

Pre-Bid Queries of tender F5(1318)ST/MNIT/DIS/2024

S.No	Item Name	Tender Specs	Request for Changes/additional points	Justification	Recommendations
<b>EdCIL India Limited</b>					
1	Projector	Supply, Installation, Testing and Commissioning of Projection system:- Single Chip 0.67" DLP Technology by TI, 6000 Lumens, Maximum Resolution WUXGA (1920x1200)@60Hz, Contrast ratio 20,000:1, Life 20,000 + hours, Through Ratio 1.15 - 1.9:1, Image Size 36.7" - 201.9", Projection Lens F#2.45 - 3.13, f=17.23 - 27.9mm, VGA, SVGA, XGA, SXGA, SXGA+, UXGA, WUXGA@60Hz, Mac, SDTV (480i, 576i) / EDTV (480p, 576p) / HDTV (720p, 1080i, 1080p), NTSC (M, 3.58/4.43 MHz), PAL (B,D,G,H,I,M,N) SECAM (B,D,G,K,L), Ports HDMI v1.4 (x2) (HDCP v1.4 Compliant), MHL/HDMI 1.4 (HDCP v1.4 Compliant), Composite Video, VGA-In, Audio-In RCA (L/R), Audio-In (Mini-Jack), MIC-In (3.5mm), VGA-Out, Audio-Out (Mini-Jack), 3D SyncOut, USB Type A Power (5V/1.5A), RJ45 (Lan), HDBaseT™, RS232-In, USB (Service).	Supply, Installation, Testing and Commissioning of Projection system:- Single Chip 0.67" DLP Technology by TI, 6000 Lumens, Maximum Resolution WUXGA (1920x1200)@60Hz, Contrast ratio 20,000:1, Life 20,000 + hours, Through Ratio 1.15 - 1.9:1, Image Size 36.7" - 201.9", Projection Lens F#2.45 - 3.13, f=17.23 - 27.9 - 43.0mm or better, VGA, SVGA, XGA, SXGA, SXGA+, UXGA, WUXGA@60Hz, Mac, SDTV (480i, 576i) / EDTV (480p, 576p) / HDTV (720p, 1080i, 1080p), NTSC (M, 3.58/4.43 MHz), PAL (B,D,G,H,I,M,N) SECAM (B,D,G,K,L), Ports HDMI v1.4 (x2) (HDCP v1.4 Compliant), MHL/HDMI 1.4 (HDCP v1.4 Compliant), Composite Video, VGA-In, Audio-In RCA (L/R), Audio-In (Mini-Jack), MIC-In (3.5mm), VGA-Out, Audio-Out (Mini-Jack), 3D SyncOut, USB Type A Power (5V/1.5A/ 2A), RJ45 (Lan), HDBaseT™, RS232-In, USB (Service).	Kindly amend following specification to allow other reputed OEMs to participate. Throw ratio should be starting from 1.46, Image size should be starting from 40", Focal Length (f) should have range f=17.23-21.5 - 27.9 - 43.0mm or better, USB Service shall be removed/delete since latest technology allows LAN based service or allow USB/LAN for service	Specs in RFP Prevails- The Lens Throw Ratio is as per site requirement. No Changes. The range of image size already includes the requested size. "Or better" added for the focal length.
