



Punjab & Sind Bank
(A Government of India undertaking)

Addendum No. 1 dated 02.09.2026

RFP NO: PSB/HOPMO/2026-27/RFP/2 dated 13.08.2026



REQUEST FOR PROPOSAL

FOR

PROCUREMENT INSTALLATION, COMMISSIONING AND MAINTENANCE OF LCD/LED BASED VIDEO WALLS, CONTROLLER, DIGITAL PODIUM AND OTHER RELATED EQUIPMENT FOR BANK'S RESILLIENCE OPERATIONS CENTRE (ROC)

Address:

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Introduction

Bank has published the RFP vide RFP NO: PSB/HO PMO/2026-27/RFP/2 dated 13/08/2026 for Procurement, installation, commissioning and maintenance of LCD/LED based video walls, controller, digital podium and other related equipment for Bank's Resilience Operations Centre (ROC).

Following amendments have been made in the above stated RFP. All other terms and conditions of the RFP shall remain unchanged. Please treat this Addendum as an integral part of the RFP documents issued.

In reference to the aforesaid RFP, all are advised to note following:

1 Section 1: Modification in RFP Dates

S. No	RFP Page No.	RFP Section	Original Date	Revised Date
1	5	Schedule of events & Bid details	Last Date and Time for submission of Bids: 03-09-2026 14:00:00	Last Date and Time for submission of Bids: 10-09-2026 15:00:00
2	5	Schedule of events & Bid details	Date and Time of Opening of Technical Bids: 03-09-2026 14:30:00	Date and Time of Opening of Technical Bids: 10-09-2026 15:30:00

2 Section 2: Modifications in RFP Clause

S. No.	RFP Pg No.	RFP reference	Existing Clause	Modified Clause
1.	-	-	New Clause	This RFP is exclusively for LCD Video Wall solution. All LCD/LED video wall to be considered as LCD (Liquid Crystal Display) based video wall.
2.	15	6. Broad Scope of Work a) Video-Wall Setup	Point 6.1: Supply, installation, testing, and commissioning of an indoor 5x2 LCD/LED video wall display system. The configuration must utilize 55-inch commercial display panels with a total layout footprint spanning a maximum width of 20 feet and a height between 4.50 feet and 5.00 feet.	Revised Point 6.1: Supply, installation, testing, and commissioning of an indoor 5x2 Liquid Crystal Display(LCD) based video wall system having Bezel Less / Narrow Bezel Display with Active-to-Active Pixel gap between two panels <= 0.88 mm. The configuration must utilize 55-inch commercial display panels with a total layout footprint spanning a maximum width of 20 feet and a height between 4.50 feet and 5.00 feet. URL based dashboards to be displayed on 5X2 matrix of LCD based video wall. And the screens should be integrated with the digital podium.
3.	16	6. Broad Scope of Work a) Video-Wall Setup	6.11. Videowall, controller and switcher units should have BIS (Bureau of Indian Standards) Certification.	6.11 The bidder shall provide valid BIS certification only for those products for which BIS (Bureau of Indian Standards) certification is mandatory under applicable Government of India notifications
4.	17	Broad Scope of work	6.18, Delivery Schedule: The successful bidders shall deliver Video wall system (video panels, controller, etc.) and digital podium setup within a maximum period of 3 weeks from the date of issuance of purchase order.	6.18, Delivery Schedule: The successful bidders shall deliver Video wall system (video panels, controller, and all other equipment) and digital podium setup within a maximum period of 6 weeks from the date of issuance of purchase order.
5.	28-29	Technical score Criteria	Technical score Criteria of RFP	Please refer Section 2.2 (Revised Technical scoring criteria) of this addendum.
6.	40	33. Payment Terms	Point 33.13: The Bank shall release 75% of the	Point 33.13:

S. No.	RFP Pg No.	RFP reference	Existing Clause	Modified Clause
			cost of part 1 of the BOQ upon complete delivery, installation, commissioning/ mounting of the BOQ and receipt of a Performance Bank Guarantee (issued by any bank other than Punjab & Sind Bank). Remaining payment of 25% percent shall be released 3 months of satisfactory performance from the date of implementation.	The Bank shall release 75% of the cost of part 1 of the BOQ upon complete delivery, installation, commissioning/ mounting of the BOQ and receipt of a Performance Bank Guarantee (issued by any bank other than Punjab & Sind Bank). Remaining payment of 25% percent shall be released 2 weeks months of satisfactory performance from the date of implementation.
7.	56	Annexure-C Technical Specifications / Bid	Point 33: Product Certifications: EMC: CE, FCC, UL, RoHS	Product Certifications: EMC: CE, FCC, UL, RoHS or it's Indian equivalent.
8.	60 to 62	Annexure-C Technical Specifications / Bid	Specification of Ceiling mount speakers, amplifier & digital signal processor.	Please refer to Section 2.1 (Revised Specification of Ceiling mount speakers, amplifier & digital signal processor) of this addendum.
9.	64	Annexure-C - Technical Specifications / Bid, Notes, Page 64	4. LED/LCD Video Wall Specific Requirements: - LED cabinets must be of specified pixel pitch (as mentioned above: 1.56mm and 1.25mm COB or equivalent). - Brightness, refresh rate, and viewing angle must meet or exceed quoted specifications. - Controller cards (HDMI Input, RJ45 Sending Card, Output Cards, etc.) must be fully compatible with the supplied LED panels. - The system must support: - Minimum 4K input resolution - Seamless scaling and content management 10% spare LED modules must be included where specified. Calibration and uniformity adjustment must be performed during commissioning.	4. LED/LCD Video Wall Specific Requirements: - Clause deleted - Brightness, refresh rate, contrast ratio and viewing angle must meet or exceed quoted specifications. - Controller cards (HDMI Input, RJ45 Sending Card, Output Cards, etc.) must be fully compatible with the supplied LCD video wall. - The system must support: - Minimum 4K input resolution - Seamless scaling and content management - Clause deleted. Calibration and uniformity adjustment must be performed during commissioning.
10.	65	Annexure-C, Technical	6. Warranty & Support: Warranty must cover:	6. Warranty & Support:

