

Reply to Pre Bid Queries-RFP no 082018-SYSTEM INTEGRATOR FOR END TO END IMPLEMENTATION AND MAINTENANCE OF DIGITAL MEDIA SIGNAGE

Sl. No	Page No.	Point / Section No.	Clarification point as stated in the tender	Query / Comment / Suggestion /Deviation	Bank's Reply
1	5	Section 1	In case the bidder wants to attend the Pre-Bid Meeting, the cost of RFP document has to be paid at the time of Pre-Bid Meeting.	We are a UAM registered MSME and as per the Gazette Notification [Part II-Section3-Sub section(ii)] dated 26/03/2012 on 'Public Procurement Policy for Micro and Small Enterprises (MSEs) order 2012 we request waiver of Tender Document Fee, and be allowed to attend the Prebid meeting without tender doc fee	As per Ministry of MSME guidelines
2	27	Section 10, Para 2	Only the Service Providers who score more than 75% (Seventy Five) marks in Technical Evaluation process will qualify for Commercial Evaluation process.	What is the basis/ methodology of the Technical evaluation?	As per Annexure -12 , Page no 64 of RFP
3	27	Section 10, Para 3	Bank of Maharashtra will consider the ONE year TCO (Total Cost of Ownership) for the purpose of price comparisons given by the SI.	For a solution that is expected to serve atleast 3 to 5 years, TCO for ONE year seems like an error. Please confirm on this.	TCO to be submitted for 5 years
4	27	Section 10, Para 5	The SI may quote the best competitive price in the commercial bid as Bank reserves the right to opt for Reverse Auction and in case Bank does not opt for Reverse Auction, the commercial bid submitted by the bidders will be opened to decide the L1 price. The contract will be awarded to L1 bidder.	Will the bank decide and ANNOUNCE whether it will go for Reverse Auction or Opening of Paper Commercial Bid, before the opening of the Paper Commercial bid? If the bank opens the Paper bids without a prior decision and then decides to go for a Reverse Auction, it can be perceived as unfavorable to L1 bidder.	Bank has the discretion of selecting the L1 bidder either through opening of Commercial Bid or through online reverse auction. In case Bank selects the L1 bidder through online reverse auction the commercial bids will returned to the bidders
5	28	Section 10.2	The technical evaluation criterion would broadly involve the following major areas: i. Compliance to Technical requirement as in Annexure 11 ii. Technical requirement SI's detailed work plan, proposed solution, facilities iii. Short listed SI's presentation and demonstration of the solution proposed. iv. Implementation Methodology described by the SI in Technical Bid	We request the bank to clarify what would be the weightage to each of these 4 broad areas identified by the bank. We also request the bank to if possible provide a template of the scoring system for greater objectivity and transparency and for the SI to showcase their offer in accordance with this.	Already clarified as per Annexure 12
6	28	Section 10.2	The SI needs to achieve a cut – off score 80% marks in the technical bid evaluation to be qualified for commercial bid opening	This is in contradiction of the 75% score mentioned in Section 10. Please clarify the seemingly contradictory statements.	Cut off score will be 75% as mentioned in Section 10

