

2026

RajCOMP Info Services Limited (RISL)

Draft Short-term RFP for Supply, Installation, Testing, Commissioning including Five years Comprehensive On-site Warranty and Maintenance of Outdoor LED Video Wall Screens.



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Draft Short-term RFP for Supply, Installation, Testing, Commissioning including Five Years Comprehensive On-site Warranty and Maintenance of Outdoor LED Video Wall Screens.

Reference No.: F3.3(581)/RISL/Pur/2026/2252

Date: 30/07/2026

Unique Bid number: RIS2627GLOB00044

Mode of Bid Submission	Online though eProcurement/ e-Tendering system at https://eproc.rajasthan.gov.in
Tendering Authority/ Purchaser	Managing Director, RajCOMP Info Services Limited (RISL), First Floor, C-Block, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur-302005 (Rajasthan)
Date & Time of Pre-bid meeting	Date/Time: 04/08/2026 at 12:00 PM
Last Date & Time of Submission of Bid	Date/Time: 14/08/2026 till 12:00 PM
Date & Time of Opening of Technical Bid	Date/Time: 14/08/2026 at 05:00 PM

Name of the Bidding Company/ Firm:	
Contact Person (Authorised Bid Signatory):	
Correspondence Address:	
Mobile No.	Telephone & Fax Nos.:
Website & E-Mail:	

RajCOMP Info Services Limited (RISL)

1st Floor, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur (Rajasthan)

Phone: 91 (141) 5153224 Fax: 91 (141) 2228701

Website: <http://risl.rajasthan.gov.in>

Email: aslam.risl@rajasthan.gov.in

ABBREVIATIONS & DEFINITIONS

Act	The Rajasthan Transparency in Public Procurement Act, 2012 (Act No. 21 of 2012) and Rules thereto.
Authorised Signatory	The bidder's representative/ officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm.
BG	Bank Guarantee
Bid/ eBid	A formal offer made in pursuance of an invitation by a procuring entity and includes any tender, proposal or quotation in electronic format
Bid Security	A security provided to the procuring entity by a bidder for securing the fulfilment of any obligation in terms of the provisions of the bidding documents.
Bidder	Any person/ firm/ agency/ company/ contractor/ supplier/ vendor participating in the procurement/ bidding process with the procurement entity
Bidding Document	Documents issued by the procuring entity, including any amendments thereto, that set out the terms and conditions of the given procurement and includes the invitation to bid
BoM	Bill of Material
CMC	Contract Monitoring Committee
Competent Authority	An authority or officer to whom the relevant administrative or financial powers have been delegated for taking decision in a matter relating to procurement. Managing Director, RISL, Govt. of Rajasthan in this bidding document.
Contract/ Procurement Contract	A contract entered into between the procuring entity and a successful bidder concerning the subject matter of procurement
Contract/ Project Period	The Contract/ Project Period shall commence from the date of issue of Work order till completion of Warranty Support Services after successful commissioning of the project
COTS	Commercial Off the Shelf Software
Day	A calendar day as per GoR/ GoI
DeitY, GoI	Department of Electronics and Information Technology, Government of India
DoIT&C & C	Department of Information Technology and Communications, Government of Rajasthan.
ETDC	Electronic Testing & Development Centre
FOR/ FOB	Free on Board or Freight on Board
GoI/ GoR	Govt. of India/ Govt. of Rajasthan
Goods	All articles, material, commodities, electricity, livestock, furniture, fixtures, raw material, spares, instruments, software, machinery, equipment, industrial

	plant, vehicles, aircraft, ships, railway rolling stock and any other category of goods, whether in solid, liquid or gaseous form, purchased or otherwise acquired for the use of a procuring entity as well as services or works incidental to the supply of the goods if the value of services or works or both does not exceed that of the goods themselves
GST	Goods and Services Tax
ICT	Information and Communication Technology.
IFB	Invitation for Bids (A document published by the procuring entity inviting Bids relating to the subject matter of procurement and any amendment thereto and includes notice inviting Bid and request for proposal)
INR	Indian Rupee
ISI	Indian Standards Institution
ISO	International Organisation for Standardisation
IT	Information Technology
ITB	Instruction to Bidders
LD	Liquidated Damages
LoI	Letter of Intent
NCB	A bidding process in which qualified bidders only from within India are allowed to participate
NeGP	National e-Governance Plan of Government of India, Department of Information Technology (DIT), Ministry of Communications and Information Technology (MCIT), New Delhi.
NIB	Notice Inviting Bid
Notification	A notification published in the Official Gazette
OEM	Original Equipment Manufacturer
PAN	Permanent Account Number
PBG	Performance Bank Guarantee
PC	Procurement/ Purchase Committee
PQ	Pre-Qualification
Procurement Process	The process of procurement extending from the issue of invitation to Bid till the award of the procurement contract or cancellation of the procurement process, as the case may be
Procurement/ Public Procurement	The acquisition by purchase, lease, license or otherwise of works, goods or services, including award of Public Private Partnership projects, by a procuring entity whether directly or through an agency with which a contract for procurement services is entered into, but does not include any acquisition

	without consideration, and “procure” or “procured” shall be construed accordingly
Project Site	Wherever applicable, means the designated place or places.
PSD/ SD	Performance Security Deposit/ Security Deposit
Purchaser/ Tendering Authority/ Procuring Entity	Person or entity that is a recipient of a good or service provided by a seller (bidder) under a purchase order or contract of sale. Also called buyer. RISL, GoR in this RFP document.
RajSWAN / RSWAN	Rajasthan State Wide Area Network
RISL	RajCOMP Info Services Limited
RSDC	Rajasthan State Data Centre, Jaipur
RVAT	Rajasthan Value Added Tax
Services	Any subject matter of procurement other than goods or works and includes physical, maintenance, professional, intellectual, consultancy and advisory services or any service classified or declared as such by a procuring entity and does not include appointment of any person made by any procuring entity
SLA	Service Level Agreement is a negotiated agreement between two parties wherein one is the customer and the other is the service provider. It is a service contract where the level of service is formally defined. In practice, the term SLA is sometimes used to refer to the contracted delivery time (of the service) or performance.
SSDG	State Services Delivery Gateway
State Government	Government of Rajasthan (GoR)
State Public Procurement Portal	http://sppp.rajasthan.gov.in
STQC	Standardisation Testing and Quality Certification, Govt. of India
Subject Matter of Procurement	Any item of procurement whether in the form of goods, services or works
TIN	Tax Identification Number
TPA	Third Party Auditors
VAT/ CenVAT	Value Added Tax/ Central VAT
WO/ PO	Work Order/ Purchase Order

1. INVITATION FOR BID (IFB) & NOTICE INVITING BID (NIB)

Unique Bid Reference No	RIS2627GLOB00044
NIB Reference No	F3.3(581)/RISL/Pur/2026/2252 dated: 30/07/2026
Name & Address of the Procuring Entity	- Name: Managing Director, RajCOMP Info Services Limited (RISL) - Address: First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Rajasthan)
Name & Address of the Project Officer In-charge (POIC)	- Name: Shri Mohd. Aslam Khan - Designation: GM (Technical) - Address: IT Development and e-Governance Building, Mahatma Gandhi Road, Jhalana Doongri, Jaipur 302004 - Email: aslam.risl@rajasthan.gov.in
Subject Matter of Procurement	Short term RFP for Supply, Installation, Testing, Commissioning including Five years Comprehensive On-site Warranty and Maintenance of Outdoor LED Video Wall Screens.
Bid Procedure	Single-stage: Two part (envelop) open competitive eBid procedure at http://eproc.rajasthan.gov.in
Bid Evaluation Criteria (Selection Method)	Least Cost Based Selection (LCBS) - Lowest evaluated technically responsive bid
Websites for downloading Bidding Document, Corrigendum's, Addendums etc.	- Websites: http://sppp.raj.nic.in, http://eproc.rajasthan.gov.in, http://www.doitc.rajasthan.gov.in, and http://risl.rajasthan.gov.in - Bidding document fee: Rs. 2000.00 (Rupees Two Thousand only) in Cash/ Demand Draft in favour of "Managing Director, RISL" payable at "Jaipur". - RISL Processing Fee: Rs. 2000.00 (Rupees Two Thousand only) in Demand Draft in favour of "Managing Director, RISL" payable at "Jaipur".
Estimated Procurement Cost	Rs. 3.60 Crores Only
Bid Security and Mode of Payment	2% of the estimated procurement cost 0.5% of the estimated procurement cost for MSME of Rajasthan 1% of the estimated procurement cost for Sick Industries, other than MSME, whose cases are pending with Board of Industrial & Financial Reconstruction - Mode of Payment: Banker's Cheque or Demand Draft or FDR or Bank Guarantee of a Scheduled Bank - Bid Security shall be in favour of "Managing Director, RISL" payable at "Jaipur".
Period of Sale of Bidding Document (Start/ End Date)	- Start Date: 30/07/2026 - End Date: 14/08/2026
Date/ Time/ Place of Pre-bid Meeting	- Date/Time: 04/08/2026 at 12:00 PM - Place: 6th floor, IT Development & E-governance, New IT Building, Mahatma Gandhi Road, Jhalana Doongri, Jaipur, Rajasthan 302004. - Last date of submitting clarifications requests by the bidder: 04/08/2026 at 05:00 PM - Response to clarifications by procuring entity: 07/08/2026
Manner, Start/ End Date for the submission of Bids	- Manner: Online at e-Proc website (http://eproc.rajasthan.gov.in) - Start Date: 07/08/2026 05:00 PM - End Date: 14/08/2026 till 12:00 PM
Submission of Banker's Cheque/ Demand Draft for	Upto: 14/08/2026 till 12:00 PM

