

Response to Pre-Bid Queries for RFP					
RFP Ref. No.	CPCM-27/2026-27 Date: 20-Jul-2026 GEM Bid No. - GEM/2026/B/7810636				
RFP Name	RFP for Design, Supply, Installation, Integration, Testing and Commissioning of a comprehensive on-premise Audio Video (AV) Solution for StockHolding Corporation of India Ltd at Mahape and Centre Point Offices in Mumbai				
Sr. No.	Page No.	RFP Clause	Clause Description	Query	StockHolding Remarks
1	8 & 29	Eligibility Criteria	6. The bidder should have supplied, implemented, and maintained at least 03 (three) successful projects of proposed AV solution of the OEM in India in the last 03 (three) years as on RFP date 7. The Bidder should have experience of successfully implementing proposed AV Solution of the OEM integrated with MS Teams / Webex / Google Meet/ Zoom/ Lifesize in at least one BFSI/ PSU/Government / private organizations in India.Implemented Solution should not be more than 5 Years old.	Whether experience certificates/orders executed on similar AV/VC OEM platforms of equivalent specifications will be considered, or only the proposed OEM projects are acceptable?	The bidder shall submit evidence of experience with a similar proposed AV solution of the OEM
2	8 & 29	Eligibility Criteria	6. The bidder should have supplied, implemented, and maintained at least 03 (three) successful projects of proposed AV solution of the OEM in India in the last 03 (three) years as on RFP date	Whether ongoing projects with PO and implementation sign-off will be considered as qualifying references?	Copy of order and/ or completion certificate of work to be submitted for the projects
3	13	Scope of Work	8. The proposed solution has to be with the latest hardware, software and Licences support with 3 years' comprehensive onsite warranty and 4th and 5th year AMC, provide post installation support for a minimum of 12 months at both the sites, Share End-of-Life (EOL) and End-of- Support (EOS) timelines for all hardware, software and licenses	Confirm whether Teams/Zoom licenses are required for full 5 years or warranty period only.	Clarification: As per RFP, there is no requirement of Teams/Zoom Licenses and these licenses would be provided by Stockholding.
4	13	Scope of Work	11. Connectivity between Centre Point and Mahape Board Rooms is via P2P (Point to Point) link and the same has to be maintained in the new setup as well.	Provide technical details of P2P connectivity between Centre Point and Mahape Board Rooms.	Clarification: 10 Mbps P2P Link between Centre Point and Mahape Board Rooms
5	14	Integration & Interoperability		Whether network configuration, VLAN, QoS and firewall support will be provided by StockHolding IT team?	Clarification: Yes.

6	18	Buyback Option	The existing infrastructure located at the Centre Point and Mahape Board Rooms is to be considered under the buyback arrangement as part of the current procurement process, except the Line Items which are in Warranty. To facilitate accurate assessment and informed bidding, interested vendors are encouraged to conduct a site inspection of both locations with prior intimation to the respective teams. This will allow bidders to review the current infrastructure and evaluate its condition prior to submission of proposals. StockHolding has the right to withheld any asset from this Buy Back option.	Confirm format for quoting buyback value and whether item-wise pricing is acceptable.	Clarification: Provide commercial as per BuyBack. Bidder is free to provide Item wise breakup as Annexures
7				Please confirm assets under warranty excluded from buyback.	Clarification: As mentioned in RFP, only Assets which are under Warranty are not included as part of BuyBack
8	32-42	Technical Specifications		Is Microsoft Teams Room and Zoom Room certification mandatory?	Clarification: Please refer RFP Conditions
9	34	Technical Specifications – Camera	7. Camera The camera should support automatic speaker framing and group framing. The integrated camera system should have minimum dual cameras with 20-megapixel 4K sensors and 7x Digital Zoom or more and 140°FOV. Integrated, motorized privacy shutters. The camera system should automatically scan the room and seamlessly command the cameras to appropriately frame the users/speaker during a call without any manual intervention up to a range of 25 feet or more. Camera should have an AI capability where it can create up to six zoomed-in tiles for individual participant seating in the same room. Camera should have an AI capability to configure the length, breadth, and exclusion zone for automatic camera framing technologies Video Conference Camera and Codec should be controlled using same remote control/touch panel.	Will equivalent AI camera solutions meeting functional requirements be accepted?	Clarification: It is upto the bidder's choice to propose the solution as per RFP Specifications and room dimensions.
10	37	Technical Specifications – For	The camera should support group framing and presenter tracking. The camera should support minimum 12X Optical Zoom, PAN +/-170°, Tilt +/- 30°	Can auto framing, speaker tracking and presenter	Clarification: It is upto the bidder's choice to propose the