2	Interactive Display 86 Inches	SITC Interactive Panel: Size - 86", Altitude ≤5000M, Type Technology - Backlit D-LED (IPS Panel), Brightness - 350 cd/m², Contrast Ratio 5000:1, Native Resolution 4K Ultra-HD (3840 x 2160), Viewing Angle (H/V) 178°/178°, Aspect Ratio 16:9, Refresh Rate (Hz) 60 Hz, Estimated Life Time 50,000 Hours (Typical), Display Color (BIT) 1.07 Billion (10-bit), Installation Orientation - Landscape, Response Time - 8 ms, Anti-Glare - Anti Glare Coating, Bonding - Zero Optical Bonding, Technology - Infrared Touch, Annotation - Supported, Touch - 20 Points, Passive Pen - ±1mm, Touch - ±1mm, Touch Resolution - 32,768 x 32,768, Surface Protection - 4mm Thick Toughened Glass (Level 7H on Mohs scale of Mineral Hardness), Touch Tools- Finger, Stylus, Glove, Opaque Objects, Simultaneous Writing, Pen, Touch, Erase - Yes, Writing Stylus/Pen Location - Magnetic Mounting on IFPD Panel Front, System Version - Android™ v11.0, Browser - Yes, Office - Yes, CPU Quad-core, Internal Storage - 32 GB, RAM - 4GB, Inputs Side Panel - 1 x Mini AV (3.5 mm mini jack), 2 x HDMI 2.0 (60 Hz/4K), Inputs Front Panel - 1 x HDMI 2.0 (60 Hz/4K), Outputs Side Panel - 1 x COAX (Multi Channel Audio), 1 x Mini AV (3.5 mm mini jack), 1 x Earphone Out (Stereo Audio), USB Side Panel - 1 x USB-A 2.0, 1 x USB-A 3.0, USB Front Panel - 3 x USB-A 3.0, 1 x USB-B 3.0, 1 x USB-C, Ethernet Side Panel - 1 x RJ45 Input, 1 x RJ45 Output, Control Side Panel - 1 x RS232C Control Signal Interface, Antenna WiFi + Bluetooth - 3 + 1 (WiFi 802.11a/b/g/n/ac 2.4 GHz / 5GHz 2T/2R, Bluetooth 5.0), TF Card Slot - 128 GB, IR Receiver - Yes, Air Play Discovery by Bluetooth - Yes, Mirror/Screenshare - Yes, HDMI CEC - Yes, Voting and Polling - Yes, Lock + Terminate Session - Yes, File/URL Sharing - Yes, BYOD - Yes, Collaboration - Screen Mirroring, Digital Whiteboard, Office, Teaching Task, Screen Recording, Windows OPS, Intel Standard 80 Pin OPS.	SITC Interactive Panel: Size - 86", Altitude ≤5000M, Type Technology - Backlit D-LED (IPS Panel), Brightness - 350 cd/m², Contrast Ratio 5000:1, Native Resolution 4K Ultra-HD (3840 x 2160), Viewing Angle (H/V) 178°/178°, Aspect Ratio 16:9, Refresh Rate (Hz) 60 Hz, Estimated Life Time 50,000 Hours (Typical), Display Color (BIT) 1.07 Billion (10-bit), Installation Orientation - Landscape, Response Time - 8 ms, Anti-Glare - Anti Glare Coating, Bonding - Zero Optical Bonding, Technology - Infrared Touch, Annotation - Supported, Touch - 20 Points, Passive Pen - ±1mm, Touch - ±1mm, Touch Resolution - 32,768 x 32,768, Surface Protection - 4mm Thick Toughened Glass (Level 7H on Mohs scale of Mineral Hardness), Touch Tools- Finger, Stylus, Glove, Opaque Objects, Simultaneous Writing, Pen, Touch, Erase - Yes, Writing Stylus/Pen Location - Magnetic Mounting on IFPD Panel Front, System Version - Android™ v11.0, Browser - Yes, Office - Yes, CPU Quad-core, Internal Storage - 32 GB, RAM - 4GB, Inputs Side Panel - 1 x Mini AV (3.5 mm mini jack), 2 x HDMI 2.0 (60 Hz/4K), Outputs Side Panel - 1 x COAX (Multi Channel Audio), 1 x Mini AV (3.5 mm mini jack), 1 x Earphone Out (Stereo Audio), USB Side Panel - 1 x USB-A 2.0, 1 x USB-A 3.0, USB Front Panel - 3 x USB-A 3.0, 1 x USB-B 3.0, 1 x USB-C, Ethernet Side Panel - 1 x RJ45 Input, 1 x RJ45 Output, Control Side Panel - 1 x RS232C Control Signal Interface, Antenna WiFi + Bluetooth - 3 + 1 (WiFi 802.11a/b/g/n/ac 2.4 GHz / 5GHz 2T/2R, Bluetooth 5.0), TF Card Slot - 128 GB, IR Receiver - Yes, Air Play Discovery by Bluetooth - Yes, Mirror/Screenshare - Yes, HDMI CEC - Yes, Voting and Polling - Yes, Lock + Terminate Session - Yes, File/URL Sharing - Yes, BYOD - Yes, Collaboration - Screen Mirroring, Digital Whiteboard, Office, Teaching Task, Screen Recording, Windows OPS, Intel Standard 80 Pin OPS.	Request to kindly remove "Altitude ≤ 5000M" for wider participation of reputed OEMs.	Altitude - 5000 M shows capable to run at 5000 M altitude. Its basically related to Height. We can remove it.