Tender Fee, Bid Security, and Processing Fee*	
Date/ Time/ Place of Technical Bid Opening	• Date: 14/08/2026 • Time: 05:00 PM • Place: 6th floor, IT Development & E-governance, New IT Building, Mahatma Gandhi Road, Jhalana Doongri, Jaipur, Rajasthan 302004.
Date/ Time/ Place of Financial Bid Opening	Will be intimated later to the Technically qualified bidders
Bid Validity	90 days from the bid submission deadline
Note: 1) Bidder (authorised signatory) shall submit their offer on-line in Electronic formats both for technical and financial proposal. However, DD for Tender Fees, RISL Processing Fees and Bid Security should be submitted physically at the office of Tendering Authority as prescribed in NIB and scanned copy of same should also be uploaded along with the technical Bid/ cover. 2) * In case, any of the bidders fails to physically submit the Banker's Cheque/ Demand Draft for Tender Fee, Bid Security, and RISL Processing Fee up to <time> on <date>, its Bid shall not be accepted. The Banker's Cheque/ Demand Draft for Bidding document fee, RISL Processing Fee and Bid Security should be drawn in favour of "Managing Director, RajCOMP Info Services Ltd." payable at "Jaipur" from any Scheduled Commercial Bank. 3) To participate in online bidding process, Bidders must procure a Digital Signature Certificate (Type III) as per Information Technology Act-2000 using which they can digitally sign their electronic bids. Bidders can procure the same from any CCA approved certifying agency, i.e. TCS, Safecrypt, Ncode etc. Bidders who already have a valid Digital Signature Certificate (DSC) need not procure a new DSC. Also, bidders must register on http://eproc.rajasthan.gov.in (bidders already registered on http://eproc.rajasthan.gov.in before 30-09-2011 must register again). 4) RISL will not be responsible for delay in online submission due to any reason. For this, bidders are requested to upload the complete bid well advance in time so as to avoid 11th hour issues like slow speed; choking of web site due to heavy load or any other unforeseen problems. 5) Bidders are also advised to refer "Bidders Manual Kit" available at e-Procurement website for further details about the e-Tendering process. 6) Training for the bidders on the usage of e-Tendering System (e-Procurement) is also being arranged by DoIT&C, GoR on a regular basis. Bidders interested for training may contact e-Procurement Cell, DoIT&C for booking the training slot. Contact No: 0141-4022688 (Help desk 10 am to 6 pm on all working days) e-mail: eproc@rajasthan.gov.in Address: e-Procurement Cell, 6th floor, IT Development & E-governance, New IT Building, Mahatma Gandhi Rd, Jhalana Doongri, Jaipur, Rajasthan 302004. 7) The procuring entity reserves the complete right to cancel the bid process and reject any or all of the Bids. 8) No contractual obligation whatsoever shall arise from the bidding document/ bidding process unless and until a formal contract is signed and executed between the procuring entity and the successful bidder. 9) Procurement entity disclaims any factual/ or other errors in the bidding document (the onus is purely on the individual bidders to verify such information) and the information provided therein are intended only to help the bidders to prepare a logical bid-proposal. 10) The provisions of RTPPA Act 2012 and Rules thereto shall be applicable for this procurement. Furthermore, in case of any inconsistency in any of the provisions of this bidding document with the RTPPA Act 2012 and Rules thereto, the later shall prevail.	

Sd/-

(Mohd. Aslam Khan)

General Manager (Technical)

2. PROJECT PROFILE & BACKGROUND INFORMATION

2.1 Project Profile

- The government of Rajasthan aims to utilize the benefits of Information Technology to bring about radical changes in the way various processes are carried out presently to improve Accountability, Transparency & Effectiveness in Government administration. The ultimate objective is to arm the Government with IT-enabled systems to assist them in carrying out their day-to-day functions to help deliver G2G, G2B, and G2E services.
- Department of Information Technology & Communication (DoIT&C), Govt. of Rajasthan is responsible for the implementation of various IT/e-Governance projects for the State. It has implemented multiple citizen-centric applications.
- RISL is a fully Government of Rajasthan owned Company. RISL is a leading consulting organization in the field of Information Technology. RISL operates under the aegis of the Government of Rajasthan. RISL is the designated State Designated Agency (SDA) for implementation of National e-Governance Plan (NeGP) Components i.e. State Data Centre (SDC), State Wide Area Network (SWAN), Common Service Centre (CSC), State Service. Delivery and other State Mission Mode Projects (MMPs). RISL is also a Technology Partner with departments like RIICO, Agriculture, State Election Department, JCTSL, Education Department, RHSDP, etc. RISL takes up the activities of procuring and outsourcing hardware, software, networking components, and other products and services on behalf of Government Departments/organizations (users).
- To create awareness among the citizens about various Govt. schemes & their benefits, the Government has set up LED video walls on the prominent places of District HQs and Block HQs. across Rajasthan State. These outside LED video walls help citizens to understand various initiatives taken by Govt. in the welfare of the society.

2.2 About the Project:

- The Government of Rajasthan intends to procure, install, test and commission Outdoor LED Video Walls/Digital Display Screens, along with five (05) years of Comprehensive On-site Warranty and Maintenance, initially at Rajasthan House, Bikaner House, Jodhpur House and Rajasthan State Guest House, New Delhi, and at such other locations as may be specified by the Purchaser. The initial scope of this RFP comprises the supply and installation of **nine (09)** Outdoor LED Video Walls. The project aims to ensure effective dissemination of Government welfare schemes, flagship programmes, public awareness campaigns, emergency alerts and other official information through state-of-the-art digital display systems.
- Indicative details are:

SNo	Location	Proposed Videowall (No.)	Details
1.	Bikaner House, New Delhi	03	4 mm Outdoor LED video wall 15.7 FT X 9.4 FT (± 5%) and mounted on a single heavy-duty hot-dip galvanized MS Unipole structure
	Rajasthan House, New Delhi	02	
2.	Jodhpur House, New Delhi	02	4 mm Outdoor LED Video Wall (15.7 FT X 9.4 FT (± 5%)) shall be of a curved configuration. The supporting structure (heavy-duty hot-dip galvanized

SNo	Location	Proposed Videowall (No.)	Details
			MS Unipole structure) shall also be designed and fabricated to match the curvature of the LED Video Wall.
3.	Rajasthan State Guest House, New Delhi	02	Two 4 mm Outdoor LED Video Wall 22 FT X 6.28 FT ($\pm 5\%$) ((Back-to-Back facing outward)) shall be mounted on a single heavy-duty hot-dip galvanized MS Bipole structure
	Total Proposed	09	

3. PRE-QUALIFICATION/ ELIGIBILITY CRITERIA

A bidder participating in the procurement process shall possess the following minimum pre-qualification/ eligibility criteria. Pre-Qualification Criteria for Bidders

3.1 A bidder participating in the procurement process shall possess the following minimum pre-qualification/ eligibility criteria.

S. No.	Basic Requirement	Specific Requirements	Documents Required
1.	Legal Entity	The bidder should be a Proprietorship firm duly registered either under the Rajasthan Shops & Commercial Establishments Act, 1958 or any other Act of State/ Union, as applicable for dealing in the subject matter of procurement (Note: A self-certified declaration regarding the non-applicability of registration to any Act should be submitted by the bidder) OR A company registered under Indian Companies Act, 1956/2013 OR A partnership firm registered under Indian Partnership Act, 1932. OR A Limited Liability Partnership (LLP) firm registered under LLP Act, 2008 OR Any other Act of State/ Union for proving Legal Entity	- Copy of Certificates of incorporation Or - Copy of Certificate of registration, if applicable
2.	Financial: Turnover	Average Annual Turnover of the bidder from the supply/installation or maintenance of LED Video Wall / Visual & Audio hardware components) for last three financial years: 2022-23, 2023-24 and 2024-25 * (as per the last published audited balance sheets), should be at least Rs. 7.2 Crores.	CA Certificate with CA's Registration Number/ Seal and Unique Document Identification Number (UDIN)
3.	Financial: Net Worth	The net worth of the bidder as on 31/03/2025 should be Positive and profit making as per last audited balance sheet.	CA Certificate with CA's Registration Number/ Seal with UDIN
4.	Tax Registration	The bidder should have a registered number of i. GST IN where his business is located ii. Income Tax / Pan number	Copies of relevant certificates of registration
5.	Technical Capability	The bidder shall have successfully completed or substantially completed any one of the following projects during the last three (03) years ending on the last date of bid submission: - One similar work of value not less than ₹3.60 Crore, or - Two similar works of cumulative value not less than ₹4.60 Crore, or - Three similar works of cumulative value not less than ₹5.60 Crore. Similar work means Supply, Installation & Commissioning OR AMC/FMS of Outdoor LED Video Walls/Digital Display Systems for Central Government, State Government, PSU, Autonomous Bodies or BFSI organizations.	Work Order + Work Completion Certificates from the client; OR Work Order + Phase Completion certificate from the client/ CA Certificate mentioning the amount of remittance of Work Completed