S. No.	RFP Pg No.	RFP reference	Existing Clause	Modified Clause
		Specifications / Bid-Notes	- Parts - Labor - LED modules (including dead pixels beyond acceptable limit)	ii) Warranty must cover all supplied equipment.
11.	55	Annexure-C Technical Specifications / Bid	S No 17: Input Ports- 2 x DP1.2 (4K@60Hz), 2 x HDMI 2.0 (4K @60 Hz.)	S No 17: Input ports- 1 x DP1.2 (4K@60Hz), 2 x HDMI 2.0 (4K @60 Hz.)
12.	56	Annexure-C, Technical Specifications / Bid	S No 23: Videowall Mounts OEM Mounts must be supplied with Display - Mounts Designed & produced by Display OEM to cover the physical damage of display in case of mount quality issues during warranty period.	S Nos 23: Videowall Mounts Displays must be supplied with OEM-certified or OEM-approved mounting brackets. The Bidder/ OEM shall remain liable for display damage or failure resulting directly from a quality defect in the supplied mounting hardware during the warranty period.
13.	56	Annexure-C Technical Specifications / Bid	S No 26: Key Feature required Temp. sensors, Brightness and color sensors, Wake on LAN, ON/Off time scheduling, Source sensing & auto switch feature (Failover) in case of primary signal failure. In-built ability to scale and project single source display on the full video wall.	S No 26: Key Feature required Temp. sensors, Brightness and color control, Wake on LAN, ON/Off time scheduling, Source sensing & auto switch feature (Failover) in case of primary signal failure. In-built ability to scale and project single source display on the full video wall.
14.	57	Technical specifications for controller	Point No 1 - System Architecture & Core Hardware: Powered by a high-performance Intel® Core™ i9 processor.	Point No 1 - System Architecture & Core Hardware : Powered by a high-performance Intel® Core™ i9 processor / Xeon processor.
15.	58	Technical specifications for controller	Point No 5 - Interfaces, Power & Reliability: Internal power subsystem must feature a minimum of a 500 W ATX power supply.	Point No 5 - Interfaces, Power & Reliability: Internal power subsystem must feature a minimum of a 500 W ATX/1200 W power supply.
16.	60	Annexure-C, Technical Specifications / Bid	HDMI 2.0 HDBaseT Extender Set S No 6 Certified Reliability: Operates efficiently under 12.8W maximum power draw with standard CE, FCC, and RoHS certifications, making it ideal for 24/7 mission-critical commercial and corporate AV deployments.	HDMI 2.0 HDBaseT Extender Set S No 6, Certified Reliability: Operates efficiently under 12.8W maximum power draw with standard CE, FCC, and RoHS certifications(or respective Indian equivalent), making it ideal for 24/7 mission-critical commercial and corporate AV deployments

S. No.	RFP Pg No.	RFP reference	Existing Clause	Modified Clause
17.	60	Annexure-C, Technical Specifications / Bid	Master Device Controller S No 7, Industrial Build & Certification: Operates reliably from a 12 VDC power source across a 0°C to 40°C thermal range, holds CE/FCC safety certifications, and bundles all standard installation accessories.	Master Device Controller S No 7, Industrial Build & Certification: Operates reliably from a 12 VDC power source across a 0°C to 40°C thermal range, holds CE/FCC or Indian equivalent safety certifications, and bundles all standard installation accessories.
18.	66	Annexure D: Commercial Bid	Note Sr No. i): Apple 10 inch ipad with software Automation with stand	Note Sr No. i): 10 inch tab (with stand) having software automation for LCD video wall. Note: This change applies to the complete RFP, wherever applicable.
19.	86	Annexure N (Bidder Eligibility Criteria)	S No 8: Certification Requirements: Any Indian (e.g. BIS) or international certification will be accepted. For all the proposed equipments such as video wall display, digital podium etc.	Revised Point No 8: Certification Requirements: Any Indian (e.g. BIS) or international certification will be accepted for all the equipments for which BIS certification is mandatory under applicable Government of India notifications
20.	88	Annexure N (Bidder Eligibility Criteria)	Point No 18 - BIS certificate for all the equipments provided i.e. video wall display, digital podium etc.	Point No 18 - BIS certificate for all the equipments provided i.e. video wall display and for other hardware (Wherever applicable)
21.	95	Appendix – Q (Other Terms & Penalties)	4(h) SLA Measure: Hardware procured under this RFP should be delivered within 3 weeks from issuance of PO.	4(h) SLA Measure: Hardware procured under this RFP should be delivered within 6 weeks from issuance of PO.