		Board Rooms 8. Camera	& minimum 10 camera presets. The camera should support 4K UHD resolution. Video Conference Camera and Codec should be controlled using same touch panel.	tracking be through integrated AI functionality?	solution as per RFP Specifications and room dimensions.
11	38	Cloud Management		Please confirm number of cloud management licenses required.	Clarification: It is upto the bidder to decide the solution and how many licenses are required. However, the console should have provisions for minimum 2 administrator login users.
12	38	Display Specifications		Will equivalent or higher commercial displays be accepted?	Clarification: It is upto the bidder's choice to propose the solution as per RFP Specifications and room dimensions.
13	39-42	Display Installation		Are wall mounts/swivel mounts required for all displays?	Clarification: Yes
14		Managed Switch		Will equivalent OEM PoE+ managed switches be accepted?	Clarification: Yes
15		Microphones		Will equivalent digital daisy-chain microphones be accepted?	Clarification: It is upto the bidder's choice to propose the solution as per RFP Specifications and room dimensions.
16	22	SLA	Service Level Agreement This Service Level Agreement (SLA) covers the support and resolution of hardware, Software and License issues in the Video Conferencing Solution procured through GeM. The SLA is applicable for the entire duration of the 3 Years comprehensive onsite warranty and 2 years comprehensive onsite AMC.	Will downtime due to ISP, power, network or customer-side issues be excluded from SLA?	Clarification: ISP, Power, Networking related issues at Stockholding's end are excluded from SLA's.
17	21	Payment Terms	Payment Terms & Conditions	Will AMC pricing of Year 4 & 5 be considered for bid evaluation/TCO?	Yes, TCO is for 5 years.

18	21	Project Management & Deliverables	Completion of Installation, Commissioning, Testing, Training and Final Project Completion & GO-Live report along with acceptance of the same by StockHolding. - Within 8 weeks from date of acceptance of Purchase Order.	Does 8-week implementation start from PO acceptance or site readiness?	<u>Clarification:</u> As per RFP, it is from PO Acceptance.
19	13	Scope of Work	The bidder has to perform Site Assessment & Design by Conducting a detailed site survey of all identified rooms, Propose, room-wise AV designs tailored to the intended use (e.g. Boardroom, Discussion room, Meeting Room), Submit layout drawings, wiring schematics, and equipment placement plans, Provide all necessary AV Hardware including Displays (LED panels etc.,) Audio systems (speakers, microphones and amplifiers), Video conferencing units (cameras, codecs), Control systems (touch panels and remotes), Signal management (switchers, extenders and scalers) Include all mounting accessories, cables, connectors, and power supplies etc.	Request confirmation for mandatory joint site survey and availability of floor layouts.	<u>Clarification:</u> Layout drawings are available in RFP. Upto bidder to conduct site survey.
20		OEM Authorization		Is a single OEM authorization acceptable for all AV components from same OEM?	<u>Clarification:</u> Except displays, all other components should be from same OEM. All displays should be from same OEM
21		Warranty & AMC		Should AMC be OEM-backed or SI-backed AMC acceptable?	<u>Clarification:</u> AMC should be back-to-back aligned with OEM
22		Existing Infrastructure		Can existing cabling/racks/displays be reused wherever feasible?	<u>Clarification:</u> No. All accessories and ancillary components should be provisioned by the bidder and certified with the proposed solution.
23		Presentation & Demo		Is OEM participation during technical presentation permitted?	<u>Clarification:</u> YES