S. No.	Basic Requirement	Specific Requirements	Documents Required
			(CA Certificate with CA's Registration Number/ Seal with UDIN)
6.	Certification of Quality / Health & Safety / Environmental Certifications of OEM/ OEM subsidiary in India	The bidder & OEM must possess, at the time of bidding, a valid ISO 9001:2015 certificate,	Copy of a valid certificate from bidder & OEM
		The bidder shall possess a valid ISO/IEC 27001:2022 certification (or the latest version in force) for Information Security Management System (ISMS), issued by an accredited certification body.	Copy of a valid certificate from OEM
		Occupation health & Safety Management System - OHSAS 45001:2018	Copy of a valid certificate from OEM
		Environmental Management System 14001: 2015	Copy of a valid certificate from OEM
		BIS	Copy of a valid certificate from OEM
		CE certification	Documentary evidence, including the CE Declaration of Conformity from OEM
7.	Mandatory Undertaking	Bidder should: - a) not be insolvent, in receivership, bankrupt or being wound MAF up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons; b) not have, and their directors and officers not have, been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings; c) not have a conflict of interest in the procurement in question as specified in the bidding document. d) comply with the code of integrity as specified in the bidding document. e) A bidder should not have a conflict of interest in the procurement in question as stated in rule 81 and the bidding documents. The procuring entity shall take appropriate actions against the bidder in accordance with section 11 and Chapter IV of the Act, if it determines that a conflict of interest has flawed the integrity of any procurement process.	A Self Certified letter as per Annexure-7: Self-Declaration
8.	Mandatory Requisites	The bidder must be an authorized system integrator for sale, support and services of the OEM for LED Video Wall & associated components proposed for the replacement of items mentioned in Annexure-3. The proposed	OEM certified MAF as per Annexure-10 and relevant documents of

S. No.	Basic Requirement	Specific Requirements	Documents Required
		manufacturer should have office and authorized registered service centre in India.	authorized registered service centre.
9.	Compliance to Land Border Policy for all OEMs of BoQ1 items.	OEM and its Authorized Distributor (If any) should comply with Subrule 4 under rule 13 of RTTP 2013. OEM and its Authorized Distributor (If any) should comply with Order no. F.No. 6/18/2019-PPD dated 23.07.2020 issued by Ministry of Finance Department of Expenditure Public Procurement Division regarding the restriction under rule 144 (xi) of GFP 2017	
10.	Presence In India	OEM should have their own registered office in India from the last 05 years on the date of bid submission.	Copy of Certificates of incorporation
11.	Service Center in India	OEM should have their own service centre across India for support. Installation, Commissioning, after Sales support shall be provided by OEM only.	Self-declaration certificate on company letter head stating list of service centers in India with address and contact details.
12.	Make in India	The OEM shall provide documentary evidence demonstrating manufacturing or value addition in India, including the applicable local content declaration and supporting documents, wherever required.	Self-declaration certificate on company letter head stating Manufacturing location(s) with address and contact details and applicable local content.

3.2 Additional provisions for qualifications:

In addition to the provisions regarding the qualifications of the bidders as set out in above: -

- The procuring entity shall disqualify a bidder as per the provisions under “Clause: Exclusion/ Disqualification of bids in Chapter-5: ITB”; and
- The procuring entity may require a bidder, who was pre-qualified, to demonstrate its qualifications again in accordance with the same criteria used to pre-qualify such bidder. The procuring entity shall disqualify any bidder that fails to demonstrate its qualifications again, if requested to do so. The procuring entity shall promptly notify each bidder requested to demonstrate its qualifications again as to whether or not the bidder has done so to the satisfaction of the procuring entity.
- RISL reserves the right to verify all statements, information and documents submitted by the bidder in response to tender document. The bidder shall, when so required by RISL, make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of verification by RISL shall not relieve the bidder of its obligations or liabilities hereunder nor will it affect any rights of RISL thereunder. If any statement, information and document submitted by the bidder is found to be false, manipulated or forged during verification process, strict action shall be taken as per RTTP Act 2012.

4. SCOPE OF WORK, DELIVERABLES & TIMELINES

4.1 Details of work (SoW): Supply, Installation, Testing, Commissioning with 5 years Comprehensive On-site Warranty and Maintenance of Outdoor LED Video Wall Screens

i. Scope

The successful bidder shall be responsible for providing a complete turnkey solution for the design, supply, transportation, installation, testing, commissioning, integration, with 5 years comprehensive on-site warranty and maintenance of Outdoor LED Video Wall Systems at various locations such as Bikaner House, Jodhpur House, Rajasthan State Guest House, Rajasthan House and other locations of National Capital Territory (NCT) of Delhi. However; the actual location of installation will be communicated separately to the selected bidder in the respective Work Order(s). The video walls shall be utilized for dissemination of Government schemes, citizen-centric services, public awareness campaigns, emergency notifications, disaster alerts, health advisories, traffic information, national events, cultural programmes and other public interest communications.

The work shall include all hardware, software, civil, structural, electrical, networking and allied components necessary to make the system fully functional. Any item, component or service not specifically mentioned in this document but required for satisfactory operation of the system shall be deemed to be included within the scope of the bidder without any additional financial implication to the Purchaser.

ii. Design, Engineering and Site Assessment

Prior to commencement of installation, the bidder shall conduct a detailed survey of each location communicated by the RISL in respective work order(S) to assess technical feasibility and installation requirements. Based on the survey, the bidder shall prepare detailed engineering drawings and implementation plans covering structural design, electrical load requirements, cable routing, earthing arrangements, network connectivity, maintenance accessibility and safety provisions.

The bidder shall ensure that the proposed design is suitable for long-term outdoor operation considering Delhi's climatic conditions, including extreme summer temperatures, heavy rainfall, dust, humidity and high wind conditions. The structural design shall comply with applicable Indian Standards and shall be capable of safely supporting the display system throughout its operational life.

iii. Supply, Installation and Commissioning

The bidder shall supply only brand-new, unused and latest-generation Outdoor LED Video Wall equipment that is currently under active manufacturing and technical support. Refurbished, discontinued or end-of-life products shall not be accepted.

The complete installation shall include all equipment, accessories and consumables required for successful operation, including but not limited to:

- Outdoor LED display panels and cabinets
- Video processors, controllers and media players
- Power distribution units
- Mounting structures and support framework
- Network equipment and communication accessories
- Earthing and lightning protection systems
- Surge protection devices
- Cabling, conduits, connectors and termination accessories

- Display management and content management software
- All mounting hardware, fixtures and installation materials

The bidder shall carry out complete installation, configuration, calibration and commissioning of the system, ensuring proper alignment, colour uniformity, brightness optimisation and seamless display performance. All electrical and networking works shall conform to applicable statutory regulations and safety standards. The installation shall be aesthetically finished with proper cable management, weatherproofing and protection against unauthorized access. The layout for unipole / bipole of video wall is detailed at Annexure- 21 for the bidder reference.

iv. Technical Requirements

The offered Outdoor LED Video Wall System shall incorporate the latest commercially available technology and shall be designed for uninterrupted 24×7 operation in outdoor environments. The equipment offered shall not be more than one year old from the date of manufacture at the time of supply.

The system shall, at a minimum, support the following capabilities:

- High brightness suitable for direct sunlight visibility
- Automatic brightness adjustment based on ambient lighting
- High refresh rate and superior colour reproduction
- Wide viewing angle for public visibility
- High ingress protection against dust and water
- UV-resistant and corrosion-resistant cabinet construction
- Remote monitoring and diagnostics
- Remote firmware and software upgrades
- Energy-efficient operation
- Modular design for ease of maintenance

The bidder shall ensure that all critical components are supported by the Original Equipment Manufacturer (OEM) within India. Spare parts and technical support for the proposed model shall remain available for a minimum period of **seven (7) years** from the date of commissioning.

v. Software, Content Management and System Integration

The bidder shall provide a centralized web-based Content Management System (CMS) for management and monitoring of all deployed video walls. The CMS shall enable authorized users to manage multiple displays from a centralized location through secure role-based access.

The solution shall support scheduling of multimedia content, emergency broadcasting, display health monitoring, remote diagnostics, audit logs and generation of operational reports. The software shall support common multimedia formats including images, videos, scrolling text, live feeds and other standard digital content. Necessary software licenses, updates and technical support shall be provided throughout the warranty period without any additional cost.

Where required, the solution shall also support integration with existing Government applications and future digital platforms through standard APIs or other interoperable interfaces.

vi. Testing, Acceptance and Documentation

The bidder shall carry out comprehensive testing of each installed system before commissioning. Testing shall include functionality, brightness, colour uniformity, electrical safety, communication, display performance and overall system reliability.

Commissioning shall be deemed complete only after successful demonstration of all functionalities and formal acceptance by the Purchaser.

Upon completion, the bidder shall submit complete documentation including:

- Site survey reports
- System architecture and engineering drawings.
- As-built drawings
- Test and commissioning reports
- Warranty certificates
- OEM authorization and compliance certificates
- User manuals and maintenance manuals
- Asset inventory with equipment serial numbers

The bidder shall also provide operational training to designated Government personnel covering system operation, content management, routine maintenance and basic troubleshooting.

vii. Comprehensive On-site Warranty, Maintenance and Service Support

The bidder shall provide a **comprehensive on-site warranty and maintenance support for a minimum period of five (05) years** from the date of successful commissioning. The warranty shall cover all hardware, software, labour, transportation, replacement of defective components, firmware updates, software upgrades and preventive maintenance services.

The bidder shall establish an adequate service support mechanism with trained manpower minimum 1 (deployed at onsite) and sufficient inventory of critical spare parts within India to ensure timely restoration of services.

