive net worth please consider bidder or its parent company.	Please refer corrigendum-3.
36	6.3 Pre- Qualificatio n Criteria	51	The Bidder should have experience of deployment of Active LED   Videowall   LCD Videowall in Govt./PSU/Corporate Sector in the past three financial years, for a similar scope of work.	The Bidder should have experience of deployment of Active LED   Videowall   LCD Videowall or similar it equipments in Govt./PSU/Corporate Sector in the past three financial years, for a similar scope of work.	Please refer corrigendum-3.
37	6.3 Pre- Qualificatio n Criteria	52	The firm must have at least 500 full time professionals on its rolls as on 31st March 2022 in India	The firm or its parent company must have at least 500 full time professionals on its rolls as on 31st March 2022.	Please refer corrigendum-3.
38	6.3 Pre- Qualificatio n Criteria	52	The firm/company should be a profitmaking concern for each of the last three consecutive financial years i.e., 2019-20, 2020-21, 2021-22	The firm/company or its parent company should be a profitmaking concern for each of the last three consecutive financial years i.e., 2019-20, 2020-21, 2021-22	Please refer corrigendum-3.
39	6.3 Pre- Qualificatio n Criteria	53	Should have presence in at least 5 States/UTs across India as per details defined in clause 5.2	Should have presence in at least 3 States/UTs across India as per details defined in clause 5.2	Please refer to corrigendum-3.

40	Section 5; Scope of Work	Page no. 16	Active-Led Type-1	Please change as the mentioned specifications are very normal/common which are available with all chinese and local brand/dealer, hence we request please change specifications as only reputed OEMs will participate and restrict chinese brands	Please refer corrigendum-3.
41		Page no. 17	Active-Led Type-2	Please change as the mentioned specifications are very normal/common which are available with all chinese and local brand/dealer, hence we request please change specifications as only reputed OEMs will participate and restrict chinese brands	Please refer corrigendum-3.
42		Page no. 18	Active-Led Type-3	Please change as the mentioned specifications are very normal/common which are available with all chinese and local brand/dealer, hence we request please change specifications as only reputed OEMs will participate and restrict chinese brands	Please refer corrigendum-3.
43		Page no. 21	LCD-Panel Type-1	Please consider LED wall against Data wall as Data wall is outdated obsolete technology, all the reputed organizations and also VSK are adopted LED wall instead of LCD based video wall	The specs is provided for the minimum requirement. However, EdCIL in consultation with end client will formulate the final BoQ with redefined specifications as per the requirement at the RFP stage.

44		Page no. 22	LCD-Panel Type-1	<p>Please consider LED wall against Data wall as Data wall is outdated obsolete technology, all the reputed organizations and also VSK are adopted LED wall instead of LCD based video wall</p>	<p>The specs is provided for the minimum requirement. However, EdCIL in consultation with end client will formulate the final BoQ with redefined specifications as per the requirement at the RFP stage.</p>
45		Page no. 28	Full HD PTZ Camera for Faculty with Tracking facility (Optical Zoom 20X)	<p>Please consider Preset VC Camera instead of Speaker Tracking as Preset is more accurate than Speaker tracking.</p> <p>Speaker Tracking camera would not be accurate in case of multiple speaker are present in room. (b) In case of speaker out of camara FOV. (c) When speaker talk only for few seconds like 2-3 second as speaker camera track active speaker after 4-5 seconds</p> <p>We recommend please consider preset camera instead of speaker camera</p>	<p>The BOQ in the EoI document is tentative in nature. However, EdCIL in consultation with end client will formulate the final BoQ with redefined specifications as per the requirement at the RFP stage.</p>
46		Page no. 29	Full HD PTZ Camera for Faculty with Tracking facility (Optical Zoom 12X)	<p>Please consider Preset VC Camera instead of Speaker Tracking as Preset is more accurate than Speaker tracking.</p> <p>Speaker Tracking camera would not be accurate in case of multiple speaker are present in room. (b) In case of speaker out of camara FOV. (c) When speaker talk only for few seconds like</p>	<p>The BOQ in the EoI document is tentative in nature. However, EdCIL in consultation with end client will formulate the final BoQ with redefined specifications as per the requirement at the RFP stage.</p>

