

ZONAL OFFICE SILIGURI

TENDER DOCUMENT

**Design, Engineering, Supply, Installation, Testing and
Commissioning of Outdoor type P4- LED Video Wall
Display with Technical and software support with 5 Years
comprehensive warranty and 5 years Comprehensive
Maintenance at Indian Bank
Siliguri Main Branch, Siliguri**

PART I – TECHNICAL BID

Last date for submission of Bid	28/01/2026 upto 17:00 HRS at Indian Bank, Zonal Office, Siliguri, 2, Church Road, Siliguri-734001 E-mail: zoSiliguri@indianbank.bank.in
Date of Opening for Technical Bid	29/01/2026 upto 17:00 HRS at Indian Bank, Zonal Office, Siliguri, 2, Church Road, Siliguri-734001 E-mail: zoSiliguri@indianbank.bank.in
Date of Opening Financial Bid	To be intimated separately to the Firms Qualifying in Technical Bids

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NOTICE INVITING TENDER

Indian Bank, Zonal Office Siliguri invites sealed bids under Two Bid System containing Part-I (Technical Bid) & Part –II (Financial Bid) from reputed manufacturers or their authorized dealers/ channel partners having registered office in West Bengal State for executing **“Design, Engineering, Supply, Installation, Testing and Commissioning of Outdoor type P4- LED Video Wall Display with Technical and software support with 5 Years comprehensive warranty and 5 years Comprehensive Maintenance at Indian Bank Siliguri Main Branch, Siliguri.** The Tender Documents can be downloaded from the Bank’s website (www.indianbank.bank.in) under Tender Column.

1	Name of work	Design, Engineering, Supply, Installation, Testing and Commissioning of Outdoor type P4- LED Video Wall Display with Technical and software support with 5 Years comprehensive warranty and 5 years Comprehensive Annual Maintenance Contract at Indian Bank, Siliguri Main Branch
2	Estimated Cost of Work	Rs.08.00 Lakhs
3	Date of Commencement	7 days from the date of issue of work order / letter of intent or date of handing over the site, whichever is later.
4	Time for Completion of Work	30 days from the date of issue of the Work Order or handing over of site whichever is later.
5	Tender Fee	NIL
6	Validity of Tender	90 Days from the Date of Opening of Bids
7	Defects Liability Period	60 Months from the date of Virtual Completion of work & Comprehensive maintenance Contract for 5 years after the DLP of 5 years.
8	Earnest Money Deposit (EMD)	Rs.10,000/- by way of DD in favour of “Indian Bank” payable at Siliguri . <i>*Firms registered with MSE / NSIC with valid certificates issued by GOI are exempted from submitting EMD along with bid.</i>
9	Initial Security Deposit (ISD)	After acceptance of Work Order, Contractor shall submit ISD of 2% of the Bid / Contract Amount (including the EMD Amount) in the form of DD in favour of “Indian Bank” payable at Siliguri
10	Retention Money(RM)	8% of the Final Bill Amount excluding Taxes (Payable after completion of 5 years)
11	Payment Terms	<ul style="list-style-type: none"> • No Advance Payment • Final Payment after satisfactory completion of the work subject to deductions as applicable
12	Liquidated Damages	If the Work is delayed beyond the scheduled completion date, then 0.50% of the total value of the Contract per week of delay will be deducted from the final bill value subject to maximum of 5% of the value of work.

13	Tender Documents	Tender Documents can be downloaded from the Bank's website (www.indianbank.bank.in) under Tenders column.
14	Last date for the submission of Bids	28.01.2026 upto 17:00 HRS at Indian Bank, Zonal Office, Siliguri, 2, Church Road, Siliguri-734001 E-mail: zoSiliguri@indianbank.bank.in
15	Date of opening of Technical Bid	29/01/2026 upto 17:00 HRS at Indian Bank, Zonal Office, Siliguri, 2, Church Road, Siliguri-734001 E-mail: zoSiliguri@indianbank.bank.in
16	Date of opening of Financial Bid	To be intimated separately to the Firms Qualifying in Technical Bids.

Note :

Tenders are to be submitted at the address mentioned below:

**THE ZONAL MANAGER
INDIAN BANK, ZONAL OFFICE SILIGURI,
2, Church Road, Siliguri-734001.**

- Conditional tenders, late tenders, tenders without EMD or EMD not enclosed with Technical Bids, will be summarily rejected. Any tender received open, late or not meeting all the tender conditions/ Bids not filled up in Pen are liable to be rejected.
- Earnest money or Initial Security Deposit will not carry any interest.
- If any information furnished by the applicant is found incorrect at a later stage, he shall be liable to be debarred from taking up the work in Indian Bank.
- The Bank reserves the right to verify the particulars furnished by the applicant independently.
- The tenderers are advised to inspect the site before quoting for the job. The site will be available for inspection on all working days between 10:00 am to 5:00 pm between 06.01.2025 to 28.01.2026. Hence, the tenderers are advised to inspect the site in this regard before quoting for the job.
- Short-listing of contractors will be finalized after inspection of works and obtaining confidential reports (if required) from previous employers for only those firms who fulfil the aforesaid Pre- qualification criteria and that specified in Technical bid.
- Bank is not bound to accept the Lowest (L1) bidder and reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.
- Submission of this tender document by a bidder implies that he/she has read this notice and other contract / documents and has made himself aware of the scope, specifications, conditions, liabilities and duties bearing on the execution of the contract.
- Return of EMD of remaining bidders who were unsuccessful in the bidding process will be done within a reasonable time say not exceeding 14 days from the date of acceptance of tender submitted by the L1 bidder.
- Each and every page of the tender documents and correspondences accompanying the tender shall have to be duly signed and stamped by the Bidder / Authorized Signatory before submission.

11. The rates quoted by the bidder shall be based only on the specifications and conditions of the tender documents.
12. Bank is not liable to make any payment to bidders for preparation to submit the bid.
13. Clarifications, if any, pertaining to this bids may be referred to Indian Bank, Zonal Office, Siliguri, 2, Church Road, Siliguri-734001.

ZONAL MANAGER

PRE-QUALIFICATION CRITERIA

The intending bidders shall fulfil the following minimum **Criteria for pre-qualification** bidding for the above job: -

1.0- EXPERIENCE

Contractors who fulfil the following requirements supported with documentary proof shall be eligible to apply.

- Should have experience of at least 3 years as on 31.12.2025 in the same business.
- Should have satisfactorily completed the similar works as mentioned below during the last (5) Five Years ending 31.12.2025 shall be either of the following:

S.NO	ELIGIBLE WORK	VALUE – Rs. In Lakhs
1	Three similar completed works each costing not less than	4.20
2	Two similar completed works each costing not less than	5.25
3	One similar completed work each costing not less than	8.40

Similar completed works shall mean “Executing LED Video Wall display works in India”

2. **TURNOVER:** Average annual turnover from the works for the last three years ending 31st March 2025 should not be less than **Rs.5 Lakhs** as per the audited balance sheet. If audited balance sheet of FY 24-25 is unavailable, previous FY to be submitted.
3. **Profit / Loss:** - Tenderer should be a Net Profit making firm and should not have made losses in the last three financial years out of past 3 years. Please attach last 3 Financial Years
4. **Solvency Certificate:** - The contractor should have a solvency of the amount of Rs.10 Lakhs duly certified by any Scheduled Bank **obtained on or after 31.12.2025.**
5. The bidder should have valid GST and PAN No.
6. The bidder should have their registered office/ service centre in **West Bengal.**
7. The bidder should not be blacklisted / barred / disqualified by any regulator / statutory body as on date of submission of bid.
8. The OEM must have a valid BIS certification and ISO Certification.
9. OEM Authorization certificate in case of authorized dealer/channel partner.

Other conditions:

1. Interested parties meeting the above Tender criteria can download the tender document from Bank website <https://indianbank.bank.in/tenders/> and submit experience profile, proof of meeting the above criteria, attested copies of completion / work in progress certificates from the clients, audited certified balanced sheet for the last 3 financial years, EPF , ESIC / GST Registration, Empanelment Letters (If available) as Contractor with various PSBs, PSUs,

Other Government Departments, Reputed MNCs, Private Banks. Application not accompanied by any of the above documents and EMD will be rejected without assigning any reason whatsoever.