The maintenance services shall include:

- Preventive maintenance at regular intervals
- Cleaning and inspection of LED modules
- Calibration of display parameters
- Firmware and software updates
- Replacement of defective components
- Health monitoring and fault diagnostics
- Submission of maintenance reports after every visit

The bidder shall maintain predefined Service Level Agreements (SLAs) for response, resolution and restoration of services, which shall be monitored throughout the contract period.

viii. Complaint Management System

- The officials nominated by GOR will log the complaint in Complaint Management System.
- The selected bidder shall check the complaint-on-Complaint Management System on daily basis and take immediate action to resolve the complaint.
- The selected bidder shall onsite attend the complaint and resolve it within SLA timelines. After resolving the complaint, the selected bidder will submit the 'complaint closure request' on Complaint Management System.
- The officials nominated by GOR will acknowledge and verify/confirm the closure of the complaint within seven days from the date of submission of such closure requests. The Officials nominated may reject the closure request with the appropriate remarks if the complaint is not closed satisfactorily. In case of no action taken by the official, the closure request shall be auto- confirmed and considered satisfactory and marked as closed by the system itself.

ix. Insurance, Safety and Compliance

The bidder shall be fully responsible for safeguarding the equipment until completion of the warranty period and shall obtain comprehensive insurance coverage against all foreseeable risks. The

insurance policy shall adequately cover transit, storage, installation, accidental damage, fire, theft, vandalism, natural calamities, electrical failures, lightning, public liability and third-party liabilities. The bidder shall also be responsible for the safety of personnel, equipment and the public during execution of the work. Necessary safety measures including barricading, personal protective equipment (PPE), traffic management and statutory safety practices shall be strictly followed.

All equipment and installation shall comply with applicable BIS, IEC, IS and other relevant national and international standards governing electrical safety, electromagnetic compatibility, environmental protection and outdoor electronic display systems.

4.2 Project Deliverables, Milestones & Time Schedule

The milestones, deliverables and time schedule for the implementation of the project would be as follows:-

- The time specified for delivery and other activities as mentioned in the table below shall be deemed to be the essence of the contract and the SI shall arrange supplies and provide the required services within the specified period.
- It should be noted that any delay in the project timelines shall attract Liquidated Damages (LD) to the SI as per the details mentioned in subsequent sections of this bidding document.
- "T" is the event marking RISL/GoR/DoIT&C issuing the work order to the selected bidder i.e. SI.

S. No	Milestone/Phase	Scope of work	Deliverables	Timelines (T= Date of work order)
1	Supply & Installation	Supply & Installation (as per Clause 4.1) of SoW)	Upon successful Installation & Commissioning of the project, the bidder shall hand over a fully operational Outdoor LED Video Wall System at each designated location together with all associated documentation, software licenses, warranty certificates, insurance documents, OEM support certificates, preventive maintenance schedules and all materials necessary for uninterrupted operation and future maintenance along with Delivery Challan.	T+ 60 days
2	Maintenance & Support Services	Maintenance & Support Service (as per Clause 4.1(vii) of	Quarterly SLA attainment reports:	After end of each quarter for 5 years (Start from the Date

		SoW & Warranty and support clause)	1. Quarterly Preventive Maintenance Reports 2. Quarterly Satisfactory Performance Report 3. Quarterly Penalty sheet from CRN Portal.	of commissioning of a Video Wall)
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The bidder shall remain solely responsible for ensuring that the supplied solution is complete in all respects, technologically current, fully supported within India and capable of providing reliable, secure and continuous public information dissemination throughout the contract period.

5. INSTRUCTION TO BIDDERS (ITB)

5.1 Sale of Bidding/ Tender Documents

- The sale of bidding documents shall be commenced from the date of publication of Notice Inviting Bids (NIB) and shall be stopped one day prior to the date of opening of Bid. The complete bidding document shall also be placed on the State Public Procurement Portal and e-Procurement portal. The prospective bidders shall be permitted to download the bidding document from the websites and pay its price while submitting the Bid to the procuring entity.
- The bidding documents shall be made available to any prospective bidder who pays the price for it in cash or by bank demand draft, banker's cheque.
- Bidding documents purchased by Principal of any concern may be used by its authorized sole selling agents/ marketing agents/ distributors/ sub-distributors and authorized dealers or vice versa.

5.2 Pre-bid Meeting/ Clarifications

- Any prospective bidder may, in writing, seek clarifications from the procuring entity in respect of the bidding documents.
- A pre-bid conference is also scheduled by the procuring entity as per the details mentioned in the NIB and to clarify doubts of potential bidders in respect of the procurement and the records of such conference shall be intimated to all bidders and where applicable, shall be published on the respective websites.
- The period within which the bidders may seek clarifications under (a) above and the period within which the procuring entity shall respond to such requests for clarifications shall be as under: -
 - Last date of submitting clarifications requests by the bidder: as per NIB
 - Response to clarifications by procuring entity: as per NIB
- The minutes and response, if any, shall be provided promptly to all bidders to which the procuring entity provided the bidding documents, so as to enable those bidders to take minutes into account in preparing their bids, and shall be published on the respective websites.

5.3 Changes in the Bidding Document

- At any time, prior to the deadline for submission of Bids, the procuring entity may for any reason, whether on its own initiative or as a result of a request for clarification by a bidder, modify the bidding documents by issuing an addendum in accordance with the provisions below.
- In case, any modification is made to the bidding document or any clarification is issued which materially affects the terms contained in the bidding document, the procuring entity shall publish such modification or clarification in the same manner as the publication of the initial bidding document.
- In case, a clarification or modification is issued to the bidding document, the procuring entity may, prior to the last date for submission of Bids, extend such time limit in order to allow the bidders sufficient time to take into account the clarification or modification, as the case may be, while submitting their Bids.
- Any bidder, who has submitted his Bid in response to the original invitation, shall have the opportunity to modify or re-submit it, as the case may be, within the period of time originally allotted or such extended time as may be allowed for submission of Bids, when changes are made to the bidding document by the procuring entity:

- Provided that the Bid last submitted or the Bid as modified by the bidder shall be considered for evaluation.

5.4 Period of Validity of Bids

- Bids submitted by the bidders shall remain valid during the period specified in the NIB/ bidding document. A Bid valid for a shorter period shall be rejected by the procuring entity as non-responsive Bid.
- Prior to the expiry of the period of validity of Bids, the procuring entity, in exceptional circumstances, may request the bidders to extend the bid validity period for an additional specified period of time. A bidder may refuse the request and such refusal shall be treated as withdrawal of Bid and in such circumstances bid security shall not be forfeited.
- Bidders that agree to an extension of the period of validity of their Bids shall extend or get extended the period of validity of bid securities submitted by them or submit new bid securities to cover the extended period of validity of their bids. A bidder whose bid security is not extended, or that has not submitted a new bid security, is considered to have refused the request to extend the period of validity of its Bid.

5.5 Format and Signing of Bids

- Bidders must submit their bids online at e-Procurement portal i.e. <http://eproc.rajasthan.gov.in>.
- All the documents uploaded should be digitally signed with the DSC of authorized signatory.
- A Single stage-Two part/ cover system shall be followed for the Bid: -
- Technical Bid, including fee details, eligibility & technical documents
- Financial Bid
- The technical bid shall consist of the technical bid documents as per Annexure-4 in the sequence mentioned in the annexure.
- Financial bid shall include the following documents: -

Sr.	Documents Type	Document Format
1.	Financial Bid – Cover Letter	On bidder's letter head duly signed by authorized signatory as per Annexure-14
2.	Financial Bid - Format	As per format available in RFP

- The bidder should ensure that all the required documents, as mentioned in this bidding document, are submitted along with the Bid and in the prescribed format only. Non-submission of the required documents or submission of the documents in a different format / contents may lead to the rejections of the Bid submitted by the bidder.

5.6 Cost & Language of Bidding

- The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the procuring entity shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- The Bid, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the procuring entity, shall be written only in English Language. Supporting documents and printed literature that are part of the Bid may be in another language provided they are

accompanied by an accurate translation of the relevant passages in English/ Hindi language, in which case, for purposes of interpretation of the Bid, such translation shall govern.

5.7 Alternative/ Multiple Bids

Alternative/ Multiple Bids shall not be considered at all. Also, the bidder shall not quote for multiple brands/ make/ models but only one in the technical Bid. Bidder, if any, quoting multiple brands/ make/ models in his bid, such bid may be liable for rejection by the Purchaser.

5.8 Bid Security

Every bidder, if not exempted, participating in the procurement process will be required to furnish the bid security as specified in the NIB.

- In lieu of bid security, a bid securing declaration shall be taken from Departments of the State Government, Undertakings, Corporations, Autonomous bodies, Registered Societies and Cooperative Societies which are owned or controlled or managed by the State Government and Government Undertakings of the Central Government.
- Bid security instrument or cash receipt of bid security or a bid securing declaration shall necessarily accompany the technical bid.
- Bid security of a bidder lying with the procuring entity in respect of other bids awaiting decision shall not be adjusted towards bid security for the fresh bids. The bid security originally deposited may, however, be taken into consideration in case bids are re-invited.
- The bid security may be given in the form of a banker's cheque or demand draft or bank guarantee, in specified format, of a scheduled bank or deposited through eGRAS. The bid security must remain valid thirty days beyond the original or extended validity period of the bid.
- The issuer of the bid security and the confirmer, if any, of the bid security, as well as the form and terms of the bid security, must be acceptable to the procuring entity.
- Prior to presenting a submission, a bidder may request the procuring entity to confirm the acceptability of proposed issuer of a bid security or of a proposed confirmer, if required. The procuring entity shall respond promptly to such a request.
- The bank guarantee presented as bid security shall be got confirmed from the concerned issuing bank. However, the confirmation of the acceptability of a proposed issuer or of any proposed confirmer does not preclude the procuring entity from rejecting the bid security on the ground that the issuer or the confirmer, as the case may be, has become insolvent or has otherwise ceased to be creditworthy.
- The bid security of unsuccessful bidders shall be refunded soon after final acceptance of successful bid and signing of Agreement and submitting performance security.
- The Bid security taken from a bidder shall be forfeited, including the interest, if any, in the following cases, namely: -
 - when the bidder withdraws or modifies its bid after opening of bids;
 - when the bidder does not execute the agreement, if any, after placement of supply/ work order within the specified period;
 - when the bidder fails to commence the supply of the goods or service or execute work as per supply/ work order within the time specified;
 - when the bidder does not deposit the performance security within specified period after the supply/ work order is placed; and
 - if the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the bidding document.
- Notice will be given to the bidder with reasonable time before bid security deposited is forfeited.