3	Projection System	Integration, Testing and Commissioning of projection system, technology 3LCD, Long Throw Ceiling Mount, Front & Rear, Min 1920 X 1200, WUXGA, 5200 ANSI Lumens for Color light output, 5200 ANSI Lumens for White light output, 2500000:1 Aspect ratio 16:9, Laser, 20000 Hrs. Normal mode and 30000 hrs Echo Mode, 2 x VGA, 2 x HDMI, 2 x USB, HD base T, RJ45, Audio Out, Audio In, Wi-Fi with 123 Inch Fix Matt Screen	Integration, Testing and Commissioning of projection system, technology 3LCD, Long Throw Ceiling Mount, Front & Rear, Min 1920 X 1200, WUXGA, 5200 ANSI Lumens for Color light output, 5200 ANSI Lumens for White light output, 2500000:1 Aspect ratio 16:9, Laser, 20000 Hrs. Normal mode and 30000 hrs Echo Mode, 2 x VGA, 2 x HDMI, 2 x USB, HD base T, RJ45, Audio Out, Audio In, Wi-Fi with 123 Inch Fix Matt Screen	Request to allow 1 X USB or higher for wider participation	1X USB acceptable 3LCD to be read as DLP laser projector. Contrast Ratio to be 500,000 to higher.

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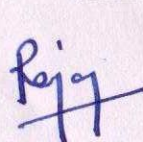

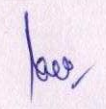
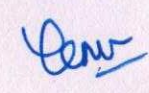
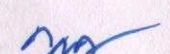

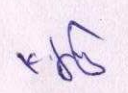

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4	Interactive Display 75 inches	Integration, Testing and Commissioning Interactive Panel: Size - 75" , Altitude ≤5000M, Type Technology - Backlit D-LED (IPS Panel), Brightness - 350 cd/m², Contrast Ratio 5000:1, Native Resolution 4K Ultra-HD (3840 x 2160), Viewing Angle (H/V) 178°/178°, Aspect Ratio 16:9, Refresh Rate (Hz) 60 Hz, Estimated Life Time 50,000 Hours (Typical), Display Color (BIT) 1.07 Billion (10-bit), Installation Orientation - Landscape, Response Time - 8 ms, Anti-Glare - Anti Glare Coating, Bonding - Zero Optical Bonding, Technology - Infrared Touch, Annotation - Supported, Touch - 20 Points, Passive Pen - ±1mm, Touch - ±1mm, Touch Resolution - 32,768 x 32,768, Surface Protection - 4mm Thick Toughened Glass (Level 7H on Mohs scale of Mineral Hardness), Touch Tools - Finger, Stylus, Glove, Opaque Objects, Simultaneous Writing, Pen, Touch, Erase - Yes, Writing Stylus/Pen Location - Magnetic Mounting on IFPD Panel Front, System Version - Android™v11.0, Browser - Yes, Office - Yes, CPU Quad-core, Internal Storage - 32 GB, RAM - 4GB, Inputs Side Panel - 1 x Mini AV(3.5 mm mini jack, 2 x HDMI 2.0(60 Hz/4K), Inputs Front Panel - 1 x HDMI 2.0(60 Hz/4K), Outputs Side Panel - 1 x COAX(Multi Channel Audio), 1 x Mini AV(3.5 mm mini jack), 1 x Earphone Out (Stereo Audio), USB Side Panel - 1 x USB-B(Touch), 1 x USB-A 2.0, 1 x USB-A 3.0, USB Front Panel - 3 x USB-A 3.0, 1 x USB-B 3.0, 1 x USB-C, Ethernet Side Panel - 1 x RJ45 Input, 1 x RJ45 Output, Control Side Panel - 1 x RS232C Control Signal Interface, Antenna WiFi + Bluetooth - 3 + 1 (WiFi)	Integration, Testing and Commissioning Interactive Panel: Size - 75" , Altitude ≤5000M, Type Technology - Backlit D-LED (IPS Panel), Brightness - 350 cd/m², Contrast Ratio 5000:1, Native Resolution 4K Ultra-HD (3840 x 2160), Viewing Angle (H/V) 178°/178°, Aspect Ratio 16:9, Refresh Rate (Hz) 60 Hz, Estimated Life Time 50,000 Hours (Typical), Display Color (BIT) 1.07 Billion (10-bit), Installation Orientation - Landscape, Response Time - 8 ms, Anti-Glare - Anti Glare Coating, Bonding - Zero Optical Bonding, Technology - Infrared Touch, Annotation - Supported, Touch - 20 Points, Passive Pen - ±1mm, Touch - ±1mm, Touch Resolution - 32,768 x 32,768, Surface Protection - 4mm Thick Toughened Glass (Level 7H on Mohs scale of Mineral Hardness), Touch Tools - Finger, Stylus, Glove, Opaque Objects, Simultaneous Writing, Pen, Touch, Erase - Yes, Writing Stylus/Pen Location - Magnetic Mounting on IFPD Panel Front, System Version - Android™v11.0, Browser - Yes, Office - Yes, CPU Quad-core, Internal Storage - 32 GB, RAM - 4GB, Inputs Side Panel - 1 x Mini AV(3.5 mm mini jack, 2 x HDMI 2.0(60 Hz/4K), Inputs Front Panel - 1 x HDMI 2.0(60 Hz/4K), Outputs Side Panel - 1 x COAX(Multi Channel Audio), 1 x Mini AV(3.5 mm mini jack), 1 x Earphone Out (Stereo Audio), USB Side Panel - 1 x USB-B(Touch), 1 x USB-A 2.0, 1 x USB-A 3.0, USB Front Panel - 3 x USB-A 3.0, 1 x USB-B 3.0, 1 x USB-C, Ethernet Side Panel - 1 x RJ45 Input, 1 x	Request to kindly remove "Altitude ≤5000M for wider participation of OEMs.	