2. No Joint Venture or consortium of firms shall be allowed.
3. The contractor should have **adequate tools and equipment** required for proper execution of work in the prescribed time

4. The contractor should have **sufficient number of technical and administrative personnel** for proper execution of contract. The contractor should submit a list of their employees.
5. Indian Bank reserves the right to verify the authenticity of the documents submitted by the contractors. Indian Bank also reserves the right to reject any or all applications, split the works or cancel the process without assigning any reason whatsoever may be.

ZONAL MANAGER

GENERAL INFORMATION

1	Name of the Applicant / Firm / Organization	
2	Registered Address of the Firm/Company (Please attach address proof as supporting document as Annexure - I)	
3	CONTACT DETAILS Landline No - Mobile No - Email Id -	
4	EMD Details (i) Amount (Rs.) – (ii) Demand Draft No. - (iii) Name of the Bank - (iv) Date – (Please submit EMD Details as Annexure – II. If exempted, please submit requisite proof in the form of copy of self-attested valid certification from MSE, UDYAM and NSIC Certificate.)	
5	Year of Establishment (Enclose certified copies of documents as evidence – Annexure – III)	
6	Constitution of Firm (Enclose certified copies of documents as evidence – Annexure – IV)	Sole Proprietorship / Partnership / Private Ltd. / Public Ltd / Any other (Please specify)
7	Name of the Proprietor/ Partners / Directors of the Organization / Firm with Qualification (Enclose certified copies of documents as evidence – Annexure – V)	
8	Name/s of Authorized Signatory/ Directors / Partners with Designation and Contact No.	
9	Mode of Authorization (Enclose certified copies of documents as evidence – Annexure – VI)	Resolution / Partnership Deed / Registered Power of Attorney / Proprietor / Any Other (Please specify)

10	Details of Registration with Registrar of Companies/ Registrar of Firms. (Enclose certified copies of documents as evidence – Annexure - VII)	
11	Whether registered as MSME Organization? If so, provide the date of registration, validity & License No (Enclose certified copies of documents as evidence – Annexure - VIII)	
12	Whether empanelled with any Public Sector Banks / Public Sector Undertakings / Central Govt Department / State Govt. Departments or any other reputed MNCs and if so, in which class and since when? (Enclose Empanelment letters issued by the Organizations – Annexure - IX)	YES / NO
13	Number of years of experience in this field. (Enclose evidence to meet the eligibility criteria as Annexure – X)	
14	Yearly turnover of the Organization during last 3 years (Year Wise) and furnish audited Balance Sheet Statement and Profit & Loss A/c. (Audited) for the last 3 years. (Enclose certified copies of documents as evidence – Annexure - XI)	2022 - 23 : Rs..... 2023 - 24 : Rs..... 2024 – 25 : Rs..... Average : Rs.....
15	Banker's Details – (Please attach copy of cancelled cheque as proof – Annexure - XII) (i) Banker's Name: (ii) Account No.: (iii) Type of Account: (iv) IFSC :
16	Registration with the Government Authorities (Enclose certified copies of documents as evidence – Annexure – XIII) If firm is exempt from ESI & EPF registration as per extant guidelines, fill N.A. and an undertaking is to be submitted stating the same. <ul style="list-style-type: none"> Income Tax (PAN) No. Goods & Service Tax (GST) No. Labour License 	

	<ul style="list-style-type: none"> • ESI • EPF • Required License 	
17	Whether last three years IT returns filed FY 2022-23 (AY 2023-24) FY 2023-24 (AY 2024-25) FY 2024-25 (AY 2025-26) (Enclose certified copies of IT Return – As evidence – Annexure – XIV)	
18	Name & Value of Major Works Completed during the last 7 years.	<i>Please fill up the details in the format enclosed as Form - A & enclose copies of work order and satisfactory completion certificates issued by Client, etc with this tender as Annexure – XV.</i> <i>Please enclose documentary proof to satisfy minimum eligibility criteria as mentioned in NIT</i>
19	Name & Value of Major Works under execution	<i>Please fill up the details in the format enclosed as Form - B & enclose copies of work order issued or agreement signed with the Client with this tender as Annexure - XVI</i>
20	Furnish the names of -3- responsible persons along with their designation, address, contact no., etc., for whose organization, you have completed the above-mentioned jobs and who will be in a position to certify about the quality as well as performance of your organization.	<i>Please fill up the details in the format enclosed as Form – C and enclose the details as Annexure - XVII</i>
21	Information relating to whether any litigation is pending before any Arbitrator for adjudication of any litigation or else any litigation was disposed of during the last five years by an arbitrator. If so, the details of such litigation are required to be submitted.	<i>Please fill up the details in the format enclosed as Form – D and enclose the details as Annexure - XVIII</i>
22	Solvency Certificate	<i>Please fill up the details in the format enclosed as Form – E and enclose the details as Annexure - XIX</i>
23	Has the applicant or any constituent partner in case of partnership firm/ Company, ever abandoned the awarded work before its completion? If	

	so, give the name of the project and give reasons thereof.	
24	Has the applicant or any constituent partner in case of partnership firm / Company, ever been debarred/black listed for tendering in any organization at any time? If so, give details	

DECLARATION –

1. All the information furnished by me/us here above is correct to the best of my knowledge and belief.
2. I/We have no objection if enquiries are made about the work listed by me/ us in the accompanying sheets/ annexures.
3. I/We agree that the decision of Indian Bank in selection of tenderers will be final and binding to me/ us.
4. I/We hereby confirm that our firm/agency/company has not been disqualified / debarred / blacklisted by any Governments, Semi-governments, PSUs, Banks including any of the Offices / Branch of Indian Bank Pan India during last 5 years from the date of application.
5. I/We hereby confirm that all information, particulars, copies of certificates and testimonials in connection with my/our empanelment are correct and genuine. I am /

We are, therefore, liable to face appropriate actions as deemed fit by the Indian Bank in the event of any of the information, particulars, copies of certificates and testimonials are not found correct and genuine. I/We have read the instructions appended to the proforma and I/we understand that if any false information is detected at a later date, the empanelment shall be cancelled at the discretion of the Indian Bank.

PLACE –

DATE –

Name of Contractor with seal and Signature

FORM - A
LIST OF MAJOR WORKS COMPLETED IN LAST 7 YEARS

S.NO	NAME OF CLIENT	NATURE OF WORK	ESTIMATED VALUE	DATE OF START	PERIOD OF COMPLETION	DATE OF COMPLETION	FINAL VALUE OF THE PROJECT	REASONS FOR THE VARIATION (IF ANY)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)

(Add Separate Sheet if required)

NOTE –

The supporting documents like Work Order, Completion Certificate issued by the Clients & copy of invoice accepted by Client shall be enclosed.

Name of Authorized Signatory

Sign & seal of the applicant

FORM - B
LIST OF MAJOR WORKS UNDER EXECUTION

S.NO	NAME OF CLIENT	NATURE OF WORK	ESTIMATED VALUE	PRESENT POSITION	SCHEDULE DATE OF COMPLETION	REMARKS IF ANY
(1)	(2)	(3)	(4)	(5)	(6)	(7)

(Add Separate Sheet if required)

NOTE –

1. The supporting documents like Work Order issued by the Clients shall be enclosed.

Name of Authorized Signatory

Sign & seal of the applicant

FORM - C

DETAILS OF THREE RESPONSIBLE CLIENTS / PERSONS TO WHOM THE MAJOR WORKS CARRIED OUT BY THE APPLICANT

S. No.	Name of the Official	Organization & Address	Contact Numbers	E-mail ID

(Add separate sheet if required) Notes:

1. Information has to be filled up specifically in this format.
2. Indicate other points, if any, to show your technical competence to indicate any important point in your favour.

Name of Authorized Signatory

Sign & seal of the applicant

FORM – D

DETAILS OF LITIGATION / ARBITRATION CASES RESULTING FROM THE CONTRACTS EXECUTED IN THE LAST FIVE YEARS OR CURRENTLY UNDER EXECUTION

Year	Award for or against Applicant	Name of Client	Cause of Litigation & Matter of Dispute	Disputed Amount	Actual Awarded Amount

(Add separate sheet if required)

Notes:

1. Information has to be filled up specifically in this format.
2. Indicate other points, if any, to show your technical competence to indicate any important point in your favour.