- No interest shall be payable on the bid security.
- In case of the successful bidder, the amount of bid security may be adjusted in arriving at the amount of the Performance Security, or refunded if the successful bidder furnishes the full amount of performance security.
- The procuring entity shall promptly return the bid security after the earliest of the following events, namely:-
 - the expiry of validity of bid security;
 - the execution of agreement for procurement and performance security is furnished by the successful bidder;
 - the cancellation of the procurement process; or
 - the withdrawal of bid prior to the deadline for presenting bids, unless the bidding documents stipulate that no such withdrawal is permitted.

5.9 Deadline for the submission of Bids

- Bids shall be received online at e-Procurement portal and up to the time and date specified in the NIB.
- Normally, the date of submission and opening of Bids would not be extended. In exceptional circumstances or when the bidding document are required to be substantially modified as a result of discussions in pre-bid meeting/ conference or otherwise and the time with the prospective bidders for preparation of Bids appears insufficient, the date may be extended by the procuring entity. In such case the publicity of extended time and date shall be given in the manner, as was given at the time of issuing the original NIB and shall also be placed on the State Public Procurement Portal, if applicable. It would be ensured that after issue of corrigendum, reasonable time is available to the bidders for preparation and submission of their Bids. The procuring entity shall also publish such modifications in the bidding document in the same manner as the publication of initial bidding document. If, in the office of the Bids receiving and opening authority, the last date of submission or opening of Bids is a non-working day, the Bids shall be received or opened on the next working day.

5.10 Withdrawal, Substitution, and Modification of Bids

- If permitted on e-Procurement portal, a Bidder may withdraw its Bid or re-submit its Bid (technical and/ or financial cover) as per the instructions/ procedure mentioned at e-Procurement website under the section "Bidder's Manual Kit".
- Bids withdrawn shall not be opened and processes further.

5.11 Opening of Bids

- The Bids shall be opened by the bid opening & evaluation committee on the date and time mentioned in the NIB in the presence of the bidders or their authorised representatives who choose to be present.
- The committee may co-opt experienced persons in the committee to conduct the process of Bid opening.
- The committee shall prepare a list of the bidders or their representatives attending the opening of Bids and obtain their signatures on the same. The list shall also contain the representative's name and telephone number and corresponding bidders' names and addresses. The authority letters, if

any, brought by the representatives shall be attached to the list. The list shall be signed by all the members of Bid opening committee with date and time of opening of the Bids.

- All the documents comprising of technical Bid/ cover shall be opened & downloaded from the e-Procurement website (only for the bidders who have submitted the prescribed fee(s) to RISL).
- The committee shall conduct a preliminary scrutiny of the opened technical Bids to assess the prima-facie responsiveness and ensure that the: -
 - bid is accompanied by bidding document fee, bid security or bid securing declaration, and processing fee (if applicable);
 - bid is valid for the period, specified in the bidding document;
 - bid is unconditional and the bidder has agreed to give the required performance security; and
 - other conditions, as specified in the bidding document are fulfilled.
 - any other information which the committee may consider appropriate.
- No Bid shall be rejected at the time of Bid opening except the Bids not accompanied with the proof of payment or instrument of the required price of bidding document, processing fee and bid security.
- The Financial Bid cover shall be kept unopened and shall be opened later on the date and time intimated to the bidders who qualify in the evaluation of technical Bids.

5.12 Selection Method:

- The selection method is lowest evaluated technically responsive bid (LCBS). L1 evaluation shall be made after adding cost of all items.

5.13 Clarification of Bids

- To assist in the examination, evaluation, comparison and qualification of the Bids, the bid evaluation committee may, at its discretion, ask any bidder for a clarification regarding its Bid. The committee's request for clarification and the response of the bidder shall be through the e-Procurement portal.
- Any clarification submitted by a bidder with regard to its Bid that is not in response to a request by the committee shall not be considered.
- No change in the prices or substance of the Bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the committee in the evaluation of the financial Bids.
- No substantive change to qualification information or to a submission, including changes aimed at making an unqualified bidder, qualified or an unresponsive submission, responsive shall be sought, offered or permitted.

5.14 Evaluation & Tabulation of Technical Bids

- Determination of Responsiveness
 - The bid evaluation committee shall determine the responsiveness of a Bid on the basis of bidding document and the provisions of pre-qualification/ eligibility criteria of the bidding document.
 - A responsive Bid is one that meets the requirements of the bidding document without any material deviation, reservation, or omission where: -

- “deviation” is a departure from the requirements specified in the bidding document;
 - “reservation” is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding document; and
 - “Omission” is the failure to submit part or all of the information or documentation required in the bidding document.
- A material deviation, reservation, or omission is one that,
 - if accepted, shall:-
 - affect in any substantial way the scope, quality, or performance of the subject matter of procurement specified in the bidding documents; or
 - limits in any substantial way, inconsistent with the bidding documents, the procuring entity’s rights or the bidder’s obligations under the proposed contract; or
 - if rectified, shall unfairly affect the competitive position of other bidders presenting responsive Bids.
- The bid evaluation committee shall examine the technical aspects of the Bid in particular, to confirm that all requirements of bidding document have been met without any material deviation, reservation or omission.
- The procuring entity shall regard a Bid as responsive if it conforms to all requirements set out in the bidding document, or it contains minor deviations that do not materially alter or depart from the characteristics, terms, conditions and other requirements set out in the bidding document, or if it contains errors or oversights that can be corrected without touching on the substance of the Bid.
- Non-material Non-conformities in Bids
 - The bid evaluation committee may waive any non-conformities in the Bid that do not constitute a material deviation, reservation or omission, the Bid shall be deemed to be substantially responsive.
 - The bid evaluation committee may request the bidder to submit the necessary information or document like audited statement of accounts/ CA Certificate, Registration Certificate, VAT/ CST clearance certificate, ISO/ CMMi Certificates, etc. within a reasonable period of time. Failure of the bidder to comply with the request may result in the rejection of its Bid.
 - The bid evaluation committee may rectify non-material nonconformities or omissions on the basis of the information or documentation received from the bidder under (b) above.
- Technical Evaluation Criteria

Bids shall be evaluated based on the compliance of the documents submitted in the technical bid. Technical bid shall contain all the documents as asked in the clause “Format and signing of Bids”
- Tabulation of Technical Bids
 - a. If Technical Bids have been invited, they shall be tabulated by the bid evaluation committee in the form of a comparative statement to evaluate the qualification of the bidders against the criteria for qualification set out in the bidding document.
 - b. The members of bid evaluation committee shall give their recommendations below the table as to which of the bidders have been found to be qualified in evaluation of Technical Bids and sign it.
 - The number of firms qualified in technical evaluation, if less than three and it is considered necessary by the procuring entity to continue with the procurement process, reasons shall be recorded in writing and included in the record of the procurement proceedings.
 - The bidders who qualified in the technical evaluation shall be informed in writing about the date, time and place of opening of their financial Bids.

5.15 Evaluation & Tabulation of Financial Bids

Subject to the provisions of "Acceptance of Successful Bid and Award of Contract" below, the procuring entity shall take following actions for evaluation of financial Bids:-

- The financial Bids of the bidders who qualified in technical evaluation shall be opened online at the notified time, date and place by the bid evaluation committee in the presence of the bidders or their representatives who choose to be present;
- the process of opening of the financial Bids shall be similar to that of technical Bids.
- the names of the bidders, the rates given by them and conditions put, if any, shall be read out and recorded;
- conditional Bids are liable to be rejected;
- the evaluation shall include all costs and all taxes and duties applicable to the bidder as per law of the Central/ State Government/ Local Authorities, and the evaluation criteria specified in the bidding documents shall only be applied;
- the offers shall be evaluated and marked L1, L2, L3 etc. L1 being the lowest offer and then others in ascending order.
- the bid evaluation committee shall prepare a comparative statement in tabular form in accordance with rules along with its report on evaluation of financial Bids and recommend the lowest offer for acceptance to the procuring entity, if price is the only criterion, or most advantageous Bid in other case;
- The members of bids evaluation committee shall give their recommendations below the table regarding lowest Bid or most advantageous Bid and sign it.
- it shall be ensured that the offer recommended for sanction is justifiable looking to the prevailing market rates of the goods, works or service required to be procured.

5.16 Correction of Arithmetic Errors in Financial Bids

The bid evaluation committee shall correct arithmetical errors in substantially responsive Bids, on the following basis, namely: -

- if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the bid evaluation committee there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
- if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to clause (a) and (b) above.

5.17 Price/ purchase preference in evaluation

Price and/ or purchase preference notified by the State Government (GoR) and as mentioned in the bidding document shall be considered in the evaluation of Bids and award of contract.