Additional Feature(could be included): AI Lesson Plan Generator as per Indian Curriculum, Lesson structured as per SE methodology with multi media content, AI Document Based Content Creator: Summarise / chat / generate questions from any pdf digital books, Altitude -5000 M shows capable to run at 5000 M altitude . Its basically shows Height . We can remove it
5	HDMI Extender	Supply, Installation, Testing & Commissioning of Transmitter-Receiver kit with 1xHDMI, 1xVGA & 1xDP and 1xAudio . Resolution - 4K@60Hz, Auto switching capability, Distance upto 100m.Supports 4K@30Hz, 4:4:4 over the HDBaseT Output and a local HDMI output, POH(Power over HDBaseT)-with its built-in PoH function, it receives power from the HDBaseT output port on the connected device. RS232 serial communication switch ,command mode and bypass mode to meet application requirements ,users can command input port switch through RS232 of receiver .selects optimum EDID settings for high-quality display and use HDBaseT output as priority of optimum video resolution.HDCP2.2 Compatible; Supports CEC; Max. Data Rate:10.2Gbps (3.4Gbps per lane); Power Consumption-DC5V:7.02W;408TU;POH:8.77W;48BTU	Supply, Installation, Testing & Commissioning of Transmitter-Receiver kit with 1xHDMI, 1xVGA & 1xDP and 1xAudio . Resolution - 4K@60Hz, Auto switching capability, Distance upto 100m.Supports 4K@30Hz, 4:4:4 over the HDBaseT Output and a local HDMI output, POH(Power over HDBaseT)-with its built-in PoH function, it receives power from the HDBaseT output port on the connected device. RS232 serial communication switch ,command mode and bypass mode to meet application requirements ,users can command input port switch through RS232 of receiver .selects optimum EDID settings for high-quality display and use HDBaseT output as priority of optimum video resolution.HDCP2.2 Compatible; Supports CEC; Max. Data Rate:10.2Gbps (3.4Gbps per lane); Power Consumption-DC5V:7.02W;408TU;POH:8.77W;48BTU	Request to kindly remove "local HDMI output" and change "Power Consumption to DC5V/48V" for wider participation of reputed OEMs.	Specs Mentioned as per site and connectivity requirement No Changes
6	HDMI-HDBT Tx-Rx Kit	Supply, Installation, Testing & Commissioning of Transmitter-Receiver kit with 1xHDMI, 1xVGA & 1xDP and 1xAudio . Resolution - 4K@60Hz, Auto switching capability, Distance upto 100m.Supports 4K@30Hz, 4:4:4 over the HDBaseT Output and a local HDMI output, POH(Power over HDBaseT)-with its built-in PoH function, it receives power from the HDBaseT output port on the connected device. RS232 serial communication switch ,command mode and bypass mode to meet application requirements ,users can command input port switch through RS232 of receiver .selects optimum EDID settings for high-quality display and use HDBaseT output as priority of optimum video resolution.HDCP2.2 Compatible; Supports CEC; Max. Data Rate:10.2Gbps (3.4Gbps per lane); Power Consumption-DC5V:7.02W;408TU;POH:8.77W;48BTU	Supply, Installation, Testing & Commissioning of Transmitter-Receiver kit with 1xHDMI, 1xVGA & 1xDP and 1xAudio . Resolution - 4K@60Hz, Auto switching capability, Distance upto 100m.Supports 4K@30Hz, 4:4:4 over the HDBaseT Output and a local HDMI output, POH(Power over HDBaseT)-with its built-in PoH function, it receives power from the HDBaseT output port on the connected device. RS232 serial communication switch ,command mode and bypass mode to meet application requirements ,users can command input port switch through RS232 of receiver .selects optimum EDID settings for high-quality display and use HDBaseT output as priority of optimum video resolution.HDCP2.2 Compatible; Supports CEC; Max. Data Rate:10.2Gbps (3.4Gbps per lane); Power Consumption-DC5V:7.02W;408TU;POH:8.77W;48BTU	Request to kindly remove "local HDMI output" and change "Power Consumption to DC5V/48V" for wider participation of reputed OEMs.	Specs Mentioned as per site and connectivity requirement No Changes