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7	30	Section 11.2	Earnest Money Deposit: Bidders are required to submit along with the offer a Demand Draft / BG (DD valid for three months & Bank Guarantee for six months from the date of the RFP) drawn in favor of Bank of Maharashtra , for an amount of Rs.15,00,000.00 lakh (Rupees Fifteen lakh only) towards Earnest Money Deposit (EMD). Offers made without E.M.D. will be rejected. Bank will not pay any interest on the E.M.D. The bank may accept Bank Guarantee in lieu of EMD for an equivalent amount issued by any Scheduled Commercial Bank other than Bank of Maharashtra. The format of BG is enclosed. The Bid Earnest Money will be refunded to the unsuccessful bidders only after the completion of the bid process.	We request the bank to waive off the EMD & Tender Fee for Registered MSME Vendors who are registered as per the Gazette Notification [Part II-Section3-Sub section(ii)] dated 26/03/2012 on 'Public Procurement Policy for Micro and Small Enterprises (MSEs) order 2012. We submit the following for the consideration of the bank Government of India, Gazette Notification [Part II-Section 3 - Sub section(ii)] dated 26/03/2012 on 'Public Procurement Policy for Micro and Small Enterprises (MSEs) order 2012 states that: 1. 'And whereas, the Public Procurement Policy shall apply to Micro and Small Enterprises Registered with District Industries Centre or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicraft and Handloom or any other body specified by Ministry of Micro, Small and Medium Enterprise' 2. Post 18-09-2015 Udyog Aadhar Memorandum (UAM) is to be treated at par with SSI Registration Certificate issued prior to 04-04-2007 and the Entrepreneur's Memorandum Part-II filled under the MSMED Act, 2006 have now ceased to be issued after the notification for Udyog Aadhar Memorandum (UAM) (vide gazette notification [SO No. 2576(E)] dated 18-09-2015) In the light of the above, Udyog Aadhaar Memorandum (UAM) as a valid document to avail MSME benefit as post 18-09-2015 UAM is to be treated at par with SSI Registration Certificate. (Please Note: State Bank of India, Canara Bank, Syndicate Bank, Bank Of India, Bank of Maharashtra are few of the banks which have considered Udyog Aadhar Memorandum (UAM) as a valid document to claim exemption from payment of EMD & Tender/RFP document Fee in the recent past)	As per govt guidelines
8	58	Annexure 11, Section A, Point 11	49" and above commercial LED display unit (Sony, Samsung/ LG/ Panasonic/ HITACHI/TCL) which is capable of receiving inputs from external media player equipment through HDMI cable and giving digital quality picture.	We would like to request the bank that the SI be asked to clearly state the Make and Model Number of the screen that they are offering as a part of their solution. This should be on record so that solution is comparable and that the bank knows what is being offered by the SI.	The bidder has to specify make/model
9	58	Annexure 11, Section A, Point 3	Brightness 300 cd/m2 or better	300 cd/m2 is quite a low brightness for Digital Signage Screen and we request the bank to increase this to 350 cd/m2 at the bare minimum. The ideal brightness for Digital Signage Screens is 450 cd/m2	Minimum required brightness is 400cd/m2
10	59	Annexure 11, Section B (Digital Media Player), Point 3	SDD: 32 GB or above	We understand you are implying SSD which is a flash memory. Flash memory is stated in Point 4 as 8GB we request the bank to remove the SSD line item.	Flash Memory is not required
11	14	b) Installation, Integration & Maintenance point no ii	ii. The SI shall co-ordinate with the Branch officials at branch / office in finalizing TV location, power supply, network point etc.	Bank should nominate one person in every branch to decide the location of screen installation .Once installed the OEM charges for reinstalltion . If reinstalltion required bank to pay charges for the same .	Necessary info shall be shared with successful bidder

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12	30	11.2 Earnest Money Deposit	11.2 Earnest Money Deposit: Bidders are required to submit along with the offer a Demand Draft / BG (DD valid for three months & Bank Guarantee for six months from the date of the RFP) drawn in favor of Bank of Maharashtra , for an amount of Rs.15,00,000.00 lakh (Rupees Fifteen lakh only) towards Earnest Money Deposit (EMD). Offers made without E.M.D. will be rejected. Bank will not pay any interest on the E.M.D. The bank may accept Bank Guarantee in lieu of EMD for an equivalent amount issued by any Scheduled Commercial Bank other than Bank of Maharashtra. The format of BG is enclosed. The Bid Earnest Money will be refunded to the unsuccessful bidders only after the completion of the bid process	Please confirm if EMD to be submitted is for 30 lakhs or 15 lakhs .	EMD for Rs 30.00 Lakhs (Rs Thirty Lakhs only) is to be submitted.
13	52	Eligibility criteria Page 52 ,point 5	OEM should be an ISO 9000 certified organization. Copy of the Certificate	OEM should be an ISO 9000/9001 certified organization. Copy of the Certificate	ISO 9000 certification is minimum requirement
14	59	point 3	SDD 32 GB or above	SSD 32 gb or above	Please read it as "SSD 32 GB or above"
15	59	point 4	Flash Memory 8 GB	Flash memory not required as SSD is more than sufficient . Also the SSD requiremnt can be increased to 64 gb if the bank agrees .	Flash Memory is not required
16	60	point 7	Separate Weather Banners and Scrolling Banners .	kindly clarify if the source of the weather info will be provided by bank ? Also the source of scrolling banners will be provided by the bank?	Bidder's responsibility
17	61	Point 23	The software should have integrated Queue Management System	Digital Signage display has the capability to show the QMS info in part of the screen. IP/Web service is available with our existing DQMS software and can be integrated with third party DQMS software. However the protocol and API should be exposed by that company for integration purposes. Please clarify if our understanding is correct.	DMS application should have integrated QMS. Please refer to the Addendum issued.
18	61	Point no 9	Media zone can play Videos, Flash, Images, Web pages, Office Files & PDF documents. -	As we understand that Office here means MS Office and is proprietary to Microsoft/windows based solution that needs MS office license to be included as part of the solution. As we can provide Linux based solution we will convert office files to appropriate format to play on the DMS so that we are not bound to supply MS office/windows based solution.Kindly confirm if this is acceptable to the bank.	Bidder' s responsibility
19	63	point 51	Option to push Bluecasting Messages to the players at the locations.	plz clarify the source of the messages will be taken care by the bank through their servers.	Shall be informed to successful bidders.

ALL OTHER TERMS AND CONDITIONS OF THE RFP REMAIN UNCHANGED