5.18 Negotiations

- Except in case of procurement by method of single source procurement or procurement by competitive negotiations, to the extent possible, no negotiations shall be conducted after the pre-bid stage. All clarifications needed to be sought shall be sought in the pre-bid stage itself.
- Negotiations may, however, be undertaken only with the lowest or most advantageous bidder when the rates are considered to be much higher than the prevailing market rates.
- The bid evaluation committee shall have full powers to undertake negotiations. Detailed reasons and results of negotiations shall be recorded in the proceedings.
- The lowest or most advantageous bidder shall be informed in writing either through messenger or by registered letter and e-mail (if available). A minimum time of seven days shall be given for calling negotiations. In case of urgency the bid evaluation committee, after recording reasons, may reduce the time, provided the lowest or most advantageous bidder has received the intimation and consented to regarding holding of negotiations.
- Negotiations shall not make the original offer made by the bidder inoperative. The bid evaluation committee shall have option to consider the original offer in case the bidder decides to increase rates originally quoted or imposes any new terms or conditions.
- In case of non-satisfactory achievement of rates from lowest or most advantageous bidder, the bid evaluation committee may choose to make a written counter offer to the lowest or most advantageous bidder and if this is not accepted by him, the committee may decide to reject and re-invite Bids or to make the same counter-offer first to the second lowest or most advantageous bidder, then to the third lowest or most advantageous bidder and so on in the order of their initial standing and work/ supply order be awarded to the bidder who accepts the counter-offer. This procedure would be used in exceptional cases only.
- In case the rates even after the negotiations are considered very high, fresh Bids shall be invited.

5.19 Exclusion of Bids/ Disqualification

- A procuring entity shall exclude/ disqualify a Bid, if: -
 - the information submitted, concerning the qualifications of the bidder, was false or constituted a misrepresentation; or
 - the information submitted, concerning the qualifications of the bidder, was materially inaccurate or incomplete; and
 - the bidder is not qualified as per pre-qualification/ eligibility criteria mentioned in the bidding document;
 - the Bid materially departs from the requirements specified in the bidding document or it contains false information;
 - the bidder, submitting the Bid, his agent or any one acting on his behalf, gave or agreed to give, to any officer or employee of the procuring entity or other governmental authority a gratification in any form, or any other thing of value, so as to unduly influence the procurement process;
 - a bidder, in the opinion of the procuring entity, has a conflict of interest materially affecting fair competition.
- A Bid shall be excluded/ disqualified as soon as the cause for its exclusion/ disqualification is discovered.
- Every decision of a procuring entity to exclude a Bid shall be for reasons to be recorded in writing and shall be: -
 - communicated to the concerned bidder in writing;
 - published on the State Public Procurement Portal, if applicable.

5.20 Lack of competition

- A situation may arise where, if after evaluation of Bids, the bid evaluation committee may end-up with one responsive Bid only. In such situation, the bid evaluation committee would check as to whether while floating the NIB all necessary requirements to encourage competition like standard bid conditions, industry friendly specifications, wide publicity, sufficient time for formulation of Bids, etc were fulfilled. If not, the NIB would be re-floated after rectifying deficiencies. The bid process shall be considered valid even if there is one responsive Bid, provided that: -
 - a. the Bid is technically qualified;
 - b. the price quoted by the bidder is assessed to be reasonable;
 - c. the Bid is unconditional and complete in all respects;
 - d. there are no obvious indicators of cartelization amongst bidders; and
 - e. the bidder is qualified as per the provisions of pre-qualification/ eligibility criteria in the bidding document
- The bid evaluation committee shall prepare a justification note for approval of the procuring entity, clearly including views of the accounts/finance member of the committee.
- The procuring entity competent to decide a procurement case, as per delegation of financial powers, shall decide as to whether to sanction the single bid or re-invite bids after recording its reasons for doing so.
- If a decision to re invite the bids is taken, market assessment shall be carried out for estimation of market depth, eligibility criteria and cost estimate.

5.21 Acceptance of the successful Bid and award of contract

- The procuring entity after considering the recommendations of the bid evaluation committee and the conditions of Bid, if any, financial implications, trials, sample testing and test reports, etc., shall accept or reject the successful Bid. If any member of the bid evaluation committee, has disagreed or given its note of dissent, the matter shall be referred to the next higher authority, as per delegation of financial powers, for decision.
- Decision on Bids shall be taken within original validity period of Bids and time period allowed to procuring entity for taking decision. If the decision is not taken within the original validity period or time limit allowed for taking decision, the matter shall be referred to the next higher authority in delegation of financial powers for decision.
- Before award of the contract, the procuring entity shall ensure that the price of successful Bid is reasonable and consistent with the required quality.
- A Bid shall be treated as successful only after the competent authority has approved the procurement in terms of that Bid.
- The procuring entity shall award the contract to the bidder whose offer has been determined to be the lowest or most advantageous in accordance with the evaluation criteria set out in the bidding document and if the bidder has been determined to be qualified to perform the contract satisfactorily on the basis of qualification criteria fixed for the bidders in the bidding document for the subject matter of procurement.
- Prior to the expiration of the period of bid validity, the procuring entity shall inform the successful bidder, in writing, that its Bid has been accepted.
- As soon as a Bid is accepted by the competent authority, its written intimation shall be sent to the concerned bidder by registered post or email and asked to execute an agreement in the format given in the bidding documents on a non-judicial stamp of requisite value and deposit the amount of performance security or a performance security declaration, if applicable, within a period specified in the bidding documents or where the period is not specified in the bidding documents

then within fifteen days from the date on which the letter of acceptance or letter of intent is dispatched to the bidder.

- If the issuance of formal letter of acceptance is likely to take time, in the meanwhile a Letter of Intent (LOI) may be sent to the bidder. The acceptance of an offer is complete as soon as the letter of acceptance or letter of intent is posted and/ or sent by email (if available) to the address of the bidder given in the bidding document. Until a formal contract is executed, the letter of acceptance or LOI shall constitute a binding contract.
- The bid security of the bidders who's Bids could not be accepted shall be refunded soon after the contract with the successful bidder is signed and its performance security is obtained.

5.22 Information and publication of award

Information of award of contract shall be communicated to all participating bidders and published on the respective website(s) as specified in NIB.

5.23 Procuring entity's right to accept or reject any or all Bids

The Procuring entity reserves the right to accept or reject any Bid, and to annul (cancel) the bidding process and reject all Bids at any time prior to award of contract, without thereby incurring any liability to the bidders.

5.24 Right to vary Quantity

- If the procuring entity does not procure any subject matter of procurement or procures less than the quantity specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation except otherwise provided in the bidding documents.
- Orders for extra items may be placed by the procuring entity in accordance with the Schedule of Powers as prescribed by the Finance Department, up to 5% of the value of the original contract.
- Orders for additional quantities may be placed on the rates and conditions given in the contract and the original order was given after inviting open competitive Bids. Delivery or completion period may also be proportionately increased. The limits of repeat order shall be as under: -
 1. 50% of the quantity of the individual items and 50% of the value of original contract in case of works; and
 2. 50% of the value of goods or services of the original contract.

5.25 Performance Security

- i. Prior to execution of agreement, Performance security shall be solicited from all successful bidders except the departments of the State Government and undertakings, corporations, autonomous bodies, registered societies, co-operative societies which are owned or controlled or managed by the State Government and undertakings of the Central Government. However, a performance security declaration shall be taken from them. The State Government may relax the provision of performance security in particular procurement or any class of procurement.
- ii. The amount of performance security shall be 5%, or as may be specified in the bidding document, of the amount of supply order in case of procurement of goods and services. In case of Small Scale Industries (SSI) of Rajasthan, it shall be 1% of the amount of quantity ordered for supply of goods and in case of sick industries, other than SSI, whose cases are pending before the Board of Industrial and Financial Reconstruction (BIFR), it shall be 2% of the amount of supply order.
- iii. Performance security shall be furnished in any one of the following forms: -
 - a. Bank Draft or Banker's Cheque of a scheduled bank;
 - b. National Savings Certificates and any other script/ instrument under National Savings Schemes for promotion of small savings issued by a Post Office in Rajasthan, if the same

- can be pledged under the relevant rules. They shall be accepted at their surrender value at the time of bid and formally transferred in the name of procuring entity with the approval of Head Post Master;
- c. Bank guarantee/s of a scheduled bank. It shall be got verified from the issuing bank. Other conditions regarding bank guarantee shall be same as mentioned in the bidding document for bid security;
 - d. Fixed Deposit Receipt (FDR) of a scheduled bank. It shall be in the name of procuring entity on account of bidder and discharged by the bidder in advance. The procuring entity shall ensure before accepting the FDR that the bidder furnishes an undertaking from the bank to make payment/ premature payment of the FDR on demand to the procuring entity without requirement of consent of the bidder concerned. In the event of forfeiture of the performance security, the Fixed Deposit shall be forfeited along with interest earned on such Fixed Deposit.
- iv. Performance security furnished in the form specified in clause [a.] to [d.] of (c) above shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the bidder, including warranty obligations and maintenance and defect liability period.
 - v. Forfeiture of Security Deposit: Security amount in full or part may be forfeited, including interest, if any, in the following cases:-
 - When any terms and condition of the contract is breached.
 - When the bidder fails to make complete supply satisfactorily.
 - if the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the bidding document.
 - vi. Notice will be given to the bidder with reasonable time before PSD deposited is forfeited.
 - vii. No interest shall be payable on the PSD.

