

## INDRAPRASTHA GAS LIMITED

IGL Bhawan, 4, Community Center,  
Sector-9, R.K. Puram, New Delhi - 110022

TENDER NO. IGL/ET2/CP/CP18467

Supply & Installation of Seamless Video Wall for Security Monitoring Setup

### Replies to Bidders' Queries - 1 dated 01.07.2025

Sr. No.	Bidder's Query	IGL's Reply
1	<b>Warranty Period</b> The bid document mentions both 1 year and 3 years warranty requirements. Request: Kindly confirm the final warranty period (1 year or 3 years) that the OEM must comply with.	Please refer clause no. 14.1 of Section IV SCC. It is being reiterated that the video wall supplied by the successful bidder shall be under 05years' warranty.
2	<b>Pixel Pitch Specification</b> The specification requires P1.5 pixel pitch. However, P1.5 is proprietary to one brand, which may limit competition. Request: Kindly allow a tolerance of $\pm 5\%$ on pixel pitch (i.e., allow P1.56), which aligns with standard industry practices and ensures wider OEM participation and fair competition.	Bidder's request is acceptable
3	<b>Screen Size Requirement</b> The specified screen size of 130 inches is not commonly available and is specific to one OEM. Request: Kindly allow a $\pm 5\%$ tolerance in screen size (e.g., up to 135 inches), in line with industry norms, to broaden participation.	Bidder's request is acceptable
4	<b>Installation Surface</b> The tender document does not clearly state the installation type (wall-mounted or stand-mounted). Request: Please clarify whether the video wall will be installed on a solid wall, partition, or stand, and provide any available drawings or dimensions of the background.	The video wall shall have provisions to install it on all kind of installation types like solid wall, partition, stand etc. and all the necessary accessories or provisions shall be provided with it without any extra cost implication to the buyer.
5	<b>Connectivity / Sound Interfaces</b> The document mentions: External Control: RS232C (In), RJ45/LAN, RS232 This appears ambiguous or repetitive. Request: Kindly clarify the exact connectivity requirements—are RS232C and RS232 both required separately? Please confirm if RJ45 is required for control, data, or networking purposes.	Tender condition prevails. RJ45 shall be usable for all puposes
6	<b>Input Ports</b> The number and type of ports required are not clearly specified. Request: Please confirm the number and type of input/output ports required—such as HDMI, DP (DisplayPort), DVI, etc., and quantity of each.	Minimum 03 Nos. HDMI port, 01 No. DP, 03 Nos. USB port
7	<b>Use Case / Functional Requirements</b> Understanding the exact use case will help us tailor the right solution. Request: Kindly confirm the primary use case (e.g., 24x7 monitoring, control room surveillance, etc.) and any performance expectations (e.g., brightness, refresh rate, 24x7 operation capability, etc.).	Please refer technical specifications mentioned in the tender document The video wall shall be used 24 x7 primarily for monitoring, control, surveillance etc. Video wall shall be used 24 x 7 for the desired puposes.
8	<b>Delivery Period</b> The bid document does not specify delivery timelines. Request: Kindly clarify the expected delivery period from the date of purchase order.	The industrial type of video wall as per tender specifications shall be supplied and installed at the IGL designated office/site within 02 week from the date of award of PO. (Section I clause 3.2)
9	<b>Payment Terms</b> Payment milestones and terms are not clearly outlined. Request: Kindly share the payment terms, including any advance payment, milestone-based release, and final payment terms.	100% of payment for the completed supplies / executed services shall be released within 45 days after receipt of relevant documents complete in all respects. (Section IV SCC, clasue 12)
10	<b>Estimated Cost / Budget</b> An indicative estimate helps bidders propose competitive and viable solutions. Request: Kindly share an estimated budget or cost range, if available, for reference.	The bidder's request is NOT acceptable.
11	<b>Audio Requirement</b> The document mentions "sound" but does not clarify whether an internal or external speaker system is required. Request: Kindly confirm whether an in-built speaker is sufficient or if external speakers need to be provided.	02 Nos. internal speakers of minimum 10W each, and a stereo mini jack/ 3.5mm jack for connecting external speakers