				<p>2-3 second as speaker camera track active speaker after 4-5 seconds</p> <p>We recommend please consider preset camera instead of speaker camera</p>	
47	6.3 Pre- Qualificatio n Crieteria	51	The Bidder should have experience of deployment of Active LED   Videowall   LCD Videowall in Govt./PSU/Corporate Sector in the past three financial years, for a similar scope of work.	Request to kindly amend this as "The Bidder should have experience of deployment of Active LED   Videowall   LCD Videowall or Similar Products in Govt./PSU/Corporate Sector in the past three financial years, for a similar scope of work.	Please refer corrigendum-3.
48	6.3 Pre- Qualificatio n Crieteria	52	The firm must have at least 500 full time professionals on its rolls as on 31st March 2022 in India.	Request to kindly amend this as "The firm must have at least 250 full time professionals on its rolls as on 31st March 2022 in India."	Please refer corrigendum-3.
49	6.3 Pre- Qualificatio n Crieteria/2	52	<p>Average Annual Turnover of the firm for the last three financial years, from ITeS should be 50 crores i.e., 2019-20, 2020-21, 2021-22 with net profit and positive net worth.</p> <p>For MSME registered with NSIC</p> <p>Average Annual</p>	<p>The turnover is for capability of the company financial position to execute the work. So we request you to kindly reduce the turnover to 16 Cr. It will help MSME companies like us to participate in this tender.</p> <p>Also It will help larger participation and competitive price to the department.</p>	Please refer corrigendum-3.

			Turnover of the firm for the last three financial years, from ITeS should be 45 crores i.e., 2019-20, 2020-21, 2021-22 with net profit and positive net worth.	So kindly consider this request.	
50	6.3 Pre- Qualificatio n Criteria/3	52	The Bidder should have experience of deployment of Active LED   Videowall   LCD Videowall in Govt./PSU/Corporate Sector in the past three financial years, for a similar scope of work.	We request to you that please modify in experience of Smatclass in Govt./PSU/ Corporate Sector in the past three financial years, for a similar scope of work. So kindly consider this request	Please refer corrigendum-3.
51	6.3 Pre- Qualificatio n Criteria/3	53	The firm must have at least 500 full time professionals on its rolls as on 31st March 2022 in India.	We request to you that please reduce to 100 full time professionals on its rolls as on 31 <sup>st</sup> March 2022 in India.	Please refer corrigendum-3.
52	A. ACTIVE LED/1. Active-Led Type- 1/S.no.2	15	Physical Parameters/Diagonal Size/163” inches or above	Please amend size in square metres, as per industry standard LED sizes are vary as per site requirement	In the EoI Document, diagonal size 163 inches or better in 16:9 aspect ratio is mentioned. Bidder can calculate the width and height of the screen with the provided pixel pitch. Accordingly, area in sqft or sqmt can be calculated.
53	A. ACTIVE LED/1. Active-Led Type- 1/S.no.3	15	Visual Parameters/Brigh tness/330 nits (cd/m2) or above	Please amend with 500 nits brightness as in LED wall category this is the standard nits which are available	Please refer corrigendum-3.



54	A. ACTIVE LED/1. Active-Led Type-1/S.no.6	15	LED Wall Controller/Minimum Input/ DVI	Please allow HDMI or better as all applications runs through HDMI input source	Please refer corrigendum-3.
55	1. Active-Led Type-2/2	16	Physical Parameters/Diagonal Size/135” inches or above	Please amend size in square metres, as per industry standard LED sizes are vary as per site requirement	In the EoI Document, diagonal size 163 inches or better in 16:9 aspect ratio is mentioned. Bidder can calculate the width and height of the screen with the provided pixel pitch. Accordingly, area in sqft or sqmt can be calculated.
56	1. Active-Led Type-2/3	16	Visual Parameters/Brightness/330 nits (cd/m2) or above	Please amend with 500 nits brightness as in LED wall category this is the standard nits which are available	Please refer corrigendum-3.
57	1. Active-Led Type-2/6	16	LED Wall Controller/Minimum Input/ DV	Please allow HDMI or better as all applications runs through HDMI input source	Please refer corrigendum-3.
58	1. Active-Led Type-3/2	16	Physical Parameters/Diagonal Size/108”inches or above	Please amend size in square metres, as per industry standard LED sizes are vary as per site requirement	In the EoI Document, diagonal size 163 inches or better in 16:9 aspect ratio is mentioned. Bidder can calculate the width and height of the screen with the provided pixel pitch. Accordingly, area in sqft or sqmt can be calculated.
60	1. Active-Led Type-3/3	16	Visual Parameters/Brightness/330 nits (cd/m2) or above	Please amend with 500 nits brightness as in LED wall category this is the standard nits which are available	Please refer corrigendum-3.
61	1. Active-Led Type-3/6	16	LED Wall Controller/Minimum Input/ DV	Please allow HDMI or better as all applications runs through HDMI input source	Please refer corrigendum-3.