5.26 Additional Performance Security

In addition to Performance Security as specified above, an additional performance security shall also be taken from the successful bidder in case of unbalanced bid according to the rule 75A of RTPP rules. The Additional Performance Security shall be equal to fifty percent of Unbalanced Bid Amount. The Additional Performance Security shall be deposited in lump sum by the successful bidder before execution of Agreement. The Additional Performance Security shall be deposited through e-Grass, Demand Draft, Banker's Cheque, Government Securities or Bank Guarantee or e-BG.

For the purpose of this rule-

- Unbalanced Bid means any bid below more than fifteen percent of Estimated Bid Value.
- Estimated Bid Value means value of subject matter of procurement mention in bidding documents by the Procuring Entity.
- Unbalanced Bid Amount means positive difference of eighty five percent of Estimated Bid Value minus Bid Amount Quoted by the bidder.
- The Additional Performance Security shall be refunded to the selected bidder after satisfactory completion of the entire work. The Additional Performance Security shall be forfeited by the Procuring Entity when work is not completed within stipulated period by the selected bidder

5.27 Execution of agreement

- A procurement contract shall come into force from the date on which the letter of acceptance or letter of intent is dispatched to the bidder.
- The successful bidder shall sign the procurement contract within 15 days from the date on which the letter of acceptance or letter of intent is dispatched to the successful bidder.
- If the bidder, who's Bid has been accepted, fails to sign a written procurement contract or fails to furnish the required performance security within specified period, the procuring entity shall take action against the successful bidder as per the provisions of the bidding document and Act. The

procuring entity may, in such case, cancel the procurement process or if it deems fit, offer for acceptance the rates of lowest or most advantageous bidder to the next lowest or most advantageous bidder, in accordance with the criteria and procedures set out in the bidding document.

- The bidder will be required to execute the agreement on a non-judicial stamp of specified value at its cost and to be purchase from anywhere in Rajasthan only.

5.28 Confidentiality

- Notwithstanding anything contained in this bidding document but subject to the provisions of any other law for the time being in force providing for disclosure of information, a procuring entity shall not disclose any information if such disclosure, in its opinion, is likely to: -
 - impede enforcement of any law;
 - affect the security or strategic interests of India;
 - affect the intellectual property rights or legitimate commercial interests of bidders;
 - affect the legitimate commercial interests of the procuring entity in situations that may include when the procurement relates to a project in which the procuring entity is to make a competitive bid, or the intellectual property rights of the procuring entity.
- The procuring entity shall treat all communications with bidders related to the procurement process in such manner as to avoid their disclosure to competing bidders or to any other person not authorised to have access to such information.
- The procuring entity may impose on bidders and sub-contractors, if there are any for fulfilling the terms of the procurement contract, conditions aimed at protecting information, the disclosure of which violates (a) above.
- In addition to the restrictions specified above, the procuring entity, while procuring a subject matter of such nature which requires the procuring entity to maintain confidentiality, may impose condition for protecting confidentiality of such information.

5.29 Cancellation of procurement process

- If any procurement process has been cancelled, it shall not be reopened but it shall not prevent the procuring entity from initiating a new procurement process for the same subject matter of procurement, if required.
- A procuring entity may, for reasons to be recorded in writing, cancel the process of procurement initiated by it -
 - at any time prior to the acceptance of the successful Bid; or
 - after the successful Bid is accepted in accordance with (d) and (e) below.
- The procuring entity shall not open any bids or proposals after taking a decision to cancel the procurement and shall return such unopened bids or proposals.
- The decision of the procuring entity to cancel the procurement and reasons for such decision shall be immediately communicated to all bidders that participated in the procurement process.
- If the bidder who's Bid has been accepted as successful fails to sign any written procurement contract as required, or fails to provide any required security for the performance of the contract, the procuring entity may cancel the procurement process.
- If a bidder is convicted of any offence under the Act, the procuring entity may: -
 - cancel the relevant procurement process if the Bid of the convicted bidder has been declared as successful but no procurement contract has been entered into;
 - rescind (cancel) the relevant contract or forfeit the payment of all or a part of the contract value if the procurement contract has been entered into between the procuring entity and the convicted bidder.

5.30 Code of Integrity for Bidders

- No person participating in a procurement process shall act in contravention of the code of integrity prescribed by the State Government.
- The code of integrity include provisions for: -
 - Prohibiting
 - any offer, solicitation or acceptance of any bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process;
 - any omission, including a misrepresentation that misleads or attempts to mislead so as to obtain a financial or other benefit or avoid an obligation;
 - any collusion, bid rigging or anti-competitive behaviour to impair the transparency, fairness and progress of the procurement process;
 - improper use of information shared between the procuring entity and the bidders with an intent to gain unfair advantage in the procurement process or for personal gain;
 - any financial or business transactions between the bidder and any officer or employee of the procuring entity;
 - any coercion including impairing or harming or threatening to do the same, directly or indirectly, to any party or to its property to influence the procurement process;
 - any obstruction of any investigation or audit of a procurement process;
 - disclosure of conflict of interest;
 - disclosure by the bidder of any previous transgressions with any entity in India or any other country during the last three years or of any debarment by any other procuring entity.
- Without prejudice to the provisions below, in case of any breach of the code of integrity by a bidder or prospective bidder, as the case may be, the procuring entity may take appropriate measures including: -
 - exclusion of the bidder from the procurement process;
 - calling-off of pre-contract negotiations and forfeiture or encashment of bid security;
 - forfeiture or encashment of any other security or bond relating to the procurement;
 - recovery of payments made by the procuring entity along with interest thereon at bank rate;
 - cancellation of the relevant contract and recovery of compensation for loss incurred by the procuring entity;
 - debarment of the bidder from participation in future procurements of the procuring entity for a period not exceeding three years.

5.31 Risk and Cost

If the bidder, breaches the contract by failing to deliver goods, services, or works according to the terms of the agreement, the procuring authority may terminate the contract and procure the required goods, services, or works from another source which is known as substitution. In such cases, the defaulting contractor bears the risk associated with their failure to fulfil their contractual obligations. If the cost of procuring the goods, services, or works from another source is higher than the original contract, the defaulting contractor is liable for the additional cost incurred by the procuring authority.

5.32 Interference with Procurement Process

A bidder, who: -

- withdraws from the procurement process after opening of financial bids;
- withdraws from the procurement process after being declared the successful bidder;
- fails to enter into procurement contract after being declared the successful bidder;
- fails to provide performance security or any other document or security required in terms of the bidding documents after being declared the successful bidder, without valid grounds,

shall, in addition to the recourse available in the bidding document or the contract, be punished with fine which may extend to fifty lakh rupees or ten per cent of the assessed value of procurement, whichever is less.

5.33 Appeals

- Subject to “Appeal not to lie in certain cases” below, if any bidder or prospective bidder is aggrieved that any decision, action or omission of the procuring entity is in contravention to the provisions of the Act or the rules or guidelines issued thereunder, he may file an appeal to such officer of the procuring entity, as may be designated by it for the purpose, within a period of 10 days from the date of such decision or action, omission, as the case may be, clearly giving the specific ground or grounds on which he feels aggrieved:
 - Provided that after the declaration of a bidder as successful in terms of “Award of Contract”, the appeal may be filed only by a bidder who has participated in procurement proceedings:
 - Provided further that in case a procuring entity evaluates the technical Bid before the opening of the financial Bid, an appeal related to the matter of financial Bid may be filed only by a bidder whose technical Bid is found to be acceptable.
- The officer to whom an appeal is filed under (a) above shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within 30 days from the date of filing of the appeal.
- If the officer designated under (a) above fails to dispose of the appeal filed under that sub-section within the period specified in (b) above, or if the bidder or prospective bidder or the procuring entity is aggrieved by the order passed, the bidder or prospective bidder or the procuring entity, as the case may be, may file a second appeal to an officer or authority designated by the State Government in this behalf within 15 days from the expiry of the period specified in (b) above or of the date of receipt of the order passed under (b) above, as the case may be.
- The officer or authority to which an appeal is filed under (c) above shall deal with the appeal as expeditiously as possible and shall endeavour to dispose it of within 30 days from the date of filing of the appeal:
- The officer or authority to which an appeal may be filed under (a) or (d) above shall be :
 - a) First Appellate Authority: Secretary, IT&C, GoR
 - b) Second Appellate Authority: Secretary, Finance Department, GoR
- Form of Appeal:
 - Every appeal under (a) and (c) above shall be as per Annexure-18 along with as many copies as there are respondents in the appeal.
 - Every appeal shall be accompanied by an order appealed against, if any, affidavit verifying the facts stated in the appeal and proof of payment of fee.
 - Every appeal may be presented to First Appellate Authority or Second Appellate Authority, as the case may be, in person or through registered post or authorised representative.
- Fee for Appeal: Fee for filing appeal:
 - Fee for first appeal shall be rupees two thousand five hundred and for second appeal shall be rupees ten thousand, which shall be non-refundable.
 - The fee shall be paid in the form of bank demand draft or banker's cheque of a Scheduled Bank payable in the name of Appellate Authority concerned.
- Procedure for disposal of appeal:
 - The First Appellate Authority or Second Appellate Authority, as the case may be, upon filing of appeal, shall issue notice accompanied by copy of appeal, affidavit and documents, if any, to the respondents and fix date of hearing.