7	Technical Bid Page no. 9 Point d)	Bidders must attach a Manufacturer Authorization Certificate for all items.	Bidders must attach a Manufacturer Authorization Certificate for major components	Getting MAF from OEMs for products like Apple Ipad, Wooden Podium etc. is not possible.	MAF Not Required for Apple Ipad and Wooden Podium. Apple IPAD to be changed to a Digital Pad in the specification
8	Qualification and Provenness Criteria Page No. 10 Point 16	Similar works Definition: -The definition of similar works shall be "Supply, installation, commissioning, and maintenance of LAN / WAN / Campus networking Projects/ Network infrastructure components including passive components, related hardware/software on rental and/or outright purchase basis at any other PSU / Govt. / Quasi-Govt. establishment / Government Education institutes like NIT, IIT, IIM, IIIT, and Central universities."	Request to kindly change this to " SITC of AV products and/or video conferencing infrastructure".	Since this tender is for Upgradation of Video Conferencing Infrastructure, Relevant PQ shall be asked for.	The tender is thoroughly checked and updated for the changes



9	Section XI : Technical Evaluation Sheet Page no. 80	OEM should have direct Service Centre in India and Authorized service Centre in Jaipur	Request to kindly change this to " OEM should have direct Service Centre in India and Authorized service Centre in North".		No Changes. The requirement is specific to our institute's requirement of the availability of maintenance services in close proximity
10	As per Section IV - Implementation Timeline Page no.13 mentioned that:	Supply of all items/ devices - 45 Days from the award of the Tender Supply of all active items/ devices - 120 Days from the award of the Tender Completion of the whole work duly certified (Installation/Testing/commissioning) 90 Days from the award of the Tender	Kindly Clarify the exact time line for Supply of All Items Kindly Clarify the exact time line for Supply of All Items Kindly Clarify the exact time line for SITC of All Items	As per Standard Delivery Time Should be 4-6 Weeks and after Installation it should be 3-4 weeks from the date of Delivery	Delivery of Material 45 days, Installation,Commissioning and Testing 45days from the date of Material Delivery
11	As per Point No. 16 Page No.10 Qualification and Provenness Criteria Point B you have mentioned that:	Similar works Definition: The definition of similar works shall be "Supply, installation, commissioning, and maintenance of LAN / WAN / Campus networking Projects/ Network infrastructure components including passive components, related hardware/software on rental and/or outright purchase basis at any other PSU / Govt. / Quasi-Govt. establishment / Government Education institutes like NIT, IIT, IIM, IIIT, and Central universities	Kindly Clarify on mentioned point as tender is related to Design, Supply, Installation, Testing and Commissioning for Comprehensive Upgradation of Video Conferencing Infrastructure.	As per tender it is related to CWN and the tender is for VC Infra	The tender is thoroughly checked and updated for the changes