62	Section 4		Objective	As per the objectives of empanelling the system integrators to provide assistance EdCIL for further execution of Project. We request to the department to kindly clarify if multiple SI would be empanelled through EOI.	Please refer EoI Document section 6.4.
63	6.3 Pre- Qualificatio n Criteria Sr no 3	52	The Bidder should have experience of deployment of Active LED   Videowall   LCD Videowall in Govt./PSU/Corporate Sector in the past three financial years, for a similar scope of work.	Since we concept for LED/LCD video wall is still in emerging/evolving phase, we request to the department to kindly consider, bidder's experience for implementation IT/ICT solution for Education Sector for Govt/PSUs	Please refer corrigendum-3.
64	6.3 Pre- Qualificatio n Criteria Sr no 8	53	The firm/company should be a profit-making concern for each of the last three consecutive financial years i.e., 2019-20, 2020-21, 2021-22	As you are aware that because of Pandemic and Lockdown, most of the organization could not do well in terms of profitability. Therefore we request to the department to kindly consider profitability of Organization as 3 out of four financial years. Bidder should be profitable in 3 financial years out of 4 Financial years	Please refer corrigendum-3.
65	6.3 Pre- Qualificatio n Criteria Sr no 13	53	The bidder should submit the product brochure of all the hardware and software asked in EOI	Please confirm, if bidders can propose multiple OEMs as part to proposal submission, also confirm if bidder's are required to submit MAF for same	This is not required at EOI Stage. MAF shall be asked at the RFP Stage.
66	Annexure - 6	61	Budgetary Quote	We assume prices submitted under the proposal would be budgetary in nature and	The prices submitted with EOI will be budgetary in nature. The price shall be finalised at RFP Stage.

				would not lead to price finalization of bidder	
67	A. ACTIVE LED, 1. Active-Led Type-1	16	Physical Parameters - Clearance required at the back - Front access screen - 150mm Maximum Back Access Screen- 600mm Maximum	Back Access Screen- 150mm	The specs is provided for the minimum requirement. However, EdCIL in consultation with end client will formulate the final BoQ with redefined specifications as per the requirement at the RFP stage.
68	A. ACTIVE LED, 1. Active-Led Type-1	16	Visual Parameters - Brightness - 330 nits (cd/m <sup>2</sup> ) or above	600 nits (cd/m <sup>2</sup> ) or above	Please refer corrigendum-3.
69	A. ACTIVE LED, 1. Active-Led Type-1	16	Visual Parameters - Refresh - $\geq 3000$ or better	3840 or better	The specs is provided for the minimum requirement. However, EdCIL in consultation with end client will formulate the final BoQ with redefined specifications as per the requirement at the RFP stage.
	A. ACTIVE LED, 1. Active-Led Type-1	16	LED Wall Controller - Overall power consumption - 16W or less	As per actual	The specs is provided for the minimum requirement. However, EdCIL in consultation with end client will formulate the final BoQ with redefined specifications as per the requirement at the RFP stage.
70	A. ACTIVE LED, 2. Active-Led Type-2	17	Physical Parameters - Clearance required at the back - Front access screen - 150mm Maximum Back Access Screen- 600mm Maximum	Back Access Screen- 150mm	The specs is provided for the minimum requirement. However, EdCIL in consultation with end client will formulate the final BoQ with redefined specifications as per the requirement at the RFP stage.