24	11	Commercial Evaluation	Evaluation of Commercial/Financial bid	Please confirm whether final selection is purely L1 among technically qualified bidders.	Yes. The final selection shall be made on L1 basis among technically qualified bidders.
25		Payment Terms		Will AMC pricing of Year 4 & 5 be considered for bid evaluation/TCO?	Yes, TCO is for 5 years.
26	20	Project Timeline	6. Project Management & Deliverables	Does 8-week implementation start from PO acceptance or site readiness?	Clarification: As per RFP, it is from PO Acceptance.
27	13	Site Survey	Scope of Work 1) The bidder has to perform Site Assessment & Design by Conducting a detailed site survey of all identified rooms, Propose, room-wise AV designs tailored to the intended use (e.g., boardroom, Discussion room, Meeting Room), Submit layout drawings, wiring schematics, and equipment placement plans, Provide all necessary AV Hardware including Displays (LED panels etc.,) Audio systems (speakers, microphones and amplifiers), Video conferencing units (cameras, codecs), Control systems (touch panels and remotes), Signal management (switchers, extenders and scalers) Include all mounting accessories, cables, connectors, and power supplies etc.	Request confirmation for mandatory joint site survey and availability of floor layouts.	Clarification: Layout drawings are available in RFP. Upto bidder to conduct site survey.
28	45	Commercial Bid		Is room-wise OEM part number/BOM submission mandatory with technical bid?	Clarification: Yes.
29				Please confirm whether final selection is purely L1 among technically qualified bidders.	Yes. The final selection shall be made on L1 basis among technically qualified bidders.
30		Technical Specifications		In the compliance sheet you have mentioned display size as 65 inch, 50 inch, 75 inch and 55 inch. But in the BOQ you have mentioned 65 inch,	Revised Clause: Specifications for 85 inch display is added in the Compliance sheet

				55 inch, 85 inch and 75 inch. Please clarify.	
31		Cables & Connector- For all rooms	HDMI (3D, Deep Colour, 4K); HDCP 1.4 compliant Superior video quality – up to 4K (4096 x 2160 @30Hz) Gold-plated connectors for reliable transmissions	We recommend that All cables, PoE injectors and connectors as required for implementation with existing AV Infrastructure must be included as part of the bid	<u>Clarification:</u> All accessories and ancillary components should be provisioned by the bidder and certified with the proposed solution
32	8 & 29	Eligibility Criteria	The bidder should provide Manufacturer's Authorization Letter (MAF). If bidder is OEM itself, MAF not required.	We recommend that OEM MAF should have declaration from the OEM that OEM Branded warranty support services are being offered by the bidder authorized to bid in this tender	Bidder to ensure that MAF certificate submitted should confirm that the proposed solution fully complies with the technical specifications mentioned in the tender and that the bidder is authorized and technically supported by the OEM for the proposed solution
33	10 & 11	Presentation & Solution Demonstration		We request SHCIL to confirm when to submit the presentation. Is it to be submitted along with the tender document or post the bid submission?	Bidders who meet the eligibility criteria shall be required to deliver a presentation as part of the technical evaluation. The date and time of the presentation will be communicated to those bidders separately.
34	15& 16	Displays- 85" & 55" For Lower Parel Boardroom as per BOQ	BOQ - Board Room - Lower Parel :	As per our site survey of Lower Parel Boardroom we observed that you are using 98" & 65" Display but in the BOQ, 85" & 55" is mentioned for LP Boardroom. We request SHCIL to clarify the size of the display required. We recommend 98" & 65" in lieu of 85" & 55".	<u>Revised Clause:</u> Specifications for 98 inch display is added in the Compliance sheet. 98 inch and 65 inch to be included in Centre Point (Lower Parel) Board Room