2.1 Revised Specification of Ceiling Speakers, Amplifier & Digital Signal Processor

S No	Ceiling Mount Speakers		
	Parameter	Specifications	Compliance
1.	Acoustic & Transducer Performance	Full-range transducer, with a nominal driver size between 4 inches and 5.25 inches.	
		Minimum frequency response range of 75 Hz to 15,000 Hz (at -10 dB) to ensure vocal clarity and clean background music reproduction.	
		Minimum 30W to 40W continuous pink noise / continuous power handling capability at 8 ohms.	
		Wide, uniform conical coverage angle of 130° or greater (at 1–4 kHz average) to maximize acoustic overlap and optimize total speaker spacing	
2.	System Flexibility & Multi-Mode Operation	Dual-mode functionality supporting both low-impedance (nominal 8-ohm) direct bypass and distributed constant-voltage systems (70V/100V).	
		Accessible multi-tap power selector (supporting standard power increments like 30W, 15W, 7.5W). Front-baffle, grille-accessible, or easily reachable tap selection is acceptable for post-installation adjustments.	
3.	Equipment & Component Protection	Integrated self-resetting or automatic network circuit protection to safeguard internal transducers against accidental over-powering or distortion spikes.	
		Capable of safe operation when paired with standard system-level high-pass filtering (typically recommended between 60 Hz and 75 Hz).	
4.	Mechanical Enclosure & Construction	High-grade, UV-resistant or fire-retardant engineered industrial plastic/polymer baffle, paired with a detachable, powder-coated perforated steel grille. Brand logos on the grille must be removable or low-profile to maintain a clean architectural aesthetic.	
		Integrated heavy-duty metal backcan or safety enclosure (steel, heavy-gauge alloy, or equivalent flame-resistant enclosure) meeting standard commercial fire and acoustic isolation codes.	
5.	Physical Dimensions & Mechanical Fitment	Designed to fit standard wide-format ceiling cutouts ranging from 220 mm to 255 mm.	

S No	Ceiling Mount Speakers		
	Parameter	Specifications	Compliance
		Maximum structural depth must not exceed 175 mm to ensure clearance inside standard suspended or false ceiling cavities.	
		Total net unit weight must not exceed 3.7 kg per speaker assembly to safely align with standard false ceiling tile/drywall load ratings.	
Amplifier & Digital Signal Processor (DSP)			
S NO	Parameter	Specifications	Compliance
1	Power Amplification & Audio Performance	Multi-channel commercial power amplifier delivering a minimum rated output of 2 × 120W to 2 × 160W per channel.	
		Must natively support high-impedance distributed loudspeaker lines (70V / 100V lines) as well as low-impedance bypass operations (4-ohm / 8-ohm standard loads).	
		Smooth operational bandwidth covering a minimum range of 20 Hz to 20 kHz (±3 dB or better).	
2	Digital Signal Processing (DSP) & Architecture	High-performance digital processing core utilizing industry-standard minimum 48 kHz sampling rate / 24-bit resolution conversion layers.	
		Must meet or exceed a dynamic range of 110 dB to ensure low noise floor performance.	
		Comprehensive DSP suite configurable via native system software, featuring matrix mixing, automatic microphone mixing (AMM), acoustic feedback suppression, parametric EQ curves, automatic gain control (AGC), multi-stage crossovers, and customizable loudspeaker optimization filters.	
3	Flexible Input/Output (I/O) & Connectivity Matrix	Minimum 8 balanced Mic/Line inputs featuring software-selectable 48V phantom power and adjustable pre-gain, paired with a minimum of 8 balanced analog outputs.	

S No	Ceiling Mount Speakers		
	Parameter	Specifications	Compliance
		Built-in routing matrix supporting secondary local audio feeds, balanced microphone/line priority voice paging override, and auxiliary stereo connections.	
		Capable of digital audio expansion or low-latency inter-device multi-channel transport via standard industry protocols (such as open-standard Dante, AES67, or equivalent manufacturer-agnostic digital bus networks).	
4	System Integration & Operator Interfaces	Front-panel interface equipped with a localized graphical display (OLED or LCD) accompanied by contextual physical navigation encoders, or secure physical configuration toggles.	
		Open enterprise-grade communication layer utilizing standard Ethernet (TCP/IP) and RS-232 protocols to ensure seamless operational integration with external remote wall controllers, dedicated native mobile control apps, and standard third-party automation systems.	
5	Mechanical Fitment & Power Management	Rugged, industrial 1RU, 19-inch rack-mountable enclosure form factor.	
		Internal universal auto-ranging power supply supporting standard 100–240 VAC (50/60 Hz) lines with integrated thermal, short-circuit, and overload circuit protection.	

2.2 Revised Technical Score Criteria

Sl. No	Technical score Criteria	Total Score
1.	Existence of the bidder as per agency incorporation certificate: a) From 5 years to 10 years = 5 marks. b) Beyond 10 years = 10 marks. Note: Copy of Certificate of LLP registration (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company OR Certificate of incorporation in case of Private Limited Company Or Partnership firm	10
2.	Annual average turnover for the last three financial years (2023-24, 2024-25 and 2025-26). a) From Rs. 3.00 Cr but less than or equal to Rs. 5 Cr = 5 marks. b) More than Rs. 5 Cr = 10 marks Note: - Bidder/OEM must produce a certificate from the Company's Chartered Accountant to this effect along with audited balance sheets.	10
3.	The Bidder/OEM must have a proven track record of successfully implementing projects of similar nature for Supply, Installation & maintenance of video wall for Govt. Organization/ PSU/scheduled commercial bank in India/NPCI/RBI/Listed entity (BSE/NSE) in India not earlier than the year 2022 & the same should be under active support. 2.5 Marks per project. Maximum 10 Marks Note: The Bidder/OEM must submit Work orders confirming year and area of activity, the value of services delivered to each of the projects and Completion/ Satisfactory ongoing Certificate from Client. Bidder should also submit latest photographs of the setup. Note: Similar Service include LCD/LED Videowalls along with controller setup.	10
4	Presence of bidder with established office setup in Delhi/NCR with minimum 20 manpower on its payroll. 2 marks per 20 staff. Maximum 4 marks	4
5	Similar experience in Security operation Centre and/or Network Operation Centre and/or Resilience Operation Centre. 5 marks per project with maximum 10 Marks Note: The Bidder/OEM must submit Work orders confirming year and area of activity, the value of services delivered to each of the projects and Completion/ Satisfactory ongoing Certificate from client. Bidder should also submit latest photographs of the setup.	10