12	As per Point 16 Page no.14 Payment Terms	After supply of all items: - 50%.After successful completion of work: - 50%	Kindly Change it to 100% on Supply of All material	Kindly Amend it to 90% On Delivery as as the Bidders/SL need to Pay 100% Advance and you can take BG@ 5% of Contract Value with in 15 Days from the date of PO and	(Accepted based on the queries having lowest value) 70% On Delivery & 30 % on Installation
13	Point g. Page No.76 Resident engineer	i. The bidder/SL will provide a resident engineer for a period of five years or a contractual period. ii. The working shift of the resident engineer will be at least 9 hours per day, six days a week iii. The resident engineer must have minimum technical qualifications such as a Degree/ Diploma in a relevant Engineering discipline and at least two years of experience handling a network of more than 1000 nodes with similar OEM equipment. iv. The cost of the resident engineer is to be included in the tender cost only. MNIT will not be responsible for the salary of the resident engineer.	Service Request Logging: Customers can log service issues through: Email: Mentioned in the Service report as well as Escalation Matrix Phone Call: Mentioned in the Service report as well as Escalation Matrix Each issue will be assigned a unique ticket number for tracking. SLA Mentioned Separately.Engineer Visit & Issue Reporting: The assigned engineer will visit the customer site to within 24 to 48 hours: 1.Acknowledge the issue 2.Diagnose and collect necessary details. 3.Report back to the organization with findings and recommendations.Penalty for breach of SLA Under the comprehensive warranty, a penalty of 0.5% of the contract value per week will be deducted from the Security Deposit (SD) / Performance Security (PG) if the issue is not resolved within 24/48/72 hours, based on the severity level defined in the SLA. The total penalty shall not exceed 5% of the equipment's purchase order value. If the system remains non-functional for more than 30 days, MNIT Jaipur reserves the right to arrange repairs through an alternate source, with the incurred costs recoverable from the SD/PG. Force Exceptions & Mitigation No Penalty will apply if the delay is due to: Force Majeure events (natural disasters, government regulations, strikes, etc.). OEM part unavailability (certified from OEM) provided the vendor has documented proof of timely escalation and a temporary alternative solution is provided. Delays approved in writing by MNIT Jaipur.	Mentioned SLA is totally related to WIFI/LAN kindly change as per VC	The tender is thoroughly checked and updated for the SLA changes relevant for VCI
<b>HITES</b>					
14	As per Section IV - Implementation Timeline Page no.13 mentioned that:	Supply of all items/ devices Supply of all active items/ devices Completion of the whole work duly certified (Installation/Testing/commissioning)	45 Days from the award of the Tender 120 Days from the award of the Tender 90 Days from the award of the Tender	Kindly Clarify the exact time line for Supply of All Items Kindly Clarify the exact time line for Supply of All Items Kindly Clarify the exact time line for SITC of All Items	Delivery of Material 45 days, Installation,Commissioning and Testing 45 days from the date of Material Delivery
15	As per Point No. 16 Page No.10 Qualification and Provenness Criteria Point B you have mentioned that:	As per Point No. 16 Page No.10 Qualification and Provenness Criteria Point B you have mentioned that:	Similar works Definition: "The definition of similar works shall be "Supply installation, commissioning, and maintenance of LAN / WAN / Campus networking Projects/ Network infrastructure components including passive components, related hardware/software on rental and/or outright purchase basis at any other PSU / Govt. / Quasi-Govt. establishment / Government Education institutes like NIT, IIT, IIM, IIIT, and Central universities	Kindly Clarify on mentioned point as tender is related to Design, Supply, Installation, Testing and Commissioning for Comprehensive Upgradation of Video Conferencing Infrastructure	The tender should be thoroughly checked and updated for the changes