Name of Authorized Signatory

Sign & seal of the applicant

FORM - E

SOLVENCY CERTIFICATE FORMAT

This is to certify that to the best of our knowledge and information M/s..... (Firm Name) having their address at, is a reputed firm / company with a good financial standing.

The firm / company can be treated as good upto a sum of Rs..... (Rupees in words... .. Only).

It is clarified that this information is furnished without any risk and responsibility on our part in any respect whatsoever more particularly either as guarantor or otherwise. This certificate is issued at the specific request of the customer.

Seal and Signature of Bank's Official

Note: -

1. **Solvency Certificate should be issued on letter head of the Scheduled Commercial Bank.**
2. In case of partnership firm, certificate should include names of all partners as recorded with the Bank.

FORMAT OF WORK COMPLETION CERTIFICATE (TO BE ISSUED ON LETTER HEAD OF ORGANIZATION)

TO WHOMSOEVER IT MAY CONCERN

Date -

This is to certify that M/s , having their registered office at who were awarded the work of have successfully executed and completed the work as detailed below:

1	Work Order No & Date	:	
2	Name of Work	:	
3	Brief Scope of Work	:	
4	Location of Work	:	
5	Value of Work as per Work Order	:	
6	Date of Commencement of Work	:	
7	Revised Value as per execution	:	
8	Completion Period	:	
9	Date of Actual Completion of Work	:	
10	Whether any Penalty / Liquidated Damages imposed. If Yes, please give the reasons	:	
11	Whether the contractor employed qualified Engineer/Overseer during execution of work	:	
12	Quality of work (indicate grading)	:	Outstanding / Very Good / Good / Satisfactory / Poor
13	Did the contractor go for arbitration? If Yes, then :		
	i) Total amount of claim	:	
	ii) Total amount awarded	:	
14	Comments on the capabilities of the Contractor		Please tick one of the multiple options
	a) Technical Proficiency :	:	Outstanding / Very Good / Good / Satisfactory / Poor
	b) Financial Soundness	:	Outstanding / Very Good / Good / Satisfactory / Poor
	d) Mobilization of Man Power	:	Outstanding / Very Good / Good / Satisfactory / Poor
	d) General Behaviour	:	Outstanding / Very Good / Good / Satisfactory / Poor

Signature of Reporting Officer* with Office Seal

** Officer not below the rank of Assistant Engineer or an Officer in an equivalent or higher rank for works carried out in Government Department / PSU's, Officer not below the rank of Sr. Manager of the Concerned Department / Branch Head in PSBs. For works carried out for Private companies, Copy of TDS has to be submitted for proving the credentials/contract amount.*

(Report must be submitted in Client's Official Letter Head and to be addressed to the enlistment authority: The Zonal Manager, Indian Bank, Zonal Office Siliguri)

LIST OF ENCLOSURES

ANNEXURE NO.	PARTICULARS	TICK IF ENCLOSED
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I	Documentary Proof showing Registered Address	
II	Valid certificate from MSE, UDYAM and NSIC issued by Govt. of India	
III	Documentary Proof showing Year of Establishment of the Firm	
IV	Evidence showing Constitution of the Firm	
V	Certified Copies mentioning Name of Proprietor / Partner / Director of the Firm	
VI	Document showing appointment of Authorized Signatory of the Firm	
VII	Document showing details of Registration with Registrar of Firms / Companies	
VIII	Certificate of being registered as MSME Organization, if mentioned.	
IX	Empanelment Letters	
X	Document showing experience in the field	
XI	Audited Balance Sheet & Profit & Loss Statement for FY 2022-23, FY 2023- 24 & FY 2024-25.	
XII	Copy of Cancelled Cheque	
XIII	Documentary Proof of Registration in Various Govt. Authorities (PAN, GSTIN, Labour License, ESI & EPF)	
XIV	Copies of Income Tax Returns of last three financial years	
XV	FORM – A along with Copies of Work Order / Completion Certificate of the Works Completed in last 7 years to satisfy eligibility criteria mentioned in the Notice	
XVI	FORM – B along with Copies of Work Order under Execution issued by PSBs / PSUs / Central Govt. Departments / State Govt. Departments	
XVII	FORM – C details of three responsible clients / persons to whom the major works carried out by the applicant	
XVIII	FORM – D details of litigation / arbitration cases resulting from the contracts executed in the last five years or currently under execution	
XIX	FORM - E Solvency Certificate Format	

Note: In absence of any of the above enclosures, your application is likely to be rejected.

Place :
Date :

SIGNATURE
SEAL OF ORGANISATION

GENERAL RULES AND INSTRUCTIONS

1. Definition of terms / interpretation:

- Employer/Owner/Bank /Indian Bank/ Accepting Authority shall mean Indian Bank with their Corporate Office at No. 254-260, Avvai Shanmugam Salai, Royapettah, Chennai – 600 014 inter- alia having their Zonal Office Siliguri at 1st floor, 2 Church Road, Siliguri– 734001 and any of its employee's representative authorized on their behalf.
- Throughout these bidding documents, the terms “bid” and “tender” and their derivatives (“bidder”/“tenderer”), “biddered /tendered”, “bidding”/“tendering”, etc. are Synonymous.
- Day means calendar day. Singular also means plural
- “Contractor” means the person whose Tender has been accepted by the Employer and the legal successors in title to such person, but not (except with the consent of the Employer) any assignee of such person.
- Tenderer: The term ‘Tenderer’ shall mean the individual or firm or company whether incorporated or not, undertaking the work and shall include legal representative(s) of such individuals or persons composing such firm or company or successors of such firm or company as the case may be and permitted assigns of such individual or firm or company.

2. Submission of Tender

The Tender must be submitted in sealed bids under Two Bid System containing Part-I (Technical Bid) & Part –II (Financial Bid).

3. The bidder is advised to inspect the site and satisfy himself on his own responsibility and his own expenses all the following information and data which may be required for the purpose of preparation and submission of bid :
 - Location of the proposed site.
 - Required Civil Work and scaffolding work for fixing the LED Board.
 - Feasibility for fixing LED Display Board which includes necessary permissions from BMC, Traffic Department.
 - Any Other Adverse Condition or hindrance to the installation

4. Site Visit

- The tenderer is advised to visit (upon prior approval), and examine the Site of Works and its surroundings and obtain for itself on its own responsibility and cost all information that may be necessary for preparing the bid and entering into a contract for the Works as mentioned in tender document.
- Before submitting the Bid, the Tenderer shall be deemed to have satisfied himself by actual inspection of the site and locality of the works, RMC regulations, Traffic conditions / restrictions, Availability of parking space, Transportation of materials that all conditions liable to be encountered during the execution of the works are taken into account and that the rates entered in the Price Bid document are adequate and all-inclusive for the completion of work to the entire satisfaction of the Employer/Owner.

- The site will be available for inspection on all working days between 10:00 am to 5:00pm between 07.01.2026 to 28/01/2026. Hence, the tenderers are advised to inspect the site in this regard before quoting for the job.

