

Reply to Prebid Queries
Reference No.: F3.9(513)/RISL/STORE/2026-27/3397 dated 30/09/2026

S. No.	RFP Pg.No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Reply to Prebid Queries
1	57	Annexure-2, Technical Specifications,Item No.1,S.No. 15, Compliance	RoHS	Request to remove this compliance or consider BIS only: As per Govt. of India & Circular of Department of Promotion of Industry and Internal Trade No. P-45021/2/2017-PP(BE-II) dated 16th Sep 2020, specifying foreign certifications is restrictory & a discriminatory practice. Only BIS is mandatory requirement.	As per RFP
2	57	Annexure-2, Technical Specifications,Item No.1	Request to add	Request to mention: LED cabinet , Controller, PDU (power distribution unit) should be from same OEM to avoid integration issue	As per RFP
3	57	Annexure-2, Technical Specifications,Item No.1	Request to add	For check actual Brightness which is demand in tender , request to add luminance meter / Device details which can measure direct brightness in cd/m2 with their latest calibration certificate.	As per RFP
4	57	Annexure-2, Technical Specifications,Item No.1	Request to add	PDU should have capability to load the LED, it should be combination of multiple circuitry /relay so that LED will not larger effected during power fluctuation.	As per RFP
5	57	Annexure-2, Technical Specifications,Item No.1,S.No. 6, Contrast Ratio	Contrast Ratio: Minimum 15000:1 or better	A 5,000:1 contrast ratio provides good image quality and display performance for the intended application and will enable wider participation from technically qualified OEMs. With reference to the specified technical requirement of Contrast Ratio: Minimum 15000:1 or better, we kindly request the department to consider revising the requirement to Minimum 5000:1 or better. Since the display is proposed to be installed inside an auditorium/premises, a contrast ratio of 5000:1 or better is technically adequate for indoor viewing conditions. Higher contrast ratios such as 15000:1 are generally more relevant for outdoor displays or environments exposed to higher ambient light conditions. Therefore, we request the department to kindly consider Minimum 5000:1 or better instead of Minimum 15000:1 or better, so that wider participation from technically capable OEMs/bidders can be ensured and healthy competition may be promoted. We request the department to kindly consider and accept the above clarification in the interest of healthy participation and competitive bidding .	As per revised RFP
6	57	Annexure-2, Technical Specifications,Item No.1,S.No. 4, Technology	COB or Better	COB/GOB or equivalent LED Technology Justification: To allow equivalent LED protection technologies offering comparable durability, reliability and performance, thereby ensuring wider participation of reputed OEMs.	As per RFP
7	57	Annexure-2, Technical Specifications,Item No.1,S.No. 6, Contrast Ratio	Minimum 15000:1 or better	4000:1 or Better Justification: The proposed value of 15000:1 may unnecessarily restrict technically compliant LED solutions. A minimum of 4000:1 is adequate for professional indoor LED applications and will ensure wider participation of reputed OEMs.	As per revised RFP
8	57	Annexure-2, Technical Specifications,Item No.1,S.No. 8, Viewing Angle	160° Horizontal / 160° Vertical	150° Horizontal / 150° Vertical or Better Justification: 150° viewing angle is widely suitable for indoor LED applications. Reducing the requirement to 150° will avoid unnecessary restriction while maintaining required viewing performance.	As per RFP

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9	57	Annexure-2, Technical Specifications, Item No.1, S.No. 16, Compatible Controller	Yes Input: Min. 2 HDMI Output: Min. 6 RJ45	Yes Input: Min. 2 HDMI, Output: Min. 4 RJ45/Optical output or Better Justification: The number of RJ45 outputs depends on the architecture and pixel capacity of the LED controller. Allowing 4 RJ45/optical output or equivalent will provide flexibility for different controller architectures without compromising performance.	As per RFP
10	11	Chapter 4, A. Bidder Pre-Qualification, S.No.5, Technical Capability	The bidder must have completed/partially completed at least One project of Central or State Govt./BFSI/PSU regarding Supply of IT Equipment's of value at least INR 50 Lakhs during financial years from 2020-2021 to 2026-2027 (till bid submission date) in India (Work order date shall be on or after 1st April 2020)	Please confirm if NBFC can be considered in BFSI as they come under Financial services Justification: Kindly refer https://m.rbi.org.in/scripts/BS_NBFCNotificationView.aspx?Id=3207	As per revised RFP
11	54	Chapter 8, Special Terms & Conditions of tender and contract, Payment terms	Supply and Installation of items supplied by SI Payment Terms: 91% of total work order value	Supply and Installation of items supplied by SI Payment Terms: 95% of total work order value	As per RFP

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12	54	Chapter 8, Special Terms & Conditions of tender and contract, Payment terms	Maintenance and Support Phase Payment Terms: Remaining 9% of work order value will be equally spread over 3 years (3% every year) payable annually after making adjustments for penalties as per SLA/Performance	Maintenance and Support Phase Payment Terms: Remaining 5% of work order value will be equally spread over 3 years payable annually after making adjustments for penalties as per SLA/Performance	As per RFP
13	57	Annexure-2, Technical Specifications, Item No.1	Request to add	Request to mention: OEM should have experience of min. 10 Indoor installation of same or better pixel pitch and same Technology (COB) in any Govt department in India and min. 2 installation in consignee state in any Govt department from last 5 years	As per RFP
14	57	Annexure-2, Technical Specifications, Item No.1	Request to add	Offered brands should not be from countries sharing land border with India	As per RFP
15	11	Chapter 4	Pre Qualification	OEM Turnover should be added	As per RFP
16	11	Chapter 4	Request for Inclusion of Suitable PQ Criteria in Tender for better quality and assurance	1. The OEM must be a Make in India manufacturer with a factory located in India. Relevant proof must be submitted. 2. The OEM should have prior experience in a minimum of ten Active LED installations and a proven track record of successfully executing projects for the Ministry of Defence, other government establishments. 3. The OEM must be certified with valid ISO 9001:2015, ISO 45001:2018, ISO 27001:2022, ISO 14001:2015, and ISO 50001:2018 certifications. Copies of the relevant certificates must be submitted as proof. 4. The OEM should have established office in India for a minimum of 15 years. A valid certificate of incorporation or equivalent document must be provided as proof.	As per RFP
17	11	OEM PQ: OEM Experience	OEM PQ: OEM Experience	OEM should have implemented minimum 200+ Indoor LED Video Wall installations in PAN India. (Excluding structure work) Justification: To ensure that the OEM has adequate proven experience, deployment capability and after-sales support infrastructure for large-scale indoor LED projects.	As per RFP

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18	11	OEM PQ: Complete Solution	OEM PQ: Complete Solution	Comprehensive solution - LED controller , LED wall, Operating system, Wall bracket, Signage Software, Service should be from the same OEM Justification: LED controller, LED wall, OS, wall bracket, signage software & service from same OEM To ensure end-to-end compatibility, seamless integration, single-point accountability and effective after-sales support, while allowing OEM-authorised components where applicable.	As per RFP
19	11	OEM PQ:Manufacturing	OEM PQ:Manufacturing	OEM Quoted Product should be manufactred in OEM owned manufacturing unit, OEM BIS for the quoted product should be submitted. Justification: To ensure product authenticity, quality control and traceability, while verifying that the offered product is duly certified/compliant with applicable BIS requirements.	As per RFP
20	11	OEM PQ: Turnover	OEM PQ: Turnover	OEM should have minimum average annual turnover of INR 1000.00 Crore from display category in last five financial years in India Justification: To ensure the financial capability and long-term sustainability of the OEM for execution and after-sales support of the proposed project.	As per RFP