71	A. ACTIVE LED, 2. Active-Led Type-2	17	Visual Parameters - Brightness - 330 nits (cd/m2) or above	600 nits (cd/m2) or above	Please refer corrigendum-3.
72	A. ACTIVE LED, 2. Active-Led Type-2	17	Visual Parameters - Refresh - $\geq 3000$ or better	3840 or better	The specs is provided for the minimum requirement. However, EdCIL in consultation with end client will formulate the final BoQ with redefined specifications as per the requirement at the RFP stage.
73	A. ACTIVE LED, 3. Active-Led Type-3	18	Physical Parameters - Clearance required at the back - Front access screen - 150mm Maximum Back Access Screen- 600mm Maximum	Back Access Screen- 150mm	The specs is provided for the minimum requirement. However, EdCIL in consultation with end client will formulate the final BoQ with redefined specifications as per the requirement at the RFP stage.
74	A. ACTIVE LED, 3. Active-Led Type-3	18	Visual Parameters - Brightness - 330 nits (cd/m2) or above	600 nits (cd/m2) or above	Please refer corrigendum-3.
75	A. ACTIVE LED, 3. Active-Led Type-3	18	Visual Parameters - Refresh - $\geq 3000$ or better	3840 or better	The specs is provided for the minimum requirement. However, EdCIL in consultation with end client will formulate the final BoQ with redefined specifications as per the requirement at the RFP stage.
76	Section No. 5 PRI	15	Do partner need to provision PRI lines for EdCIL get PRI lines as per solution requirement		The provision for PRI line would be at the client site. However, EdCIL in consultation with end client will formulate the final BoQ with redefined specifications as per

				the requirement at the RFP stage.
77	Section No. 5 Mini Audio-Conferencing solution	32	Please suggest where audio conferences will be hosted	It will be hosted on client site via web and its part of video and audio conferencing system.
78	Section No. 5 Call Management Solution (2)	46	EOI talks about about email and Web Chat capability .Call management will Email solution(example Microsoft Exchange) for agent email. EdCIL Web site will be required to embed chat code from call management to web site code. For enabling Web chat . Please if Email solution and websites are already in place or EdCIL will be built them as per solution requirement	The provision for email exchange would be at the client site. However, EdCIL in consultation with end client will formulate the final BoQ with redefined specifications as per the requirement at the RFP stage.
79	Section No. 5 Call Management Solution (4)	46	Please share details of backend system. What system is place	That will be done at RFP stage.
80	Section No. 5 Call Management Solution (8)	46	Please suggest what functionality, you are looking against this clause	Some common tasks like agents logs in and automatically making them available.
81	Section No. 5 Call Management Solution (27)	47	Recording is asked for every call coming to contact center, but there are no specification/requirement shared, please suggest on below: 1. What kind of recording in required Voice/screen/video 2. Total seat for recording (number of agents) 3. Average number for calls per agent per day 4. Total working days in a week 5. Format in which recording to be stored 6. Recording retention Time	Voice recording should be considered as of now and per agent cost should be calculated. However, EdCIL in consultation with end client will formulate the final BoQ with redefined specifications as per the requirement at the RFP stage.
82	Section No. 5 Call Management Solution (33)	47	Please suggest Which CRM is place	It will be disclosed at RFP stage.

83	Section No. 5 Call Management Solution (34)	47	Please what functionality, you are looking against this clause	Provisions for remote access if staff needs remote access. However, EdCIL in consultation with end client will formulate the final BoQ with redefined specifications as per the requirement at the RFP stage.
84	Section No. 5 Call Management Solution (42)	47	Please what functionality, you are looking against this clause	The application should be able to pull data from external databases if any available at client site.
85	Section No. 5 Call Management Solution (43)	47	Please suggest Which CRM is place	It will be disclosed at RFP stage.
86	Section No. 5 Call Management Solution (29)	46	Is wall board required or Display should be provisioned	The data wall is part of EOI.
87	Section No. 5 Call Management Solution (22)	46	Please if this clause refer to music on hold	Yes it does.
88	Section No. 5 Call Management Solution (38,39,40)	47	Please suggest how survey per month	That will be done at RFP stage.
89	Section No. 5 Call Management Solution (38,39,40)	46	Please suggest below for creating BOQ: 1.Total number softphone and hardware to be supplied 2. Number of Desk phone (hardware.) 3. Number of Soft phones. 4. Number of Agent licenses	Please provide per agent cost as of now. However, EdCIL in consultation with end client will formulate the final BoQ with redefined specifications as per the requirement at the RFP stage.