Sl. No	Technical score Criteria	Total Score
6	Site Visit for similar proposed solution in Delhi/NCR only Vendors to demonstrate: 1. 6 or more independent dashboards (2 marks) 2. Full 3*2 or More unified wall or similar (2 marks) 3. Ratio Split (2 marks) 4. Dynamic switching (2 Marks) 5. Digital Podium and digital whiteboard (2 marks) 6. Response to Q&A during site visit (10 marks) **Note: If the site belongs to sensitive sectors like Defense, bidder may submit PO copy along with signoff & visit may be arranged at OEM experience center.	20
7	The Bidder should have Positive Net Worth as on 31/03/2026. Note: The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.	6
8	The bidder or OEM (wherever applicable) shall submit following certification: 1) ISO - 9001:2015,14001 & ISO 27001:2022 - (Bidder) - 1.5 marks 2) BIS Certification of all hardware (wherever applicable) - (OEM) – 1.5 marks 3) CE, FCC, UL, CB, RoHS - (OEM) – 1.4 mark per certification	10
9	Suitability of the technical proposal Complete compliance to the technical parameters/features as demonstrated during the PoV (Proof of Value). Technical Bid Evaluation Committee will decide suitability of the product and provide the marks. Note: Datasheet to be submitted	10
10	The bidder should submit valid undertaking letter for Hardware and System Software confirming that OEM undertake that the support including spares, updates, patches, security patches, fixes, bug fixes, for the quoted products shall be available for minimum 5 years.	10
	Total	100

3 Section 3: Response to Prebid Queries

S No	Clause No.	Pg No.	Tender Clause	Query	Banks Response
1	5.2	14	5.2. The bidder must have experience in providing/maintaining Video wall (LCD LED Display) setup in commercial organizations with a minimum period of 5 years as on 30.06.2026. copy of reference site details and work order/s completed should be submitted along with client reference formant as per Annexure F.	We request to modify/amend as "Bidder/OEM" similar as point no. 5.3. However, Annexure N (Bidder Eligibility Criteria) at Point 69 (Serial No.2) specifies "including OEM"	Please be guided as per RFP
2	14.4 - Sl. No. 3	27	The bidder must have a proven track record of successfully implementing projects of similar nature for Supply, Installation & maintenance of video wall for Govt. Organization/ PSU/scheduled commercial bank in India/NPCI/RBI/Listed Entity (BSE/NSE) in India not earlier than the year 2022 & the same should be under active support. 2.5 Marks per project. Maximum 10 Marks Note: The Bidder must submit Work orders confirming year and area of activity, the value of services delivered to each of the projects and Completion/ Satisfactory ongoing Certificate from Client. Bidder should also submit latest photographs of the setup. Note: Similar Service	We request to modify/amend NOTE as "Bidder/OEM" similar Point 14.4 (Serial No.2)	Please refer addendum no 1

S No	Clause No.	Pg No.	Tender Clause	Query	Banks Response
			include LCD/LED Videowalls along with controller setup.		
3	14.4 - Sl. No. 5	28	Similar experience in Security operation Centre and/or Network Operation Centre and/or Resilience Operation Centre. 5 marks per project with maximum 10 Marks Note: The Bidder must submit Work orders confirming year and area of activity, the value of services delivered to each of the projects and Completion/ Satisfactory ongoing Certificate from client. Bidder should also submit latest photographs of the setup.	We request to modify/amend NOTE as "Bidder/OEM" similar Point 14.4 (Serial No.2).	Please refer addendum no 1
4	14.4 - Sl. No. 8	28	Quality Certification: The bidder should have a valid ISO 9001:2015, 14001 & ISO 27001:2022 certificate alongwith BIS Certification.	Bidders don't have BIS certification. Kindly remove this clause	Please refer addendum no 1

S No	Clause No.	Pg No.	Tender Clause	Query	Banks Response
			Note: Necessary certification to be submitted		
5	33.13	40	The Bank shall release 75% of the cost of part 1 of the BOQ upon complete delivery, installation, commissioning/ mounting of the BOQ and receipt of a Performance Bank Guarantee (issued by any bank other than Punjab & Sind Bank). Remaining payment of 25% percent shall be released 3 months of satisfactory performance from the date of implementation.	Payment terms - 75% of the hardware payment upon successful complete hardware delivery, 20% upon installation and commissioning and balance 5% on 3 months of satisfactory performance from the date of implementation or can be released against equivalent BG	Please refer addendum No 1
6	72 Appendix Q - Point 2	94	Onsite comprehensive warranty for all the hardware components including free replacement of spares, parts, kits as and when necessary will be 36 months from date of installation.	Please confirm under warranty and AMC - Our understanding is we need to provide 3 years warranty on all products and 4th & 5th year AMC cost to be provided. Is our understanding correct	Please be guided as per RFP
7	72 Appendix Q - Delivery of hardware	95	Hardware procured under this RFP should be delivered within 3 weeks from issuance of PO.	It is mentioned as hardware delivery to be done in 3 weeks. This is too stringent and thus would request to please extend it to 6 - 8 weeks	Please refer addendum no 1
8	58 Annexure C - Technical spec, Point 17	55	2 x DP1.2 (4K@60Hz), 2 x HDMI 2.0 (4K @60 Hz.)	1 x DP1.2 (4K@60Hz), 2 x HDMI 2.0 (4K @60 Hz.)	Please refer addendum no 1
9	58 Annexure C - Technical spec, Point 23	56	OEM Mounts must be supplied with Display - Mounts Designed & produced by Display OEM to cover the physical damage of display in case of mount quality issues during warranty period.	OEM Approved wall Mounts must be supplied with Display- Mounts Designed & produced by Display OEM to cover the physical damage of display in case of mount quality issues during warranty period.	Please refer addendum no 1