4. SCOPE OF WORK –

- Supply, Installation, Testing and Commissioning of P4 OUTDOOR Active LED display with cloud integration, wiring, all necessary fabrication works, MS steel work, civil work height from 10 ft. to 15 ft. as per site condition from where LED screen to be install with all necessary approval, liaison works, obtain various approval/permission by local / State Govt. Authority etc. as per site condition complete in all respect. Along with 5-year warranty & 5 Year CAMC (Comprehensive Annual Maintenance Contract), cloud based remote control for ON/OFF, brightness control, scheduling and video content uploading etc.
 - Providing technical support and software support during 5 Years warranty period and 5 years Comprehensive Annual Maintenance Contract.
 - The scope of work includes all civil work, Bi-pole/ Single pole structure, canopy, ACP sheet covering compatible/suitable for outdoor open sun/rain conditions, controller, SIM Card, Power card, software, remote controller, electrical wiring / power supply, data cabling, necessary power stabilizer for protection of LED system as per site condition, onsite maintenance, statutory approvals viz. Municipal Corporation / Traffic Department or any other Department clearance etc. as a package.
 - The scope of work also includes controller, SIM card, power card, media box, cloud based Software, cloud based remote control ON/OFF brightness control, splitting screen, onsite maintenance, statutory approvals from respective municipal etc.
 - Design and drawing of boxing, internal and external supports for fixing of digital signage to be prepared by the bidder for approval from the Bank.
 - Upload Content by vendor which is received from Indian Bank Corporate Office Team till 5 years' warranty period & 5 Years CAMC. Schedule the layouts as directed by the Bank. Send daily report of uptime to Dedicated Officials
5. The time allowed for commencing the works is seven days (7 days) from the date of written orders to commence work or handing over the site whichever is late.
 6. During evaluation of the bids, the Bank may, at its discretion, seek clarification from the Bidder/s. The request for clarification and the response shall be in writing.
 7. **Earnest money amounting to Rs. 10,000/- (Rupees Ten Thousand Only)** in the form of Demand Draft drawn in favour of "Indian Bank", payable at Siliguri must accompany each bid. EMD amount will not carry interest. Bids without earnest money will be summarily rejected. *Please note that firms registered with MSME / NSIC under single point registration with valid certificates issued by GOI are exempted from submitting EMD. Necessary Certificates must accompany bid. No other type of certificate is acceptable. The exemption and relaxation in EMD is subject to the validity & acceptance of their registration certificate on the date of opening of Tender.*

8. The Indian Bank does not bind itself to accept the lowest bid or any bid and reserves to itself the right of accepting the whole or any part of the bid and the bidder shall be bound to perform the same at the rate quoted.

9. **Price basis –**

- The unit rates mentioned in the schedule of rates shall remain firm and shall not be subjected to any escalation throughout the currency of the contract
- The quoted rates shall be inclusive of supply of all the materials required for completion of works
- Payment shall be made on the actual quantum of work executed, duly certified by Engineer-In- Charge. The size of the LED Board may vary depending upon the site condition and permissions.
- Income Tax, GST TDS, etc at applicable rates, shall be deducted from the Contractors' bill, as per Income Tax Act and GST regulations.

10. **Terms of Payment –**

- No Advance Payment will be done.
- Full and Final Payment will be done after completion of the entire work and based on the actual measurement at the site.
- “Defect liability period (DLP) is 5 Years from date of completion of works & certified by the bank. The retention amount shall be 5% of the total bill value and it shall be payable after completion of 5 years, upon submission of bank guarantee obtained from Scheduled Bank for the amount of Comprehensive AMC of subsequent YEAR.”
- Employer may withhold payment on account of any defect / deficiency in the work already executed and payment released, based on subsequently discovered evidence, failure to make payments to Sub-Contractors, damage caused by the Contractor to Employer's property, properties of other agencies within the premises, unfulfilled statutory obligations, etc.

11. **LIQUIDATED DAMAGES –**

During execution: 0.50% of contract amount per week of delay subject to the max. of 5% of the accepted contracted sum.

After Execution: Based on the down time (Day/ Night) of the LED Board as follows and amount will be deducted from the Retention amount /AMC.

a. **Up to 4 Hours –Nil**

b. **For 4-8 Hours – 0.2% of security deposit**

c. **For 8-12Hours – 0.3 % of security deposit**

d. **12- 24 Hrs – 0.4% of security deposit**

e. **>1 day – 0.5% of security deposit X number of days**

12. The retention amount will be refunded to the Vendor 30 days after the end of defect liability period provided they have satisfactorily carried out all the work and attended to all defects in accordance with the condition of the contract. No interest is allowed on retention money.
13. Shop drawings shall be prepared by the Vendor for approval of Bank before the commencement of the fabrication.
14. **COMPREHENSIVE WARRANTY –**
The Bidder should give 5 year's comprehensive warrantee from the date of completion of the work. During the warrantee period, the Vendor should attend the fault at this own cost and risk including content management. The warranty period would cover comprehensive maintenance of supplied LED board included all the components along with periodical maintenance visits. The contractor shall immediately make free replacement of any of the parts or components that may go out of order within this period and Bank / Employer / Engineer-In Charge's decision in this regard will be final and binding on the Contractor.
15. **COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT –**
 - After completion of DLP of 5 years, the vendor must excise Annual Comprehensive Maintenance as per the rate provided in the Price Bid. It shall be renewed every year till the completion of 10th Year (10 years from the date of installation).
 - AMC Cost will be released upon submission of bank guarantee obtained from Scheduled Bank for the amount of Comprehensive AMC of subsequent year.
 - The AMC is payable on yearly basis, after completion of each service period of the year and proper submission of service report carried out in the period duly authorized by Branch Manager. The Successful Vendor should agree to provide comprehensive maintenance of all the items, which shall include Content management, preventive and corrective maintenance at the location.
 - The vendor shall provide maintenance service to keep the LED Digital signage in good and efficient working condition covered under this contract. In addition to this, the vendor should provide preventive and corrective maintenance of LED Digital signage and should get verified from authorized official of the concerned firm. He should also carry out necessary repairs and provide Suitable replacement (equivalent or higher configuration) of defective part(s) / equipment as required.
 - The AMC is comprehensive i.e. no cost of parts replaced by vendor will be borne by Indian Bank.
 - The break down calls registered by users must be attended promptly and if they are not rectified within one day, the vendor shall provide a suitable replacement for the defective LED Digital signage.
 - LED Digital signage at new location if Branch shifted to new location with extra cost. The equipment however will continue to be under AMC at the new location.
 - The firm has to provide a new equivalent parts / items with higher specifications available in the market as standby of the faulty items inside the Indian Bank premises. No LED Digital signage will be allowed to go outside the premises for repair.
 - If the LED Digital signage is not repaired within 1 working day after reporting the complaint, the LD charge will be levied at the rates specified in Clause No 11 and thereafter, it can be repaired from outside at the risk and expense of the firm.

- The vendor will be responsible for any mishap or accident or untoward incidence during the maintenance of machine which may occur due to negligence of the service engineer. The vendor shall be responsible for the discipline and good conduct of their service engineers.
 - Vendor should have enough spare parts of LED Digital signage at their service center so that LED Digital signage could be repaired timely. Vendor has to maintain the service center in SILIGURI till end of the 5 years' warranty and CAMC period.
 - The firm shall not take any advantage of any misinterpretation of the conditions due to typing or any other error and if any in doubt shall bring it to the notice of the Indian Bank authorities without delay. In case of any contradictions, only the printed rules and books should be followed and no claim for the misinterpretation shall be entertained. The administration's decision in such cases shall be final and binding.
 - The preventive maintenance (PM) to be carried out once in 3 months. The preventive maintenance includes following:
 - i. Cleaning of LED Digital signage
 - ii. Checking fitment of internal and external hardware and heating of the system.
 - iii. Cleaning of PCBs if any and operating power parameters.
 - iv. Break up call shall be attended immediately.
 - v. Checking of input /output voltage of batteries Checking of fabricated structure, civil work etc in which LED Digital Signage fitted and do necessary rectification /repairing/ replacement if required for perfect operation of Digital Signage Board as per site condition.
 - Service engineer should submit JOB COMPLETION CERTIFICATE certified by user at each complaint. The one copy of certificate to be retained by user group and another to be given to the officer nominated for compilation of job work and to release the payment.
 - Service engineer has to display their phone numbers at Branch under C-AMC under intimation to in- charge officer for preparing necessary security clearance.
 - Engineers must be fully equipped with maintenance tool kit and accessories.
 - Any Untoward incidents / accidents in respect of service engineers will be the sole responsibility of the service provider. Engineers should be suitably covered for insurance.
16. Bank reserves the right to down size the project or add some works in the project to suit the completion or cancel the entire project or in part depending on their administrative reasons. In such case, the value of works done upto that stage will be measured and paid at the tender rates. Bank also reserves the right to terminate the contract after giving a notice of 10 days to the contractor in case the contractor could not produce good / considerable progress in work execution within the contract period or in the extended period.
17. The bidder shall give a list of his relatives working with the Indian Bank along with their designations and addresses.

