



**Response to Pre-bid queries: Request for Proposal (RFP) for Provisioning of Audio-Video / Video conferencing solution at Bandra-Kurla Complex Office of Reserve Bank of India**

**E-Tender No. - [RBI/DIT-CO Central Office Departments/Others/8/25-26/ET/603 \[AV-VC at CoS, BKC\]](#)**

Please refer to the tender notice for the captioned tender published on the Bank's website [www.rbi.org.in](http://www.rbi.org.in) on November 7, 2025, inviting applications from eligible vendors through e-tender on MSTC website (<https://www.mstcecommerce.com/eprocn/>). In this regard, please find below the response to the pre-bid queries:

Sl. No.	RFP page no.	RFP section no.	RFP point no.	Description	Query	Response
1	36	Annex I: Commercial Bid Format	S. No. 4 and 6	S. No. - 4 OEM - ClearOne Model - 910-3200-009D Description - Audio DSP Quantity - 4  S. No. - 6 OEM - ClearOne Model - 910-3200-401 Description - Power Amplifier Quantity - 6	With the recent acquisition of Clearone assets by Biamp, all products and MAF, now will be supplied through Biamp with updated part codes. Request you to kindly consider the updated part codes for the said specifications: Biamp TesiraFORTÉ DAN VT Audio DSP – Qty: 4 Biamp AMP-A460H Power Amplifier – Qty: 6.	OEM and Model at S. No. 4 and S. No. 6 at Annex I may be read as:  <b>S. No. 4</b> OEM: Biamp Model: Tesira Forte VAN DT  <b>S. No. 6</b> OEM: Biamp Model: Tesira AMP A-460H



2	58	Annex XIV: Compliance to Technical Specification / Technical Bid Form without price	S. No. 4 and 6	S. No. - 4 OEM - ClearOne Model - 910-3200-009D Description - Audio DSP Quantity - 4  S. No. - 6 OEM - ClearOne Model - 910-3200-401 Description - Power Amplifier Quantity - 6	With the recent acquisition of Clearone assets by Biamp, all products and MAF, now will be supplied through Biamp with updated part codes. Request you to kindly consider the updated part codes for the said specifications: Biamp TesiraFORTÉ DAN VT Audio DSP – Qty: 4 Biamp AMP-A460H Power Amplifier – Qty: 6.	OEM and Model at S. No. 4 and S. No. 6 at Annex XIV may be read as:  <b>S. No. 4</b> OEM: Biamp Model: Tesira Forte VAN DT  <b>S. No. 6</b> OEM: Biamp Model: Tesira AMP A-460H
3	34	53.14	Other Terms and Conditions	The Bank reserves the right to alter / increase / decrease the hardware, Software requirements up to (+/-) 25 %, as the case may be to meet the requirements at any point of time during the period of the contract.	The prices are dependent on Taxes, Duties (including Custom Duty), Levies, USD-INR exchange rate, OEM List Price, OEM Discounting. Kindly request RBI to limit the price validity up to 6 months from date of PO for any additional order.	As per RFP
4	47	Annexure-VII — Manufacturers Authorisation Form	Annexure VII	MAF to be obtained from the OEMs	Please help to clarify that MAF is required for CISCO OEM.	As per RFP



5	11	7	Payment Terms and Milestones	<ol style="list-style-type: none"><li>1. Delivery of the products as mentioned in the Bill of Material at Annex I - 40% of Total One-time Cost</li><li>2. Implementation of the solution at respective location and project sign-off 50% of Total One-time Cost</li><li>3. Submission of Performance Bank Guarantee 10% of Total One-time Cost</li></ol>	We request you to amend this Delivery of the products as mentioned in the Bill of Material at Annex I- 70% of Total One-time Cost Implementation of the solution at respective location and project sign-off - 20% of Total One-time Cost Submission of Performance Bank Guarantee 10% of Total One-time Cost	As per RFP
6	6	1	RFP Schedule	Date & Time of Final Submission of Bids on the MSTC Portal - November 21, 2025, till 15:00 Hrs	We request you to please extend this RFP by 30th NOV 2025.	As per RFP
7	11	7	Payment Terms and Milestones	Delivery of the products as mentioned in the Bill of Material at Annex I - 40% of Total One-time Cost Implementation of the solution at respective location and project sign-off 50% of Total One-time Cost Submission of Performance Bank Guarantee 10% of Total One-time Cost	Requesting Bank to please consider 70%/20%/10% as milestone in rgds to Supply/Implementation/PBG	As per RFP