S No	Clause No.	Pg No.	Tender Clause	Query	Banks Response
10	58 Annexure C - Technical spec, Point 17	56	Temp. sensors, Brightness and color sensors, Wake on LAN, ON/Off time scheduling, Source sensing & auto switch feature (Failover) in case of primary signal failure. In-built ability to scale and project single source display on the full video wall.	Temp. sensors, sensors, Wake on LAN, ON/Off time scheduling, Source sensing & auto switch feature (Failover) in case of primary signal failure. In-built ability to scale and project single source display on the full video wall.	Please refer addendum no 1
11	5. Eligibility Criteria	14	5.3 The bidder/OEM should be in operating-profit for any two years from last three financial years i.e., 2023-2024, 2024-2025 & 2025-26 and last financial year must be profitable and minimum turnover should not be less than Rs. 2.00 Crore in each financial year(Average should be 3.00 Crore).	We respectfully request the Bank to reconsider the eligibility criterion requiring the OEM to have a minimum turnover of ₹300 Crore The proposed project is primarily dependent on the OEM's technology, product quality, R&D capability, long-term roadmap, warranty commitments, and technical support infrastructure. Therefore, the financial strength and sustainability of the OEM are more critical to the successful execution and lifecycle support of the solution	Please be guided as per RFP
12	6.18.Delivery Schedule	17	The successful bidders shall deliver Video wall system (video panels, controller, etc.) and digital podium setup within a maximum period of 3 weeks from the date of issuance of purchase order.	We request you to consider The successful bidders shall deliver Video wall system (video panels, controller, etc.) and digital podium setup within a maximum period of 5-6 weeks from the date of issuance of purchase order.	Please refer addendum no 1
13	Technical specifications for controller	58	Internal power subsystem must feature a minimum of a 500 W ATX power supply.	We request bank to mention power consumption of controller as per Industry standards which is 1200 watt	Please refer addendum no 1
14	58. Annexure C – Technical Specifications / Bid	55	Not mentioned - To Include Display , Controller & Software should be from same OEM for	To ensure end-to-end compatibility, reliability, seamless integration, unified warranty support, and single-point accountability, the Display, Controller, and Management Software shall be from the same OEM	Please be guided as per RFP

S No	Clause No.	Pg No.	Tender Clause	Query	Banks Response
15	14 – Technical Bid Evaluation, Sl. No. 8	28	Quality Certification: The bidder should have a valid ISO 9001:2015, ISO 14001 & ISO 27001:2022 certificate along with BIS Certification	Kindly clarify whether BIS Certification of the respective OEM/manufacturer for the offered products shall be acceptable under this criterion.	Please refer addendum no 1
16	14. Technical Bid Evaluation Technical score Criteria	28	Site Visit for similar proposed solution in Delhi/NCR only Vendors to demonstrate: 1. 6 or more independent dashboards (2 marks) 2. Full 3*2 or More unified wall or similar (2 marks) 3. Ratio Split (2 marks) 4. Dynamic switching (2 Marks) 5. Digital Podium and digital whiteboard (2 marks)	We request you to kindly modify the clause as: Site Visit for similar proposed solution in Delhi/NCR only Vendors to demonstrate: 1. 6 or more independent dashboards (2 marks) 2. Full 3*2 or More unified wall or similar (4 marks) 3. Ratio Split (2 marks) 4. Dynamic switching (2 Marks) 5. Digital Podium and digital whiteboard (2 marks) We request that Digital Podium and Digital Whiteboard be made optional or given lower weightage, as these are ancillary to core CCC/Control Room functionality. Higher weightage may instead be given to the unified video wall and core visualization/control features, enabling bidders with relevant CCC/Control Room experience to participate.	Please refer addendum No 1
17	Annexure -C Technical Specification	55	Point No1 :Diagonal Size 55" or Above each to form data wall in 5 x 2 Grid)	Sir, this is an outdated technology that comes with a 0.88 mm bezel and has a comparatively shorter lifespan. Instead, we recommend considering a P1.2 Indoor fine-pitch LED display with SMD technology, which offers significantly better image clarity, higher pixel density, seamless bezel-free viewing, uniform brightness, and a more premium visual experience.	Please be guided as per RFP
18	Annexure -C Technical Specification	55	Point No 20 - Visible Seam	Bezel less / Narrow Bezel Display - 0.88 bezel is not comes under make in India policy and it is against the DPIIT guidelines	Please be guided as per RFP

S No	Clause No.	Pg No.	Tender Clause	Query	Banks Response
19	Notes	64	Point no 04 LED / LCD Video Wall Specific Requirement	In Annexure C, the requirement for the LED wall states "Diagonal Size: 55" or above each, to form a data wall in a 5 × 2 grid." However, under the same requirement, the pixel pitch is specified as 1.56 mm or P1.25 mm COB or equivalent. The above specifications appear to create ambiguity regarding the exact type of display required. A 55" or larger display suggests a conventional large-format display panel, whereas P1.25/P1.56 mm refers to fine-pitch LED display	Please refer addendum No 1
20	Notes	64		P1.25mm COB technology is a fully imported product and, as per our understanding, does not qualify under the applicable Make in India requirements and is not aligned with the relevant DPIIT guidelines. Therefore, we kindly request you to remove the P1.25mm COB technology from the proposed specification/requirement and consider an alternative technology that complies with the applicable Make in India and DPIIT requirements.	Please refer addendum No 1
21	Annexure -C Technical Specification	56	Point No 33 and 34 Certifications and Make in India	If the requirement is for MII (Make in India) compliance, kindly clarify the need for foreign certifications such as UL, CE, EMC, and RoHS. As per applicable GFR guidelines, relevant Indian certifications such as BIS, ISO 9001, and ISO 27001 may be considered wherever applicable. We request you to kindly review the certification requirements accordingly.	Please refer addendum no 1
22	Tehnnical Score Criteria	27-28	Point No 8 Quality Certificate	You have requested the Quality Certificates (ISO 9001, ISO 14001, ISO 27001 and BIS Certificate) from the bidder instead of the OEM. We kindly request you to review this requirement and revise the clause so that the above-mentioned certificates may be submitted by the	Please refer addendum no 1