18. No employee of the Indian Bank is allowed to work as a contractor for a period of two years of his retirement from Indian Bank service, without the previous permission of the
19. Indian Bank. The contract is liable to be cancelled if either the contractor or any of his employees is found at any time to be such a person who had not obtained the permission of the Indian Bank as aforesaid before submission of the bid.
20. This bid shall remain open for acceptance for a period of 90 days from the date of opening of bid. If any bidder who withdraws his bid before the said period, then the Indian Bank shall be at liberty to forfeit Earnest Money paid along with the bid.
21. It will be obligatory on the part of the bidder to bid and sign the documents for all the component parts.
22. Transfer of bid documents purchased by one intending Bidder to another is not permitted.
23. The Bidder must pay the amount of Earnest Money as mentioned in the form of Demand Draft payable to Indian Bank at Siliguri. No interest on Earnest Money deposited by the Bidder shall be allowed. The Bidder should attach the Bank Draft along with the bid failing which the technical bid will not be considered. No other mode of payment shall be accepted.
24. The Earnest Money Deposit of unsuccessful bidders shall be refunded within two weeks of award of contract to the successful bidder or within one week of actual commencement of work whichever is earlier and in any case not later than two weeks.
25. The Earnest Money Deposit of the successful bidder shall be refunded on the acceptance by the Employer of the Contractor's Demand Draft towards Initial Security Deposit.
26. The EMD of the bidder, whose bid is accepted, shall be forfeited in full in case he does not start the work by stipulated date mentioned in the award letter.
27. The acceptance of a bid will rest with the Indian Bank and the Indian Bank reserves to itself the authority to reject any or all of the bids received without the assignment of a reason. Bids in which any of the prescribed conditions are not fulfilled (or) are incomplete in any respect are liable to be rejected. The Indian Bank reserves the right to accept the bid in full or in part and the bidder shall have no claim for revision of rates or other conditions if his bid is accepted in parts.
28. Canvassing in connection with bids is strictly prohibited and the bids submitted by the bidders who resort to canvassing will be liable to rejection.
29. All rates shall be quoted on the proper form. **All the entries to be made legibly in ink only.** Rates written in pencil or any other mode shall not be considered for evaluation and will be rejected.
30. On acceptance of the bid the name of the accredited representative(s) of the firm who would be responsible for taking instructions from the Indian Bank shall be communicated to the Indian Bank.
31. Special care should be taken to write the rates in figures as well as in words and the amounts in figures only, in such a way that interpolation is not possible. The total amount should be written both in words and in figures.
32. The Contractor shall within 7 days of receiving the WORK ORDER submit **INITIAL SECURITY DEPOSIT of 2% of the contract value in the form of a Demand Draft.** On acceptance of the Demand Draft, the Earnest Money Deposit shall be refunded to the Contractor.

33. During evaluation of bids, the Bank may, at its discretion ask the bidders for clarification of its bid. The request for clarification shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted. No post bid clarification at the initiative of the bidder shall be entertained.
34. Award of Works
 - Bank will award the Contract to the successful bidder whose bid is the lowest evaluated bid. However, it is not bound to accept the Lowest (L1) bid and reserves the right to accept or reject any or all the bids without assigning any reason whatsoever.
 - The Bank reserves the right at the time of award of Contract to increase or decrease the quantity of goods and / or services from what was originally specified in the Schedule of Quantities without any change in unit price or any other terms and conditions.
35. The Contractor shall comply with and give all notices required under any law, rules, regulations, or bye-law of Parliament, State Legislature or Local Authority relating to works. The Contractor shall before commencing the execution of work issue a certificate to the Employer that he has obtained all the permissions Registrations and give all the notices as are required to be obtained or given under law.
36. The Contractor shall be required to maintain the site and the building areas in a neat and clean condition at all times to the satisfaction of the Employer.
37. Debris and items removed from the building have to be neatly stacked at site and then periodically removed (maximum of one week), carried away by the Contractor and disposed off as per the rules and regulations of the Local Authorities concerned. No debris shall be thrown loose from upper floors. No floor, roof or other part of the building shall be over-loaded with debris or materials as to render it unsafe.
38. Employer reserves the right to insist on selection of material, workmanship, detailing and finishes, which they consider, is appropriate, and suitable for the intended use. The contractor is not eligible to claim extra on this account.
39. Employer will require the contractor to produce, samples of all the materials, accessories/ finishes prior to procurement/ manufacture. The samples of the materials for the work shall be got approved from the Employer. Failure to comply with these instructions can result in rejection of the work/ materials.
40. The Bidder should note that he should execute his part of work without causing any damage to any component of the building and also without disturbing the occupants. Any damage so caused shall be made good at the cost & risk of the bidder.
41. The quoted rate should be inclusive of all, installation, supports, software, maintenance, Levies, transport, transit insurance, loading-unloading, supports, all charges & taxes, cost of the insurances covering all risk policies, cost towards testing of materials supplied, wastages, Octroi, machinery, temporary works such as scaffolding, cleaning, overheads, profit, incidental charges and all related expenses to complete the work including cost of repairs, replacement of the spare parts, conversion of video to desired pixel and loading of software and maintenance of software etc. all allied civil works such as chasing in wall, drilling holes etc to support the frames, partitions, make the surface good after grouting, scaffolding required if any to load/ unload the materials etc.
42. The successful bidder shall also be responsible for the safety and security of all their materials and also for ensuring fire prevention steps at all times in the working premises

including their part of the work. The successful contractor has to place full time representative at site, the representative should have thorough subject knowledge.

43. The work shall be carried out with minimal disturbance to the existing Branch / Office. Necessary barricading of the area, if required from the rest of the area shall have to be arranged by the successful contractor at no extra cost. The work is to be organized and executed so as to have least disturbance to the occupants of other offices.

44. The contractor should ensure payment of minimum wages + VDA to all labourers / workmen staff employed by him in line with central/ state labour wage act whichever higher. The Contractor shall at all times indemnify and keep indemnified the Employer against all losses, claims, damages or

Compensation including under the provisions of the payment of the Wages Act 1936, Minimum Wages Act 1948, Employer's Liability Act 1938, Workman's Compensation Act 1923, the Maternity Benefit Act 1961, the Bombay Shops and Establishments Act 1947, Industrial Disputes Act 1947, and Contract Labour (Regulation and Abolition) Act 1970 and Employees State Insurance Act 1948, Motor Vehicles Act 1988 or any modifications thereof or under any other law relating thereto and rules made thereunder from time to time or as a consequence of any accident or injury to any workman or other person in or about the work whether in the employment of the Employer or Contractor or not, and also against all costs, charges and expenses of any suit, action or proceedings whatsoever out of such accident or injury or combination of any such claims.

45. From commencement to completion of works, the Contractor shall take full responsibility for the care of the work and for taking precautions to prevent loss or damage to the work to the maximum extent possible and shall be liable for any damage or loss that may arise to the works or any part thereof from any cause whatsoever including causes of fire, lightning, explosion, earthquake, storm, hurricane, floods, inundation, subsidence, landslides, rock slides, riots (excluding civil war, rebellion, revolution and insurrection) or any latent defect or damage and shall at his own cost repair and make good the same so that at all times the work shall be in good order and condition and in conformity in every respect with the requirements of the Contract.

For the purpose of this condition this expression "from commencement to completion of works" shall mean the period starting with the date of issue of Work Order or date of handing over of site whichever is later and ending with issue of Virtual Completion Certificate.