90	Section No. 5 PSTN Gateway (59)	50	Please number of port to be provisioned in voice gateway: 1. E1 PRI 2. FXS 3. FXO	Please provide price for each. However, EdCIL in consultation with end client will formulate the final BoQ with redefined specifications as per the requirement at the RFP stage.
91	Section 5 ACTIVE LED with cabling and accessories	18	Bifurcation of cable, distance between Video wall and AV rack. If distance is more then we required Transmitter and receiver. Need clarification	Consider maximum possible distance. However, EdCIL in consultation with end client will formulate the final BoQ with redefined specifications as per the requirement at the RFP stage.
92	Section 5 Active-Led Video Wall Controller with cabling and accessories	19	What are-Input Source other than HDMI and URL-IP browsing via contorller required for not?What is the application	That will be disclosed at RFP stage.
93	Section 5 LCD Panel (NXN) with cabling and accessories	22	Bifurcation of cable, distance between Video wall and AV rack. If distance is more then we required Transmitter and receiver. Need clarification	EdCIL in consultation with end client will formulate the final BoQ with redefined specifications as per the requirement at the RFP stage.
94	Section 5 LCD Video Wall Controller with cabling and accessories	23	What are-Input Source other than HDMI and URL-IP browsing via contorller required for not?What is the application	That will be disclosed at RFP stage.
95	Section 5 Audio system	31	Local sound reinforcement required or Not? If Soft VC call AEC required then DSP is required.Need your clarification.What is the application	Please refer to EOI.
96	A. ACTIVE LED, S.No.- 2	Page No.1 5	Diagonal Size,163” inches or above. Please amend size in square meters, as per industry standard LED sizes are vary as per site requirement.	In the EoI Document, diagonal size 163 inches or better in 16:9 aspect ratio is

				mentioned. Bidder can calculate the width and height of the screen with the provided pixel pitch. Accordingly, area in sqft or sqmt can be calculated.
97	Point No. 3	Page No.1 5	Visual Parameters,Brightness- 330 nits (cd/m2) or above. Please amend with 500 nits brightness as in LED wall category this is the standard nits which are available.	Please refer corrigendum-3.
98	Point No. 6	Page No.1 5	Led Wall Controller,Minimum Input-DVI. Please allow HDMI or better as all applications runs through HDMI input source.	Please refer corrigendum-3.
99	Point No. 2	Page No.1 6	Physical Parameters,Diagonal Size-135” inches or above. Please amend size in square meters, as per industry standard LED sizes are vary as per site requirement.	In the EoI Document, diagonal size 135 inches or better in 16:9 aspect ratio is mentioned. Bidder can calculate the width and height of the screen with the provided pixel pitch. Accordingly, area in sqft or sqmt can be calculated.
100	Point No. 2	Page No.1 6	Visual Parameters,Brightness-330 nits (cd/m2) or above. Please amend with 500 nits brightness as in LED wall category this is the standard nits which are available.	Please refer corrigendum-3.
111	Point No. 6	Page No.1 6	Led Wall Controller,Minimum Input-DVI. Please allow HDMI or better as all applications runs through HDMI input source.	Please refer corrigendum-3.
112	Point No. 2	Page No.1 7	Physical Parameters,Diagonal Size-108 inches or above. Please amend size in square meters, as per industry standard LED sizes are vary as per site requirement	In the EoI Document, diagonal size 108 inches or better in 16:9 aspect ratio is mentioned. Bidder can calculate the width and height of the screen with the provided pixel pitch. Accordingly, area in sqft or sqmt can be calculated.