S No	Clause No.	Pg No.	Tender Clause	Query	Banks Response
				OEM/manufacture, wherever applicable, rather than mandatorily by the bidder.	
23	Annexure -C Technical Specification	57	Technical specification of Controller	As per the above-recommended pixel pitch, you may kindly revise the controller specifications accordingly.	Please be guided as per RFP
24	Eligibility Criteria	16	Clause no 6.11	The BIS certification clause for the Switcher may kindly be removed, as BIS certification is not required for this secondary/supporting equipment. The primary product in this requirement is the LED Wall along with its Controller, and therefore the applicable mandatory BIS certification should be considered for the primary product, wherever required under the relevant regulations.	Please refer addendum no 1
25	Annexure -C Technical Specification	60 to 62	Specification of Ceiling speaker and Amplifier	The mentioned specification appears to be related to specific international brands/OEMs, namely BOSE/JBL. This specification has already been locked by their respective representatives with their existing dealers, partners, and system integrators. In view of the above, we request you to kindly review and revise the specification in line with the actual departmental requirements, so that equivalent and suitable alternatives from other reputed brands/OEMs may also	Please refer addendum no 1
26	Bill of Quantity	66	Price Breakup -Point no 8-Apple 10 inch Ipad with software Automation with stand	Under the General Financial Rules (GFR) guidelines issued by the Government of India, mentioning brand names in tenders or procurement documents is not permitted, as it violates the principles of fairness, competition, and neutrality. Instead, specifications should be generic and based on functional or performance-based criteria. Since Colorlight is a brand, it should be removed from any reference in the control system section.	Please refer addendum no 1

S No	Clause No.	Pg No.	Tender Clause	Query	Banks Response
27	5. Eligibility Criteria	14	5.3 The bidder/OEM should be in operating-profit for any two years from last three financial years i.e., 2023-2024, 2024-2025 & 2025-26 and last financial year must be profitable and minimum turnover should not be less than Rs. 2.00 Crore in each financial year(Average should be 3.00 Crore).	We respectfully request the Bank to reconsider the eligibility criterion requiring the OEM to have a minimum turnover of ₹300 Crore. The proposed project is primarily dependent on the OEM's technology, product quality, R&D capability, long-term roadmap, warranty commitments, and technical support infrastructure. Therefore, the financial strength and sustainability of the OEM are more critical to the successful execution and lifecycle support of the solution	Please be guided as per RFP
28	6.18.Delivery Schedule	17	The successful bidders shall deliver Video wall system (video panels, controller, etc.) and digital podium setup within a maximum period of 3 weeks from the date of issuance of purchase order.	We request you to consider The successful bidders shall deliver Video wall system (video panels, controller, etc.) and digital podium setup within a maximum period of 5-6 weeks from the date of issuance of purchase order	Please refer addendum no 1
29	Technical specifications for controller	58	Internal power subsystem must feature a minimum of a 500 W ATX power supply.	We request bank to mention power consumption of controller as per Industry standards which is 1200 watt	Please refer addendum no 1
30	58. Annexure C – Technical Specifications / Bid	55	Not mentioned - To Include Display , Controller & Software should be from same OEM for	To ensure end-to-end compatibility, reliability, seamless integration, unified warranty support, and single-point accountability, the Display, Controller, and Management Software shall be from the same OEM	Please be guided as per RFP
31	Payment Terms -33.13	40	The Bank shall release 75% of the cost of part 1 of the BOQ upon complete delivery, installation, commissioning/ mounting of the BOQ and receipt of a Performance Bank Guarantee (issued by any bank other than Punjab & Sind Bank). Remaining payment of 25% percent shall be released 3 months of	We request you to kindly consider the following amendment: The Bank shall release 80% of the cost of Part 1 of the BOQ upon delivery, 10% on installation, commissioning/mounting of the BOQ and receipt of a Performance Bank Guarantee (issued by any bank other than Punjab & Sind Bank). The remaining 10% payment shall be released within 30 days of satisfactory performance from the date of implementation	Please refer addendum no 1