46. The Contractor shall take all precautionary measures to ensure the safety of the workmen employed by it. The contractor shall be fully responsible for the any injury or damage caused to the workmen deployed by him at site for carrying out the work and Bank has nothing to do with such happenings and in no way shall be held responsible for the same.
47. The contractor shall maintain all registers as required by the Regional Labour Commissioner and should furnish the same to the Bank or its representative as and when required.
48. If the work is not started within 7 days from the date of issue of work order then Employer may terminate the work order without assigning any reason. If during the execution of the work, the progress of work is not considered to be satisfactory and is not consistence to be in contingent with the period of the completion of the work then the Bank may terminate

49. the work order by giving a 5-day notice to the contractor. In such case the contractor shall be liable to pay the employer any extra cost involved for the completion of the said work and will not obstruct any way in completing the work through other agency. After completion of entire work, the contractor shall be paid for the actual work executed by him at the quoted rates after deducting any claims, damages.
- 50. The time allowed for completing the works is 45 days to be reckoned from the date of Work Order / date of handing over site whichever is later.**
51. **Extension of time:** If in the opinion of the Employer, the works be delayed (a) by reason of any exceptionally inclement weather or (b) by reason of instructions from the employer in consequence of proceedings taken or threatened by or disputes, with adjoining or neighbouring owners or (c) by the works, or delay of other contractors nominated by the employer and not referred to in the specification or (d) by the reason of authorized extra and additions or (e) by reason or any combination or works men or strikes or lock-out affecting any of the building trade or (f) from other causes which the employer may consider are beyond the control of the contractor, the employer at the completion of the time allowed for the contract shall make fair and reasonable extension of time for completion in respect therefore. In the event of the employer failing to give possession of the site upon the day specified above, the time of completion shall be extended suitably. In case of such strikes or lockouts as are referred to above, the contractor shall, immediately give the employer, written notice thereof. Nevertheless, he shall use his best endeavours to prevent delay, and shall do all that may be reasonably required, to the satisfaction of the employer for any extension of time for completion hereunder (which shall be final and binding on the contractor) shall be promulgated at the conclusion of such strike or lock-out and the employer shall then, in the event of an extension being, granted, determine, and declare the final completion date. The provision in clause 41 with respect to payments of liquidated damages shall be construed as if the extended date fixed by the employer was substituted for and the damages shall be deducted accordingly.
52. The successful bidder shall be required to execute an Agreement in the proforma attached with this document within 7 days from the date of receipt of the notice of acceptance of bid. In the event of failure on the part of the successful bidder to sign the agreement within the above stipulated period, the earnest money will be forfeited and the acceptance of the tender shall be considered as cancelled.
53. At any stage i.e. during the execution of work, any kind of change required, whether it is in design or specification, the contractor must inform the concerned Department of the Bank and after getting the approval, the same has to be incorporated by the contractor.
54. The contractor shall give due notice to the Employer whenever any work is to be concealed or otherwise becoming inaccessible later on, in order that the work may be inspected and correct dimensions taken before such burial, in default whereof the same shall, at the opinion of the Employer/Architect be either opened up for measurement at the Contractor's expense or no payment may be made for such materials. Should any dispute or differences arise after the execution of any work as to measurements etc., or other matters which cannot be conveniently tested or checked, the notes of the Employer/Architects shall be accepted as correct and binding on the contractor.
55. Single Power point & Water for work will be provide by bank at free of cost
56. The contractor shall not directly or indirectly sublet the work to other party without written permission of the bank.
57. The Bank reserves the right to distribute the work for which this tender has been called, among more than one parties, if found necessary. No claim in this respect shall be

- considered and the contractor agrees to cooperate with other agencies appointed by the Bank.
58. Bank shall not be responsible for any loss or damage to the contractor/ labour due to any natural calamity during the course of construction. Contractor is liable to make good all the damages if any, till the work is completed and handed over to the Bank authorities
 59. The quantities mentioned in schedule are provisional and likely to increase /decrease to any extent or may be omitted thus altering the aggregate value of the contract. No claim for loss of profit/business shall be entertained on this account.
 60. The contractor /vendor failed to carry out the works as per schedule/Quality, the same shall be carryout with different agencies and the actual amount will be deducted from the contractor bills.
 61. Payment to the contractor shall be made as per actual work done of site.
 62. The contractor agency shall keep particular vigil on his workers to maintain very good workmanship of all items, failing which no payment shall be made and no claim of material/labour used shall be made to him in any case, and the same work shall be executed by him again without charging any extra cost.
 63. The Bank reserves the right to accept/reject any quotes without assigning any reasons.
 64. Any work got executed in poor workmanship as pointed out by the Bank' Official will have to be dismantled and redone by the Contractor on his own cost.
 65. Any addition, alteration or correction in the tender document shall be signed and stamped properly by the contractor.

DECLARATION:

I / We hereby declare that I / We read and understood the above terms and conditions and that we shall abide by them if the work is awarded to us.

Signature & Seal of the Bidder

ARTICLES OF AGREEMENT

THIS AGREEMENT is made on this day ofmonth of between Indian Bank and having its Zonal Office Siliguri at 1st Floor, 2, Church Road, Siliguri, West Bengal– 734001 (hereinafter referred to as the “Employer”) which expression shall include its successor, legal heirs and assignees of the one part.

AND M/s.....having its office at.....

(hereinafter referred to as the “Contractor”) which expression shall include its successor, legal heirs and assignees of the second part.

WHEREAS the Employer has caused bid documents for ‘Design, Engineering, Supply, Installation, Testing and Commissioning of Outdoor type P4- LED Video Wall Display with Technical and software support with 5 Years comprehensive warranty and 5 years Comprehensive Maintenance at Indian Bank Siliguri Main Branch, Siliguri.

AND whereas the Employer has issued the work order ref dated to the contractor to do the work.

AND whereas the Contractor has agreed to execute the work as per drawings, specifications, conditions of contract and Work Order.

AND whereas the Employer has accepted the Contractor’s bid as aforesaid and whereas the bid submitted by the contractor has been accepted for such sum as may be ascertained to be payable in terms of the Bill of Quantities and which sum is estimated to be Rs. (Rupees

.....) hereinafter referred to as the said “Contract Agreement”.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS: -

- 1) In consideration of the said Contract Sum to be paid at the times and in the manner set forth in the said Conditions the Contractor shall carry out and complete the Works in terms and conditions herein contained and according to the general conditions of the contract, notice inviting tender, special conditions of contract, general scope of work, technical specifications, schedule of rates and instructions to be given by and the supervision of and to the entire satisfaction of the Employer.
- 2) **Contract Price, Taxes and Payment Terms:**
Total contract price is Rs. + GST which is inclusive of cost of materials, equipment, labour, installation charges, liaising charges and tools and tackles required for execution of the job. Above price is inclusive of all taxes & duties except GST in respect of this contract. No claim in this respect will be entertained. Income tax on payments will be deducted and deposited by Employer in accordance with the sales tax law of the state and the provisions of tax deductions at source under income tax act 1961.
- 3) **Completion Period:**
Time is the essence of the Contract. The work is to be completed in all respects within **30 days** reckoned from the date of issue of the Work Order or handing over of site whichever is later. If the Contractor fails to complete the job within the agreed time period, the Contractor will have to bear liquidated damages as per the relevant clause mentioned in the Tender Documents.
- 4) **Inspection of Site:**
The Contractor has inspected the site before submitting his bid and has satisfied himself as to the nature of the work to be executed on the site. Any difficulties which the Contractor may come across in the course of the work shall in no way relieve the contractor to claim or receive extra payment unless the Employer is of the opinion that such difficulties could not have been foreseen and the Employer consents in writing.
- 5) **Supply of Material and Labour:**
The Contractor shall arrange all labour, materials, equipment's, tools, tackles and everything necessary for the completion of the work. The Contractor will assume all responsibility for the safety, protection and accounting of all material and equipment and the work during construction. All materials used by the Contractor shall be of the best quality conforming to the required specification mentioned in the bid document and will be subject to the approval of the Employer. All such materials not approved by the Employer shall be removed at once by the Contractor at his own expense. The Contractor shall also at his own expense arrange for carrying out any test of materials which the Employer may from time to time require or if so desired by the employer.
- 6) **Defective Work / Materials:**
If any part of the work done by the Contractor is found defective in workmanship or if bad or inferior materials have been used the Contractor shall at his own risk and cost demolish all such defective work and rebuild the same and / or replace the bad or inferior materials used within a time frame mentioned to the satisfaction of the Employer. The decision of the Employer in this regard shall be final and binding on the Contractor. In case of default of the contractor to remove the defective work and rebuild the same or replace bad or inferior materials as directed by the Employer, the Employer shall be entitled to employ anyone else to carry out the same at risk and cost of the Contractor and recover all expenses incurred in this regard from the contractor.

7) **Inspection of Work:**

During progress of the work the Employer shall be entitled at all times to have access to and inspect the work.