35	8 & 29	ANNEXURE 2 - Eligibility Criteria	The bidder should have supplied, implemented, and maintained at least 03 (three) successful projects of proposed AV solution of the OEM in India in the last 03 (three) years as on RFP date.	In Lieu of last 3 years as on RFP Date , we request to change it to last 5 (Five) Years as you have asked for 5 years in the below clause.	No change
36	8 & 29	ANNEXURE 2 - Eligibility Criteria	The Bidder should have experience of successfully implementing proposed AV Solution of the OEM integrated with MS Teams / Webex / Google Meet/Zoom/ Lifesize in at least one BFSI/ PSU/Government / private organizations in India. Implemented Solution should not be more than 5 Years old.		No change
37	9 & 31	ANNEXURE - 3 – Technical Criteria & Specifications	2. The Bidder should have supplied, implemented, and maintained at least 02 (three) successful projects of proposed AV solution of the OEM (value not less than ₹20 lakhs) of the OEM in India in the last 03 (three) years as on RFP date Valid document: 1) Copy of order And 2) Completion certificate of work/Performance Certificate or Self-declaration from bidder mentioning that the concerned project is on-going	In Lieu of last 3 years , we request you to change it to last 5 (Five) Years	No change
38	31 & 32	ANNEXURE - 3 – Technical Criteria & Specifications	4. Satisfactory Services Certificate by atleast one Client where AV implementation project was carried out in the last 03 (three) years in any of the BFSI/ PSU/ Government Departments in India as on RFP date.	In Lieu of last 3 years , we request you to change it to last 5 (Five) Years	No change
39	32	For Discussion Rooms		We recommend SHCL to replace discussion rooms with Mahape IT Conference room as the below mentioned video conferencing specs are suitable for the larger size mahape IT conference room only and it will be an overkill for other smaller sized rooms.	Clarification: Please refer the dimensions of the Discussion Rooms and Mahape IT Room. The Bidder may/may not accordingly provide separate solutions for Mahape IT/DP Rooms and Discussion Rooms.

40	32	ANNEXURE - 3 – Technical Criteria & Specifications	Bidder should have deployed AV solution of the proposed OEM for minimum 6 integrated locations on any 1 project in the last 03 (three) years as on RFP date to any of the BFSI/ PSU/ Government / private organizations in India. Valid document: 1) Copy of order And 2) Completion certificate of work/Performance Certificate or Self-declaration from bidder mentioning that the concerned project is on-going	In this tender, there are only 2 locations, Mahape & Lower Parel. Hence, In Lieu of 6 integrated locations on any 1 project, request to be changed to 4 (Four) Integrated Locations in last 5 Years	Integrated locations refers to installations/sites of the proposed AV solution of OEM on any 1 project. No Change
41	33	For Discussion Rooms- Video Conferencing Device- 1. Package	It should be All-In-One Video Bar (with Integrated Microphones, Speakers, 4K Codec, Dual 4K Camera with Privacy Cover/Shutter) and Wireless Remote Control from the same OEM.	We request to change it to min. 10" Touch Panel from the same OEM. In the BOQ also you have asked for 10" touch panel only	Clarification: Except displays, all other components should be from same OEM. All displays should be from same OEM. 10" Touch Panel and Wireless remote should also be from the same OEM
42	33 to 35	For Discussion Rooms- Video Conferencing Device- Package	It should be All-In-One Video Bar (with Integrated Microphones, Speakers, 4K Codec, Dual 4K Camera with Privacy Cover/Shutter) and Wireless Remote Control from the same OEM.	These specs are suitable for Mahape - IT Conference Room . SHCL to mention clearly that this video conferencing device is required for Mahape IT Conference room.	Clarification: Please refer the dimensions of the Discussion Rooms and Mahape IT Room. The Bidder may/may not accordingly provide separate solutions for Mahape IT/DP Rooms and Discussion Rooms.
43	33 to 35	For Discussion Rooms- Video Conferencing Device- 1. Package	It should be All-In-One Video Bar (with Integrated Microphones, Speakers, 4K Codec, Dual 4K Camera with Privacy Cover/Shutter) and Wireless Remote Control from the same OEM.	We recommend 10" Touch Panel from the same OEM instead of Wireless Remote Control . In the BOQ also you have asked for 10" touch panel only.	Clarification: Except displays, all other components should be from same OEM. All displays should be from same OEM. 10" Touch Panel and Wireless remote should also be from the same OEM
44	34	Technical Specifications 8. Microphone & Speaker	Inbuilt Microphones and Stereo Speakers Inbuilt mic should have at least 20 ft of pickup range It should have a provision to connect at least three external digital microphones with mute/unmute button and LED indication from same OEM. Bidder needs to supply one digital mic on day 1.	For IT Conference Room(27x18) feet , we recommend the inbuilt microphone should have 25 ft of pickup . The 20 feet pickup is suitable for smaller rooms Mahape-DP Rooms, Lower Parel- Conf. Room 1 & 2.	Clarification: Please refer the dimensions of the Discussion Rooms and Mahape IT Room. The Bidder may accordingly provide suitable solution to ensure microphone and audio are able to pick up voices based on the room dimensions.