8	10	5	Delivery schedule	Delivery schedule of products	Requesting Bank to please consider the Delivery schedule for Annex-I as nothing less than 4-6 weeks, as a lot of OEMs will take that time, except the displays.	As per RFP
9	13	10	Bidder's eligibility criteria	Regarding requirement of PO value of INR 10 Cr	Any specific reason for asking a PO value of INR 10 Cr though the project value will be much lower.	<p>In the S. No. 4 of the table contained in para 10 of the RFP, the eligibility criteria of the bidder may be read as:</p> <p>The Bidder should have an experience of at least one similar project for an amount of ₹10 Crores or more implemented in the last three financial years.</p> <p>OR</p> <p>The Bidder should have an experience of at least two similar projects for an amount of ₹5 Crores or more implemented in the last three financial years.</p> <p>OR</p> <p>The Bidder should have an experience of at least three similar projects for an amount of ₹4 Crores or more implemented in the last three financial years.</p>



10	36	Annex I: Commercial Bid Format	Commercial bid format	Regarding ClearOne products	ClearOne has been acquired by different Company, effecting the OEM presence in India & there is no clarity in future roadmap of the Clearone product or its support.	OEM and Model at S. No. 4 and S. No. 6 at Annex I may be read as:  <b>S. No. 4</b> OEM: Biamp Model: Tesira Forte VAN DT  <b>S. No. 6</b> OEM: Biamp Model: Tesira AMP A-460H
11	36	Annex I: Commercial Bid Format	Commercial bid format	Regarding part coded products	Since each line items is with specific make & model it discourages competition. We would request your acceptance of alternates, if we suggest an alternate or superior make & model of product from reputed Brand, with definitely no compromise on Working & SLA	OEM and Model at S. No. 4 and S. No. 6 at Annex I may be read as:  <b>S. No. 4</b> OEM: Biamp Model: Tesira Forte VAN DT  <b>S. No. 6</b> OEM: Biamp Model: Tesira AMP A-460H  Rest as per RFP.
12	10	5	Delivery schedule	Regarding delivery schedule of products	It states that delivery of items should be within 02 weeks from the date of issuance of Purchase Order. Please make it 8-12 weeks.	As per RFP



13	10	5	Delivery schedule	Regarding implementation schedule	It states that implementation of total solution should be done within 4 weeks of PO. Please make it 8 weeks from delivery of total solution.	As per RFP
14	36	Annex I: Commercial Bid Format	Commercial bid format	Regarding ClearOne products	There is mention for ClearONE items in the Annex 1 list of OEMs. ClearOne as an organisation doesn't exist anymore. It has shut down operations globally. Please suggest alternatives. Suggest QSC Q-SYS Core or Biamp Tesira Forte AVB/Dante for DSP. And QSC DXD series of Biamp AMP-4175 for Power Amplifier.	OEM and Model at S. No. 4 and S. No. 6 at Annex I may be read as:  <b>S. No. 4</b> OEM: Biamp Model: Tesira Forte VAN DT  <b>S. No. 6</b> OEM: Biamp Model: Tesira AMP A-460H
15	10	5	Delivery schedule	Regarding delivery schedule of products	We request you to kindly consider the same as 8 Weeks	As per RFP



16	13	10	Bidder's eligibility criteria	Regarding requirement of PO value of INR 10 Cr	We request you to kindly consider the single PO of Rs. 6 Crore or 3 Po of 4 crore in last 3 FY (2022-23, 2023-24, 2024-25)	In the S. No. 4 of the table contained in para 10 of the RFP, the eligibility criteria of the bidder may be read as:  The Bidder should have an experience of at least one similar project for an amount of ₹10 Crores or more implemented in the last three financial years. OR The Bidder should have an experience of at least two similar projects for an amount of ₹5 Crores or more implemented in the last three financial years. OR The Bidder should have an experience of at least three similar projects for an amount of ₹4 Crores or more implemented in the last three financial years.
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