8) **Supervision:**

The Contractor shall provide one or more competent and technical qualified engineers duly and fully authorized to act on his behalf in all matters relating to the works to be carried out under or any other matter concerning this agreement and who shall at all times be present at the works while any work is in progress as per directions, explanations & instructions of Employer.

9) **Compliance with Statutory Regulations & Work Rules:**

The Contractor shall be responsible for complying with the applicable laws / bye laws / Regulations in force from time to time and shall have to bear all statutory liabilities to the workers / personnel engaged for the job. Nothing will be paid extra in this regard. If any amount is paid by the Employer with this regard the same amount shall be deducted from the Contractor's dues. The Contractor shall have to arrange insurance cover for the workers / personnel engaged by him for the job.

10) **Determination of Contract:**

In the event of Contractor failing to keep / adhere to agreed schedule of work, or in the event of the Contractor failing to comply with the provisions of this contract by default and / or negligence and / or suspension of work or in the event of Contractor failing to complete the work within the stipulated period, the Employer may terminate this Agreement forthwith and employ, at the Contractor's risk and cost, another contractor or sufficient number of workmen to complete the work.

11) **Force Majeure:**

This clause will be operative only if the work is delayed by

- a. Acts of God
- b. Earthquake or floods or similar natural calamities.
- c. Serious loss or damage by fire or lightning.

In case any Force Majeure condition herein mentioned occurs and continues for a period exceeding 15 days the parties hereto undertake to sit together and devise ways for expeditious and proper performance of the obligations of the parties under this order.

12) **Arbitration:**

" In the event of any dispute or difference relating to interpretation and application of provisions of the contract and all disputes/ claims whatsoever which shall either during the continuance of the

contract or afterwards either between the parties to the contract or the respective representatives touching the construction/ application of any provision/ clause mentioned in the contract or any account or liability between the parties to the contract or as to any act or deed or omission of any party to the contract, in any way relating to these presents, shall be first at the discretion of the Bank attempted to be resolved in good faith by mutual discussion within 30 days of the dispute or question being raised failing which

the same shall be settled by arbitration in accordance with provisions of Indian arbitration and Conciliation act 1996.

The Parties concerned shall designate an arbitrator on mutual consent/ consensus. The venue of the arbitration shall be exclusively at Siliguri and any award passed by arbitrator shall be final, conclusive and binding upon the parties and shall be deemed to have been made between parties themselves. The parties to the dispute shall share equally the cost of arbitration as intimated by the arbitrator”.

IN WITNESS whereof the said contracting parties have set their hands and seals on the day and year first hereinabove witness.

Witness Address

Employer

Witness Address

Contractor

Bank Guarantee No -

Date –

PERFORMANCE BANK GUARANTEE

Indian Bank, a body Corporate constituted under the Banking Companies Acquisition and transfer of undertaking Act, having its Corporate Office at No.254-260, Avvai Shanmugham Salai, Royapettah, Chennai 600 014 (hereinafter referred to as Indian Bank) have entered into Agreement/Contract/Order No. ____

.....dt _____

(hereinafter called "the said Contract/ the said Order") with M/s _____ (hereinafter called "the said Contractor/Supplier") for the Design, Engineering, Supply, Installation, Testing and Commissioning of Outdoor type P4- LED Video Wall Display with Technical and software support with 5 Years comprehensive warranty and 5 years Comprehensive Maintenance at Indian Bank **Siliguri Main Branch, Siliguri** as per tender specifications and bill of materials.

1. Whereas as under the terms of the said Agreement/Contract/Order, the Contractor/Supplier is required to furnish a Performance Bank Guarantee for ____% of the executed value i.e. Rs. _ (Rupees Amount in words) towards the due fulfilment of the terms and conditions during the agreed time period or extension thereof, and also satisfactory performance of the said equipment supplied to Indian Bank during warranty period as per the warranty terms stipulated in the Agreement / Order.
2. Accordingly, we _____ (Name & Address of the issuing Bank) (hereinafter referred to as "The Surety," which expression shall, unless repugnant to the context or meaning thereof, include all its successors, administrators, executors and permitted Assignees), at the request of _(name & Address of the contractor) do hereby undertake to pay to Indian Bank an amount not exceeding Rs. _ (Rupees _____Amount in words) on the failure of Contractor/Supplier in performance of their obligations as per the terms and conditions of the Contract/Order including the satisfactory performance of the item during warranty period as per the warranty terms stipulated in the Agreement / Contract / Order.
3. The Surety do hereby unreservedly, irrevocably undertake to pay the amounts due and payable under this guarantee without any demur, merely on demand from Indian Bank within 10 days of such demand stating that the amount claimed is due by way of breach of terms and conditions of the Agreement/Contract/Order. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. _ (Rupees _____Amount in words) and We undertake to pay to Indian Bank an amount not exceeding Rs. ____ (Rupees _ Amount in words) so demanded notwithstanding any dispute or disputes raised by the contractor/supplier of the equipment in any suit or proceeding pending before any Court or Tribunal relating thereto our liability under this guarantee being absolute and unequivocal.

The Surety further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Contract/Order and that it shall continue to be enforceable till all the dues of Indian Bank under or by virtue of the said Contract/Order have been fully paid and its claims satisfied or discharged or till Indian Bank certifies that the terms and conditions of the said Agreement/Contract/Order have been fully and properly

carried out by the said Contractor / Supplier(s) and accordingly discharges this guarantee.

4. The Surety further agree with Indian Bank that Indian Bank shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend the time of performance by the said contractor/Supplier of the equipment from time to time or to postpone for any time or from time to time any of the powers exercisable by Indian Bank against the said contractor/Supplier and to forbear or enforce any of the terms and conditions relating to the said Agreement/Contract/Order and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor/Supplier or for any forbearance, act or omission on the part of Indian Bank or any indulgence by Indian Bank to the said Contractor/Supplier or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.
5. The Surety lastly undertake not to revoke this guarantee during its currency except with the previous consent of Indian Bank in writing and agree that any change in the constitution of the said contractor/Supplier or the said Bank shall not discharge the Bank of its liability under this deed.

The validity of Bank Guarantee shall be up to DD/MM/YY.

And such date shall cover the period of warranty of all the supplies and excludes the period of defect liability. The Bank Guarantee shall remain valid for the period up to which the contractor is obliged for due performance of the said Agreement/ Contract / Order including the warranty period.

6. This Bank Guarantee shall be governed by and constitute in accordance with Indian Law and shall be subject to exclusive Jurisdiction of Indian Courts.
All the claims under this guarantee must be present to the Bank.
7. Notwithstanding anything contained hereinbefore

Our liability under this guarantee is restricted to Rs. _____/- (Rupees _____Amount in Words). This guarantee is valid up to DD / MM / YY or extension thereof.

Unless a claim or demand is made in writing is presented to us on or before DD/MM / YY, the date of expiry of this guarantee all your rights under this guarantee shall be lapsed and we shall be released and discharged from all the liabilities there under.

In witness where of the Bank through its officials has set its hand and stamp on _____day of ____and the year _____at _____.