16	As per Point 15 (b)(c) Page No. 14	Complete Wi-Fi systems are functional as per functional requirements and scope of work	Kindly Change the word Mentioned here to Audio Video and at Multiple Places also as the tender is related to Audio Video, bidder need to seal and sign of every page and there will be no responsibility of WIFI/LAN Infra		The tender is checked and updated for the changes
17	As per Point 16 Page no.14 Payment Terms	After supply of all items: - 50% After successful completion of work: - 50%	Kindly Change it to 90% on Supply of All material and 10% on Installation/Handover		(Accepted based on the queries having lowest value) 70% On Delivery & 30 % on Installation

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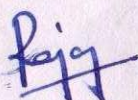



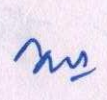

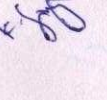

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18	As Per Annexure 2 Page No.55	Motioned That Performance Bank Guarantee of 5% of P.O. Value	Multiple Startup firms will also participate in said tender and they are exempted for Submission of Bank Guarantee Also, kindly Elaborate		
19	Annexure 16 Page No.74	Service Level Agreement (SLA)	Mentioned SLA is totally related to WIFI/LAN kindly change it to :- Service Request Logging: Customers can log service issues through: Email: Mentioned in the Service report as well as Escalation Matrix Phone Call: Mentioned in the Service report as well as Escalation Matrix Each issue will be assigned a unique ticket number for tracking. SLA Mentioned Separately		The tender is thoroughly checked and updated for the SLA changes relevant for VCI
20	Point g. Page No.76 Resident engineer	i. The bidder/SI will provide a resident engineer for a period of five years or a contractual period. ii. The working shift of the resident engineer will be at least 9 hours per day, six days a week. iii. The resident engineer must have minimum technical qualifications such as a Degree/ Diploma in a relevant Engineering discipline and at least two years of experience handling a network of more than 1000 nodes with similar OEM equipment. iv. The cost of the resident engineer is to be included in the tender cost only. MNIT will not be responsible for the salary of the resident engineer.	As Per Point iii. It Should be Resident Engineer have minimum qualification Diploma and handled/worked in AV Industry at least two years' experience. Note:- Nodes etc are the Part of LAN/WIFI kindly remove this line		This point will be removed. The resident engineer is relevant to CWN tender specification
21	Service Level Agreement (SLA) for Customer Support	1. Service Request Logging:	Customers can log service issues through: Email: Mentioned in the Service report as well as Escalation Matrix Phone Call: Mentioned in the Service report as well as Escalation Matrix Each issue will be assigned a unique ticket number for tracking.		The tender should be thoroughly checked and updated for the SLA changes relevant for VCI
		2. Initial Response Time:	IssueCategory Response Time  Critical Issues (Complete AV system failure, major impact on classroom sessions) 4hours Major Issues (Degraded performance, issues with projector/display, audio disruptions) 8hours Minor Issues (Cosmetic defects, intermittent disruptions, remote configuration issues) 24 hours		
		3. Engineer Visit & Issue Reporting:	The assigned engineer will visit the customer site to within 24 to 48 hours: 1. Acknowledge the issue 2. Diagnose and collect necessary details. 3. Report back to the organization with findings and recommendations. Resolution Time:  IssueCategory Resolution Time  Critical Issues (Complete AV system failure, major impact on classroom sessions) 24 hours Major Issues (Degraded performance, issues with projector/display, audio disruptions) 48 hours Minor Issues (Cosmetic defects, intermittent disruptions, remote configuration issues) 72 hours The hours will be calculated from the time of registration of complaints		The tender is thoroughly checked and updated for the SLA changes relevant for VCI