45		Video Conferencing Device- Package for Mahape - DP Room & Lower Parel - Conferenec Rooms 1 & 2.		No Specs available The specifications shared above are suitable for larger size IT Conference room(27x18) feet. It will be overkill & will make the bidders quote a higher device & will unnecessarily incur a higher cost for smaller rooms. Hence we request SHCIL to share appropriate specifications for Mahape - DP Room & Lower Parel - Conferenec Rooms 1 & 2.	Clarification: Please refere the the dimensions of the Discussion Rooms and Mahape IT Room. The Bidder may/may not accordingly provide separate solutions for Mahape IT/DP Rooms and Discussion Rooms.
46	36	Technical Specifications: For Board Rooms 5. Video and Audio Inputs	1 x HDMI/HDCI/USB input for connecting main 4K Camera 1 x HDMI input to share 4K/Full HD content from PC/Laptop/Document camera/PTZ Camera. It should have additional USB port for connecting minimum 2 more cameras or it should support AV over IP to connect multiple cameras. It should support minimum 6 digital omnidirectional mics. The bidder needs to quote 3 digital omnidirectional microphones with mute/unmute soft touch button on the microphone. Each microphone should have at least 15 feet pickup range. 1 x RCA/3.5mm stereo line-in	Number of microphones The specifications mentioned 3 mics whereas the BOM asks for 4 mics. It should be changed to min. 4 mics in total.SHCIL needs total 4 mics for Board Rooms	Revised Clause: Please refer the BOQ specifciations. Quantity Remains 4. Specifications is now changed to 4.
47	38	Network Switch- For Boardrooms	8-Port Gigabit Ethernet High-Power PoE+ Smart Switch with 2 Dedicated SFP Ports (190W)- As per Tender doc	We recommend that the offered switch should be as per the guidelines/recommendation s of the OEM of the proposed VC solution.	Clarification: All accessories and anciliary components should be provisioned by the bidder and certified with the proposed solution
48	39	Splitter-For Boardrooms	No Specs available	We recommend to add specification of splitter to	Clarification: All accessories and anciliary components

				ensure adheence to minimum quality standards & functional requirements	should be provisioned by the bidder and certified with the proposed solution
49	40	85" display	No Specs available	We recommend to add specification of display to ensure adheence to minimum quality standards & functional requirements	<u>Revised Clause:</u> Specifications for 85 inch display is added in the Compliance sheet
50	41	Display Specifications of different Size - 50 inch display			<u>Revised Clause:</u> This specification is deleted.