S No	Clause No.	Pg No.	Tender Clause	Query	Banks Response
			satisfactory performance from the date of implementation		
32	Technical score Criteria-8	28	Quality Certification: The bidder should have a valid ISO 9001:2015, 14001 & ISO 27001:2022 certificate alongwith BIS Certification. Note: Necessary certification to be submitted	We request you to kindly consider the following amendment: Quality Certification: The bidder/OEM should have a valid ISO 9001:2015, & ISO 27001:2022 certificate alongwith BIS Certification. Note: Necessary certification to be submitted	Please refer addendum no 1
33	Technical score Criteria-5	28	Similar experience in Security operation Centre and/or Network Operation Centre and/or Resilience Operation Centre. 5 marks per project with maximum 10 Marks Note: The Bidder must submit Work orders confirming year and area of activity, the value of services delivered to each of the projects and Completion/ Satisfactory ongoing Certificate from client. Bidder should also submit latest photographs of the setup.	We request you to kindly consider the following amendment: Similar experience in Security operation Centre/Video Call training / Network Operation Centre / Resilience Operation Centre. 5 marks per project with maximum 10. Marks Note: The Bidder must submit Work orders confirming year and area of activity, the value of services delivered to each of the projects and Completion/ Satisfactory ongoing Certificate from client. Bidder should also submit latest photographs of the setup.	Please refer addendum no 1
34	Technical score Criteria-6	28	Site Visit for similar proposed solution in Delhi/NCR only Vendors to demonstrate: 1. 6 or more independent dashboards (2 marks) 2. Full 3*2 or More unified wall or similar (2 marks) 3. Ratio Split (2 marks) 4. Dynamic switching (2 Marks)	We request you to kindly consider the following amendment: Site Visit for similar proposed solution in Delhi/NCR Vendors /OEM Experience centre to demonstrate. 1. 6 or more independent dashboards (2 marks) 2. Full 3*2 or more unified wall or similar (2 marks) 3. Ratio Split (2 marks) 4. Dynamic switching (2 Marks)	Please refer addendum no 1

S No	Clause No.	Pg No.	Tender Clause	Query	Banks Response
			5. Digital Podium and digital whiteboard (2 marks)	5. Digital Podium and digital whiteboard (2 marks)	
35	Eligibility Criteria – OEM Financial Strength	14	Clause 5.3: The bidder/OEM should be in operating-profit for any two years from last three financial years i.e., 2023-2024, 2024-2025 & 2025-26 and last financial year must be profitable and minimum turnover should not be less than Rs. 2.00 Crore in each financial year (Average should be 3.00 Crore).	We respectfully request the Bank to reconsider the above financial eligibility criterion and consider prescribing a minimum OEM turnover of ₹300 Crore, preferably for the relevant financial years as specified in the tender.	Please be guided as per RFP
36	Delivery Schedule	17	The successful bidders shall deliver Video wall system (video panels, controller, etc.) and digital podium setup within a maximum period of 3 weeks from the date of issuance of purchase order.	We respectfully request the Bank to consider revising the delivery period as follows: The successful bidder shall deliver the Video Wall System (video panels, controller, etc.) and Digital Podium setup within a maximum period of 6-8 weeks from the date of issuance of the Purchase Order.	Please refer addendum no 1
37	Controller Power Supply / Power Consumption	58	Internal power subsystem must feature a minimum of a 500 W ATX power supply.	We request the Bank to reconsider the specification of 500 W ATX power supply and instead specify the actual power consumption/power requirement of the Video Wall Controller in accordance with industry-standard professional controller configurations, which may be approximately 1200 W, depending upon the required processing configuration.	Please refer addendum no 1
38	Common OEM for Display, Controller and Software	-	The tender presently does not specifically stipulate that the Display, Video Wall Controller and Video Wall Management Software should be from the same OEM.	We respectfully request the Bank to incorporate the following requirement: "The Video Wall Display, Video Wall Controller/Processor and Video Wall Management Software shall be from the same OEM."	Please be guided as per RFP

S No	Clause No.	Pg No.	Tender Clause	Query	Banks Response
39	Technical Score Criteria-4	27	Presence of bidder with established office setup in Delhi/NCR with minimum 20 manpower on its payroll. 2 marks per 20 staff. Maximum 4 marks	We would like to submit that the requirement of having 20/40 personnel on the payroll of the bidder appears to be disproportionately high considering the nature and scope of the Data Wall/AV Integration work envisaged under this tender. For execution of a Data Wall and other Audio-Visual Integration projects, the actual project deployment at site is generally undertaken by a small team of 2–3 technically qualified engineers/technicians, depending upon the project requirements. Therefore, the total number of employees maintained on the bidder's payroll may not necessarily reflect the bidder's technical capability, execution strength, experience, or ability to successfully execute the project. At the same time, we fully appreciate the Bank's objective of ensuring that the selected bidder has adequate manpower and organisational capability to provide effective installation and after-sales support. In view of the above, we request the Bank to kindly consider modifying the eligibility condition so that the manpower strength of the Bidder/OEM may be considered collectively, rather than restricting the requirement only to the bidder. We therefore request that the condition may kindly be amended as follows: “Presence of Bidder/OEM with an established office setup in Delhi/NCR and minimum 20 manpower on its payroll. 2 marks per 20 staff. Maximum 4 marks.”	Please be guided as per RFP