113	Point No. 3	Page No.1 7	Visual Parameters,Brightness- 330 nits (cd/m2) or above. Please amend with 500 nits brightness as in LED wall category this is the standard nits which are available.	Please refer corrigendum-3.
114	Point No. 6	Page No.1 7	Led Wall Controller,Minimum Input-DVI. Please allow HDMI or better as all applications runs through HDMI input source.	Please refer corrigendum-3.
115		Additional request to add	Certifications. Pls ask BIS certificates of LED wall & LEDWall Controller, Both should be same Make to avoid any sync issue.	The specs is provided for the minimum requirement. However, EdCIL in consultation with end client will formulate the final BoQ with redefined specifications as per the requirement at the RFP stage.
116		Additional request to add	Certifications. There is no certificates asked in LCD & LED wall , But in other products its asked ,Pls ask BIS,UL/ETL,FCC/EMC	The specs is provided for the minimum requirement. However, EdCIL in consultation with end client will formulate the final BoQ with redefined specifications as per the requirement at the RFP stage.
117		Section 6 Eligibility and Evaluation Criteria	OEM Qualification Criteria. 1) There is no PQ asked for OEM's , It's a hardware based tender , We request you to add Local Direct Service branch of LED/LED OEM in all India States,NE Zone,UT to secure timely support , Note : LED wall required frequent service to correct dead pixel , 2) We request you to add 800 Cr average Turnover of LED/LCD OEM in last 3 years 3) OEM should have present in india from 10 Years with PF & GST Registration	Please refer corrigendum-3.
118	Active-LED Type-1	Page No.1 5, Point No. 2	Physical Parameters - Diagonal Size 163” inches or above. Please amend size in square metres, as per industry standard LED sizes are vary as per site requirement	In the EoI Document, diagonal size 163 inches or better in 16:9 aspect ratio is mentioned. Bidder can calculate the width and height of the screen with the provided pixel

				pitch. Accordingly, area in sqft or sqmt can be calculated.
119	Active-LED Type-1	Page No.1 5, Point No. 3	Visual Parameters - Brightness - 330 nits (cd/m <sup>2</sup> ) or above. Please amend with 500 nits brightness as in LED wall category this is the standard nits which are available	Please refer corrigendum-3.
120	Active-LED Type-1	Page No.1 5, Point No. 6	LED Wall Controller - Minimum Input - DVI. Please allow HDMI or better as all applications runs through HDMI input source	Please refer corrigendum-3.
121	Active-LED Type-2	Page No.1 6 Point No. 2	Physical Parameters - Diagonal Size -135” inches or above. Please amend size in square metres, as per industry standard LED sizes are vary as per site requirement	In the EoI Document, diagonal size 135 inches or better in 16:9 aspect ratio is mentioned. Bidder can calculate the width and height of the screen with the provided pixel pitch. Accordingly, area in sqft or sqmt can be calculated.
122	Active-LED Type-2	Page No.1 6 Point No. 2	Visual Parameters - Brightness - 330 nits (cd/m <sup>2</sup> ) or above. Please amend with 500 nits brightness as in LED wall category this is the standard nits which are available	Please refer corrigendum-3.
123	Active-LED Type-2	Page No.1 6 Point No. 6	Led Wall Controller - Minimum Input - DVI. Please allow HDMI or better as all applications runs through HDMI input source.	Please refer corrigendum-3.
124	Active-LED Type-3	Page No.1 7 Point No. 2	Physical Parameters - Diagonal Size - 108 inches or above. Please amend size in square metres, as per industry standard LED sizes are vary as per site requirement.	In the EoI Document, diagonal size 108 inches or better in 16:9 aspect ratio is mentioned. Bidder can calculate the width and height of the screen with the provided pixel pitch. Accordingly, area in sqft or sqmt can be calculated.
	Active-LED Type-3	Page No.1 7	Visual Parameters - Brightness - 330 nits (cd/m <sup>2</sup> ) or above. Please amend with 500 nits	Please refer corrigendum-3.

125		Point No. 3	brightness as in LED wall category this is the standard nits which are available.	
126	Active-LED Type-3	Page No.1 7 Point No. 6	Led Wall Controller - Minimum Input - DVI. Please allow HDMI or better as all applications runs through HDMI input source.	Please refer corrigendum-3.