		Customer Communication & Closure:	The customer will be updated regularly on the progress via email. The issue will be marked as resolved once the necessary actions have been completed and the ticket number is closed. A closure report will be shared with the customer for reference.		The tender should be thoroughly checked and updated for the SLA changes relevant for VCI



		Penalty for breach of SLA	Under the comprehensive warranty, a penalty of 0.5% of the contract value per week will be deducted from the Security Deposit (SD)/Performance Security (PG) if the issue is not resolved within 24x48/72 hours, based on the severity level defined in the SLA. The total penalty shall not exceed 5% of the equipment's purchase order value. If the system remains non-functional for more than 30 days, IIM Raipur reserves the right to arrange repairs through an alternate source, with the incurred costs recoverable from the SD/PG.		
		Force Exceptions & Mitigation	No Penalty will apply if the delay is due to: Force Majeure events (natural disasters, government regulations, strikes, etc.). OEM part unavailability (certified from OEM) provided the vendor has documented proof of timely escalation and a temporary alternative solution is provided. Delays approved in writing by MNIT Jaipur.		The tender is thoroughly checked and updated for the SLA changes relevant for VCI
<b>ITI LTD</b>					
24	Page 14 : Acceptance Protocol Points a. Acceptance protocol will be signed by MNIT JAIPUR when all the following activities are completed. b. Complete Wi-Fi systems are functional as per functional requirements and scope of work. c. MNIT Jaipur users are able to access internet and intranet services.	Acceptance Protocol Points	Following points are pertaining to WIFI setup request to be removed from Bid		The tender is thoroughly checked and updated for the SLA changes relevant for VCI
25	Payment Terms: Page 14	S. No Payment criteria Payment Percentage 1 After supply of all items 50% 2 After successful completion of work 50%	We request department to change the following to 1. On Delivery to all Hardware/Software Items 70% 2. On successful Installation 30%		(Accepted based on the queries having lowest value) <b>70% On Delivery &amp; 30 % on Installation</b>
26	17. Maintenance & Support Service page 14	Point b. The Bidder/Sl must provide comprehensive OEM onsite warranty maintenance services (24*7)	Request that support timings be changed from 24*7 to normal working hours		The tender should be thoroughly checked and updated for the SLA changes relevant for VCI
27	Section VIII - Schedule of Requirements	Page 33 : 28 Touch Panel Apple iPad with table stand	we request you to please remove the name of OEM from the requirement so as to make the tender compative for all OEM to participate.		Apple IPAD to be changed to a Smart Tablet in the specification
28	Section VIII - Schedule of Requirements	Page 33 Point 30 Touch Controller Supply, Installation, Testing & Commissioning of Controller - I Pad with Docking Station	we request you to please remove the name of OEM from the requirement so as to make the tender compative for all OEM to participate.		Specs in RFP Prevails- The docking station should be capable to connect an Apple Product but need not be from Apple
29	Section XII - Buyback infra-Format	Page 82-83	For Buy Back Infra Format please provide the following 1. Item aging and serial number.		The tender is updated with the requested information

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