SIGNED AND DELIEVRED for and on behalf of

For and one behalf of above named Bank (Banker's Name and Seal)

BRANCH MANAGER
(Banker's seal)

SEAL OF THE BANK

Technical Specifications to be filled by the Bidders

S.No	Description	P4 Outdoor	Compliance	Remarks
01	Pixel Pitch	4mm		
02	Pixel density	≥62500 Dots/Sq Mtr		
03	LED Lamp	SMD 252		
04	Configuration	1R1G1B		
05	Size	320X160mm		
06	Weight	≤0.50 Kg		
07	Structure	Lamp & IC in same PCB		
08	Resolution	80*40=3200 Dots		
09	Max Current	<10.34A		
10	Input Voltage	4.5 V		
11	Power Consumption	<47W		
12	Driving Mode	Constant Current		
13	Brightness	>4500 cd/m2		
14	Bright Variation	20-100%		
15	Brightness Uniformity	>0.95		
16	Horizontal Viewing Angle	120-140 Deg		
17	Vertical Viewing Angle	120-140 Deg		
18	Best Viewing Distance	>4M		
19	Black Spot Ratio	<0.0003		
20	Max Power Consumption	<909 W/m2 Operation		
21	Operation Environment	Outdoor		
22	Grey Scale	14-16 Bits (RGB Each)		
23	Display Colour	≥4000 Billion		
24	Refresh Frequency	3840 HZ		
25	Life Span	>100000 Hours		
26	Material of Cabinet	MS Cabinet with wall mounted structure		

S.No	Technical Specifications (Cloud)	Compliance
01	Cloud Hosting on reputed hosting services like AWS / Azure /Google etc which can scale to support up to 10000 screens as the screen network grows without latency.	
02	Robust Business Continuity & Disaster Recovery Set-up	
03	Backup: Weekly Backup ,3 Month Backup will be kept	
04	Load Balancing Of Application Requests	
05	Security and network access Control	
06	99.00 % Uptime	
07	Server to be hosted in India	
08	Unlimited Displayed to be controlled	

Approved Make of Materials

S.No	Item	Make
1.	P4– LED Module / Lamp	Qiangli, Unilumin, LG, Samsung, Osram, Novastar or Equivalent.
2.	Software	Huidu, 3M (Original Version) & Compatible with Bank's system containing all the features

3.	Controller	Novastar, C 10 (Original Version) & Compatible with Bank's system containing all the features.
4.	Outdoor SMPS	Meanwell, ADS
5.	MS Pipe / Frame	JSW, TATA

Note –

1. Materials mentioned in the specification shall be used for the work. If specified material is not available prior approval of the Employer shall be taken to use other brands.
2. Preference of makes, supply of items should be consulted with client/consultant before effecting of supply.

NAME AND ADDRESS OF THE CONTRACTOR:

SIGN & SEAL OF THE CONTRACTOR

Date:

S.NO	CONTENT MANAGEMENT SOFTWARE FEATURES	COMPLIANCE
1	The system should provide a consistent and easy to use solution with web based graphical user interface	
2	Cloud Based Solution: Sever to be hosted on the cloud and hence there is no downtime or limit on the no. of players on the network. Dedicated server on the cloud.	
3	Multi-Level Role based user access : Administrator will have all the rights and he can create users/user groups and assign rights, user access can be provided for a player, group of players or each module like playlist creation, layout management, reports etc.	
4	Maker Checker: Different roles for content creator and content approver required. No content can be pushed without approvers consent	
5	Secured Content Download through HTTPS (443 Port) only. (No Unsecured/Unencrypted communication like FTP, Allowed	
6	Easy and intuitive interface for scheduling content on as per time, date, display, drag and drop templates, etc.	
7	Divide your screen the way you want in to as many regions as required & populate images, videos, flash, etc. in these regions using drag-and-drop interface	
8	Integration with Queue Management System possible without any modification in the current existing software- Additional Feature	
9	Group displays and schedule same content at once to all the displays in the group	
10	Show content in horizontal/vertical formats in any required aspect ratio and resolution.	
11	Supports content push from server & well as pull from the media player.	
12	Drag and Drop feature to create a playlist, modify the position of the files in the playlist.	
13	Content Support: Supports playback of most media formats as follows: o Video Formats: wmv, avi, mpg, mpeg, flv, mov, mp4, mkv, vob, 3gpo Image Formats: jpg, bmp, png, gif, tiff, tifo Flash Format: swfo Text: Show static as well as scrolling text (Tickers)o Adobe: pdf	
14	Integrations with Social Media Feeds like Facebook, Instagram, Bank's APIs, Streaming Services like Cricket or News Feeds, Live Video Streaming like YouTube Live, Facebook Live etc.	
15	Dynamic Data: Playback available for the following dynamic data Webcasting: Show feed of live events received via a streaming servers Embedded HTML Feed from microblog (Twitter) o Feed from any Webcam of RSS (Really Simple Syndication) Feed: Changeable interval based updating of RSS Feed	
16	Over the air Software and OS updates	
17	Centrally turn ON/OFF Displays (Can be scheduled or on demand through commands	
18	Centrally turn ON/OFF USB Ports / HDMI Ports / other Ports (Can be scheduled or on demand through commands)	
19	Smart Content Download : Schedule time to download content as per bank guidelines, distribute bandwidth equally amongst connected displays for better bandwidth utilisation, Resume downloads in case of connectivity issues	

20	Smart Delete of content: Smart delete function deletes content which is not in use from media players. However, all the deleted files will be available for downloading.	
21	Inbuilt Media player	
22	CMS should throw dashboard notifications and send emails in case of:	
A	Display Offline in working hours	
B	Media Player Offline in working hours	
C	Content Not Downloaded for more than 24 Hours	
D	Server overload	
E	Hard disk space running out	
23	Default display in case of content not available	

S.No	Content Management Service	COMPLIANCE
1	Upload Content by vendor which is received from Indian Bank Team.	
2	Create Layouts and Customize them as per Indian Bank's Requirements	
3	Schedule the layouts as directed by the Indian Bank Team	
4	Check Application Server.	
5	Check MYSQL Size (Log Files backup weekly once).	
6	Send Mail to Disconnected branches of Indian Bank.	
7	Send connected and disconnected branches list to Reporting Personals	
8	Provide Support to Indian Bank - Attend all Support Related calls from Indian Bank Branches	
9	Check version updated media players and add displays to display profile	
10	Send daily report to Dedicated Officials.	
11	Create summary of all status on a Monthly Basis.	
12	Provide 5G Data dongle with Data Plan for each screen and connect screen to server (Dongle should draw power from the screen's USB port, additional AC power source for dongles will not be provided)	

Part –II (Financial Bid)

BILL OF QUANTITY

Tender for “Design, Engineering, Supply, Installation, Testing and Commissioning of Outdoor type P4- LED Video Wall Display with Technical and software support with 5 Years comprehensive warranty and 5 years Comprehensive Maintenance at Indian Bank Siliguri Main Branch, Siliguri					
SL:NO	Description	Unit	Qty	Rate	Amount
1	Providing and Commissioning of Outdoor Type Video wall with pixel pitch – P4, Screen as per detailed specifications mentioned with 2 Years warranty including content management. The rate shall be inclusive of allied facilities such as controller, SIM card, Software, remote controller, Timer, Onsite Maintenance, statutory approvals (Govt. agencies) Crane Charges, HDMI patch cable, Crane Charges, scaffolding from the ground floor to the required height of the building as per site conditions & accessories required for the digital signage, as per technical Specification. The Video wall shall be suitably clamped with MS Structure, L - angle of required dimensions & with all accessories required for properly fixing the Video wall in the MS Structure / Aluminium Channel / wall (including drilling, plastering, cutting & all required Civil alteration works required for fixing the P4 LED board at the entrance etc.,) – (A)	Sq.ft.	30’X3’ (90 Sq. ft.)		
2	Buyback of old existing LED Name Board (including removal, transportation, disposal & all related activities involved in the removal work) – (B)	No	1		
Cost of Supply & Installation SUB TOTAL – (C) = (A - B) (Exclusive of GST)					
3	Comprehensive Annual Maintenance Contract for the above LED Display for Five years after the 5 years warranty period as per the attached C-AMC instructions in the terms and conditions including content management				
3a	CAMC for the 6th year after DLP		01	6%	
3b	CAMC for the 7th year after DLP		01	7%	
3c	CAMC for the 8th year after DLP		01	8%	
3d	CAMC for the 9th year after DLP		01	9%	
3e	CAMC for the 10th year after DLP		01	10%	
	CAMC - SUB TOTAL - (D) (Exclusive of GST)				
	GRAND TOTAL (C+D) – (Exclusive of all taxes)				

Amount in Words (Exclusive of GST) –

Rupees _____

NOTE -

1. Lowest rate (L1) shall be evaluated based on Grand total (including Buyback of Old Board).
2. Above price should be inclusive of each and every charges and statutory approvals.
3. Indian Bank should not be liable to pay any extra charges beyond price quoted above.
4. The quantity is for calculation purpose only Actual SFT may vary depends upon the frontage of the building.
5. Rates quoted shall be excluding GST, applicable as per the guidelines of the Govt. of India.
6. While quoting the prices, the quality of material and works shall be confirming to the applicable standards.
7. Payment will be released after successful installation and receipt of necessary statutory approvals.
8. LED board Health log report should be submitted every month.

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