### CORRIGENDUM-3

S.No.	EoI Page No.	EoI Clause Reference	Original Clause	Revised Clause
1	51	<b>Clause 6.3 (Pre-Qualification Criteria)</b>	Average Annual Turnover of the firm for the last three financial years, from ITeS should be 50 crores i.e., 2019-20, 2020-21, 2021-22 with net profit and positive net worth.  <b>For MSME registered with NSIC</b> Average Annual Turnover of the firm for the last three financial years, from ITeS should be 45 crores i.e., 2019-20, 2020-21, 2021-22 with net profit and positive net worth.	Average Annual Turnover of the firm for the last three financial years, from IT/ITeS should be 25 crores i.e., 2019-20, 2020-21, 2021-22 with positive net worth.  <b>For MSME registered with NSIC</b> Average Annual Turnover of the firm for the last three financial years, from IT/ITeS should be 20 crores i.e., 2019-20, 2020-21, 2021-22 with positive net worth.
2	52		The Bidder should have experience of deployment of Active LED  Videowall  LCD Videowall in Govt./PSU/Corporate Sector in the past three financial years, for a similar scope of work.	The Bidder should have experience of deployment of Active LED/ Videowall/ LCD Videowall/ IT/ICT Solution in Govt./PSU/Corporate Sector in the past three financial years.
3	52		The firm must have at least 500 full time professionals on its rolls as on 31st March 2022 in India.	The firm must have at least 50 full time professionals on its rolls as on 31st March 2022 in India.
4	52		The firm/company should be a profit-making concern for each of the last three consecutive financial years i.e., 2019-20, 2020-21, 2021-22	The firm/company should be a profit-making concern in any two financial years in last three financial years i.e., 2019-20, 2020-21, 2021-22
5.	50		<b>Clause 6.1 (Empanelment Procedure)</b>	Selected Partner shall submit a performance security deposit of Rs 5 Lakhs in the form of Demand Draft/NEFT Bank Transfer to EdCIL.

				Transfer/Bank Guarantee to EdCIL.
6.	15,16 and 17	Active-Led Type-1, Active-Led Type-2 and Active-Led Type-3	Visual Parameters: Brightness 330 nits (cd/m <sup>2</sup> ) or above  LED Wall Controller: - 1x HDMI, 1x Audio, 1x DVI	Visual Parameters: Brightness 500 nits (cd/m <sup>2</sup> ) or above  LED Wall Controller: HDMI or better.

**Additional Clause for Bidder and OEMs of Sr. No. A,B,C and D. (Refer Page No. 14 of EOI)**

S.No.	EoI Page No.	EoI Clause Reference	Additional Clause
1	53		OEM should have a registered office in India since 1 <sup>st</sup> April, 2012 or before to provide after sales service support in India.  Copy of Certificate of Incorporation to be submitted at the time of RFP. This clause may be asked from OEM of the other IT equipments at the RFP stage.
2.	53	<b>Clause 6.5 (Pre-Qualification on Criteria for OEM)</b>	OEM should have a minimum annual average turnover of Rs. 200 crores in India in last three financial years i.e., 2019-20, 2020-21, 2021-22.  Documentary proof: <ul style="list-style-type: none"> <li>• CA Certificate,</li> <li>• CA's Registration Number and Seal required for the same to be submitted along with the bid.</li> </ul> Copy of Certificate to be submitted at the time of RFP.  This clause may be asked from OEM of the other IT equipments at the RFP stage. Additional clause for the OEMs may be asked at the RFP Stage as per the requirement of end client.
3.	52	<b>Clause 6.3 (Pre-Qualification on Criteria for Bidder)</b>	In reference to the Government of India, Ministry of Finance, Department of Expenditure, Order (Public Procurement No. 1) dated 23.07.2020, Order (Public Procurement No. 2) dated 23.07.2020 and Order (Public Procurement No. 3) dated 24.07.2020, Department of Expenditure, Ministry of Finance, Govt. of India refers. The same are available at website <a href="https://doe.gov.in/procurement-policy-divisions">https://doe.gov.in/procurement-policy-divisions</a> .  Bidder shall submit an undertaking on their letter-head stating that:  I hereby submit that:  “We have read the Clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; We certify that we are not from such a country or their beneficial owner

		<p>is not from such a country or we will not sub-contract any work to a contractor from such countries or we will not procure the IT equipments from those OEMs who are from such countries”.</p> <p>Any bidder/OEM from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. For details of competent authority refer to Annexure I of Order (Public Procurement No. 1) dated 23.07.2020. Further the above will not apply to bidders/OEM from those countries (even if sharing a land border with India) to which the Government of India has extended lines of credit or in which the Government of India is engaged in development projects. Updated lists of countries to which lines of credit have been extended or in which development projects are undertaken are given in the website of the Ministry of External Affairs, Govt. of India.</p>
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