S No	Clause No.	Pg No.	Tender Clause	Query	Banks Response
40	5. Eligibility Criteria	14	5.3 The bidder/OEM should be in operating-profit for any two years from last three financial years i.e., 2023-2024, 2024-2025 & 2025-26 and last financial year must be profitable and minimum turnover should not be less than Rs. 2.00 Crore in each financial year(Average should be 3.00 Crore).	We respectfully request the Bank to reconsider the eligibility criterion requiring the OEM to have a minimum turnover of 300 Crore. The proposed project is primarily dependent on the OEM's technology, product quality, R&D capability, long-term roadmap, warranty commitments, and technical support infrastructure. Therefore, the financial strength and sustainability of the OEM are more critical to the successful execution and lifecycle support of the solution	Please be guided as per RFP
41	6.18.Delivery Schedule	17	The successful bidders shall deliver Video wall system (video panels, controller, etc.) and digital podium setup within a maximum period of 3 weeks from the date of issuance of purchase order.	We request you to consider The successful bidders shall deliver Video wall system (video panels, controller, etc.) and digital podium setup within a maximum period of 5-6 weeks from the date of issuance of purchase order.	Please be guided as per RFP
42	Technical specifications for controller	58	Internal power subsystem must feature a minimum of a 500 W ATX power supply.	We request bank to mention power consumption of controller as per Industry standards which is 1200 watt	Please refer addendum no 1
43	58. Annexure C Technical Specifications/ Bid	55	Not mentioned - To Include Display, Controller & Software should be from same OEM.	To ensure end-to-end compatibility, reliability, seamless integration, unified warranty support, and single-point accountability, the Display, Controller, and Management Software shall be from the same OEM	Please be guided as per RFP
44	Annexure C - Technical specifications of video display system	55	2 x DP1.2 (4K@60Hz), 2 x HDMI 2.0 (4K @60 Hz.)	Mostly Brands has 1 x DP1.2, Kindly Change to 1 x DP1.2.	Please refer addendum no 1
45	Annexure C - Technical specifications of video display system	55	2 x RJ-45 (Ethernet Ports) with Loop-in feature	Mostly Brands has one Rj-45, Kindly change to RJ-45.	Please be guided as per RFP
46	Annexure C - Technical specifications of video display system	56	Display panels must have Integrated Webserver to manage the display from remote using any web browser	Kindly change it to OEM provided Web server / Remote access.	Please be guided as per RFP

S No	Clause No.	Pg No.	Tender Clause	Query	Banks Response
			of any system in network or via dedicated controller		
47	Annexure C - Technical specifications of video display system	56	BIS - To clearly show Indian Manufacturing	Please delete Indian manufacturing	Please refer addendum no 1
48	Annexure C - Technical Specifications controller	57	Powered by a high-performance Intel® Core™ i9 processor.	Powered by a high-performance Intel® Core™ i9 processor / Xeon	Please refer addendum no 1
49	Annexure C - Technical Specifications controller	57	Equipped with a minimum of 480 GB M.2 NVMe Solid State Drive (SSD).	SATA SSD with Raid 1 Hot Swapable (480 GB)	Please be guided as per RFP
50	Annexure C - Technical Specifications controller	57	Capable of capturing and displaying multiple Full HD and Ultra HD (4K) sources simultaneously.	Capable of capturing and displaying multiple Full HD and Ultra HD (4K) sources simultaneously. Via Descaling to FULL HD	Please be guided as per RFP
51	Annexure C - Technical Specifications controller	58	Supports display source rotation (e.g., portrait/landscape orientation setup) and source duplication.	to be deleted	Please be guided as per RFP
52	Annexure C - Technical Specifications Ceiling Mount Speakers	61	Features a 4.5-inch full-range transducer delivering a 70 Hz to 17,000 Hz frequency range, 40W continuous power handling, and a wide 145° uniform conical coverage pattern.	The specifications given are BRAND SPECIFIC, and request to change it to - Features a 4-inch or bigger 2way / full-range transducer delivering a 75 Hz to 18,000 Hz frequency range, 40W or higher continuous power handling, and a wide 130° or higher uniform conical coverage pattern.	Please refer addendum no 1
53		61	Standard Industrial Dimensions Requires a 249 mm ceiling cutout to accommodate its 163 mm physical depth, featuring an external diameter of 272 mm and a total net weight of 3.47 kg.	Requires a 249 mm or lesser ceiling cutout to accommodate its 186 mm or less physical depth, featuring an external diameter of 272 mm or less and a total net weight of 3.47 kg or less.	Please refer addendum no 1

S No	Clause No.	Pg No.	Tender Clause	Query	Banks Response
54	Annexure C - Technical Specifications Amplifier & Digital signal processor	61	Delivers a robust 2 x 160 W rated output optimized for 70V/100V high-impedance commercial loudspeaker systems, backed by a wide 20 Hz to 20 kHz frequency response.	The specifications given are BRAND SPECIFIC, and request to change it to - Delivers a robust 2 x 120 W or higher rated output optimized for 70V/100V high-impedance commercial loudspeaker systems, backed by a wide 20 Hz to 20 kHz frequency response. (we are using 6 nos of speakers of 30W each , so need total 180W, whereas we are asking to change to 240W	Please refer addendum no 1
55	Annexure C - Technical Specifications Amplifier & Digital signal processor	61	Utilizes 48 kHz/24-bit digital processing featuring Dynamic EQ, Opti-Voice paging, and over 30 tailored EQ presets pre-optimized for premium Bose Professional speaker lines	brand Name BOSE mentioned, and all features are as per BOSE only, so DELETE the same	Please refer addendum no 1
56	Annexure C - Technical Specifications Amplifier & Digital signal processor	61	Combines wireless Bluetooth® 5.0 streaming with balanced microphone/line paging inputs, dual balanced/unbalanced stereo inputs, and a routing matrix supporting up to two independent zones.	All these inputs are the part of DSP (Sr. No. 7), So DELETE	Please be guided as per RFP
57	Annexure C - Technical Specifications Amplifier & Digital signal processor	62	Employs a 32-bit fixed/floating-point ARM 456 MHz core providing 3.6 GIPS / 2.7 GFLOPS processing power, 48 kHz/24-bit conversion, a 115 dB dynamic range, and an 8-channel low-latency AmpLink digital output	Brand Specific, so DELETE	Please refer addendum no 1
58	Annexure C - Technical Specifications Amplifier & Digital signal processor	62	Provides an extensive toolkit programmable via ControlSpace Designer software, featuring automatic mic mixing, feedback suppression, matrix mixing, AGC,	Once again BRAND NAME Mentioned, so delete the "CONTROLSPACE" WORD	Please refer addendum no 1

S No	Clause No.	Pg No.	Tender Clause	Query	Banks Response
			crossovers, and loudspeaker optimization		

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