- On the date fixed for hearing, the First Appellate Authority or Second Appellate Authority, as the case may be, shall,-
 - hear all the parties to appeal present before him; and
 - peruse or inspect documents, relevant records or copies thereof relating to the matter.
- After hearing the parties, perusal or inspection of documents and relevant records or copies thereof relating to the matter, the Appellate Authority concerned shall pass an order in writing and provide the copy of order to the parties to appeal free of cost.
- The order passed under (c) shall also be placed on the State Public Procurement Portal.
- No information which would impair the protection of essential security interests of India, or impede the enforcement of law or fair competition, or prejudice the legitimate commercial interests of the bidder or the procuring entity, shall be disclosed in a proceeding under an appeal.

5.34 Stay of procurement proceedings

While hearing of an appeal, the officer or authority hearing the appeal may, on an application made in this behalf and after affording a reasonable opportunity of hearing to the parties concerned, stay the procurement proceedings pending disposal of the appeal, if he, or it, is satisfied that failure to do so is likely to lead to miscarriage of justice.

5.35 Vexatious Appeals & Complaints

Whoever intentionally files any vexatious, frivolous or malicious appeal or complaint under the “The Rajasthan Transparency Public Procurement Act 2012”, with the intention of delaying or defeating any procurement or causing loss to any procuring entity or any other bidder, shall be punished with fine which may extend to twenty lakh rupees or five per cent of the value of procurement, whichever is less.

5.36 Offences by Firms/ Companies

- Where an offence under “The Rajasthan Transparency Public Procurement Act 2012” has been committed by a company, every person who at the time the offence was committed was in charge of and was responsible to the company for the conduct of the business of the company, as well as the company, shall be deemed to be guilty of having committed the offence and shall be liable to be proceeded against and punished accordingly:
- Provided that nothing contained in this sub-section shall render any such person liable for any punishment if he proves that the offence was committed without his knowledge or that he had exercised all due diligence to prevent the commission of such offence.
- Notwithstanding anything contained in (a) above, where an offence under this Act has been committed by a company and it is proved that the offence has been committed with the consent or connivance of or is attributable to any neglect on the part of any director, manager, secretary or other officer of the company, such director, manager, secretary or other officer shall also be deemed to be guilty of having committed such offence and shall be liable to be proceeded against and punished accordingly.
- For the purpose of this section-
 - "company" means a body corporate and includes a limited liability partnership, firm, registered society or co- operative society, trust or other association of individuals; and
 - "director" in relation to a limited liability partnership or firm, means a partner in the firm.
- Abetment of certain offenses: Whoever abets an offence punishable under this Act, whether or not that offence is committed in consequence of that abetment, shall be punished with the punishment provided for the offence.

5.37 Debarment from Bidding

- A bidder shall be debarred by the State Government if he has been convicted of an offence
 - under the Prevention of Corruption Act, 1988 (Central Act No. 49 of 1988); or
 - under the Indian Penal Code, 1860 (Central Act No. 45 of 1860) or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.
- A bidder debarred under (a) above shall not be eligible to participate in a procurement process of any procuring entity for a period not exceeding three years commencing from the date on which he was debarred.
- If a procuring entity finds that a bidder has breached the code of integrity prescribed in terms of "Code of Integrity for bidders" above, it may debar the bidder for a period not exceeding three years.
- Where the entire bid security or the entire performance security or any substitute thereof, as the case may be, of a bidder has been forfeited by a procuring entity in respect of any procurement process or procurement contract, the bidder may be debarred from participating in any procurement process undertaken by the procuring entity for a period not exceeding three years.
- The State Government or a procuring entity, as the case may be, shall not debar a bidder under this section unless such bidder has been given a reasonable opportunity of being heard.

5.38 Monitoring of Contract

- An officer or a committee of officers named Contract Monitoring Committee (CMC) may be nominated by procuring entity to monitor the progress of the contract during its delivery period.
- During the delivery period the CMC shall keep a watch on the progress of the contract and shall ensure that quantity of goods and service delivery is in proportion to the total delivery period given, if it is a severable contract, in which the delivery of the goods and service is to be obtained continuously or is batched. If the entire quantity of goods and service is to be delivered in the form of completed work or entire contract like fabrication work, the process of completion of work may be watched and inspections of the selected bidder's premises where the work is being completed may be inspected.
- If delay in delivery of goods and service is observed a performance notice would be given to the selected bidder to speed up the delivery.
- Any change in the constitution of the firm, etc. shall be notified forth with by the contractor in writing to the procuring entity and such change shall not relieve any former member of the firm, etc., from any liability under the contract.
- No new partner/ partners shall be accepted in the firm by the selected bidder in respect of the contract unless he/ they agree to abide by all its terms, conditions and deposits with the procuring entity through a written agreement to this effect. The bidder's receipt for acknowledgement or that of any partners subsequently accepted as above shall bind all of them and will be sufficient discharge for any of the purpose of the contract.
- The selected bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of procuring entity.

6. GENERAL TERMS AND CONDITIONS OF TENDER & CONTRACT

Bidders should read these conditions carefully and comply strictly while sending their bids.

Definitions

For the purpose of clarity, the following words and expressions shall have the meanings hereby assigned to them: -

- “Contract” means the Agreement entered into between the Purchaser and the successful/ selected bidder, together with the Contract Documents referred to therein, including all attachments, appendices, and all documents incorporated by reference therein.
- “Contract Documents” means the documents listed in the Agreement, including any amendments thereto.
- “Contract Price” means the price payable to the successful/ selected bidder as specified in the Agreement, subject to such additions and adjustments thereto or deductions there from, as may be made pursuant to the Contract.
- “Day” means a calendar day.
- “Delivery” means the transfer of the Goods from the successful/ selected bidder to the Purchaser in accordance with the terms and conditions set forth in the Contract.
- “Completion” means the fulfilment of the related services by the successful/ selected bidder in accordance with the terms and conditions set forth in the Contract.
- “Goods” means all of the commodities, raw material, machinery and equipment, and/or other materials that the successful/ selected bidder is required to supply to the Purchaser under the Contract.
- “Purchaser” means the entity purchasing the Goods and related services, as specified in the bidding document.
- “Related Services” means the services incidental to the supply of the goods, such as insurance, installation, training and initial maintenance and other similar obligations of the successful/ selected bidder under the Contract.
- “Subcontractor” means any natural person, private or government entity, or a combination of the above, including its legal successors or permitted assigns, to whom any part of the Goods to be supplied or execution of any part of the related services is subcontracted by the successful/ selected bidder.
- “Supplier/ Successful or Selected bidder” means the person, private or government entity, or a combination of the above, whose Bid to perform the Contract has been accepted by the Purchaser and is named as such in the Agreement, and includes the legal successors or permitted assigns of the successful/ selected bidder.
- “The Site,” where applicable, means the designated project place(s) named in the bidding document.

Note: The bidder shall be deemed to have carefully examined the conditions, specifications, size, make and drawings, etc., of the goods to be supplied and related services to be rendered. If the bidder has any doubts as to the meaning of any portion of these conditions or of the specification, drawing, etc., he shall, before submitting the Bid and signing the contract refer the same to the procuring entity and get clarifications.

6.1 Contract Documents

- Subject to the order of precedence set forth in the Agreement, all documents forming the Contract (and all parts thereof) are intended to be correlative, complementary, and mutually explanatory.

6.2 Interpretation

- If the context so requires it, singular means plural and vice versa.
- Entire Agreement: The Contract constitutes the entire agreement between the Purchaser and the Supplier/ Selected bidder and supersedes all communications, negotiations and agreements (whether written or oral) of parties with respect thereto made prior to the date of Contract.
- Amendment: No amendment or other variation of the Contract shall be valid unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party thereto.
- Non-waiver: Subject to the condition (f) below, no relaxation, forbearance, delay, or indulgence by either party in enforcing any of the terms and conditions of the Contract or the granting of time by either party to the other shall prejudice, affect, or restrict the rights of that party under the Contract, neither shall any waiver by either party of any breach of Contract operate as waiver of any subsequent or continuing breach of Contract.
- Any waiver of a party's rights, powers, or remedies under the Contract must be in writing, dated, and signed by an authorized representative of the party granting such waiver, and must specify the right and the extent to which it is being waived.
- Severability: If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.

6.3 Language

- The Contract as well as all correspondence and documents relating to the Contract exchanged by the successful/ selected bidder and the Purchaser, shall be written in English language only. Supporting documents and printed literature that are part of the Contract may be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified in the special conditions of the contract, in which case, for purposes of interpretation of the Contract, this translation shall govern.
- The successful/ selected bidder shall bear all costs of translation to the governing language and all risks of the accuracy of such translation.

6.4 Eligible Goods and Related Services

- For purposes of this Clause, the term "goods" includes commodities, raw material, machinery, equipment, and industrial plants; and "related services" includes services such as insurance, transportation, supply, installation, integration, testing, commissioning, training, and initial maintenance.
- All articles/ goods being bid, other than those marked in the Bill of Material (BoM) should be the ones which are produced in volume and are used by a large number of users in India/ abroad. All products quoted by the successful/ selected bidder must be associated with specific make and model number, item code and names and with printed literature describing configuration and functionality. Any deviation from the printed specifications should be clearly mentioned in the offer document by the bidder/ supplier. Also, the bidder is to quote/ propose only one make/ model against the respective item.

- The OEM/ Vendor of the quoted product must have its own registered spares depot in India having adequate inventory of the equipment being quoted for providing the necessary spares as per the requirements of the bidding document.
- The OEM/ Vendor of the quoted product should also have its direct representation in India in terms of registered office for at least past 3 years. The presence through any Distribution/ System Integration partner agreement will not be accepted.
- Bidder must quote products in accordance with above clause “Eligible goods and related services”.

6.5 Notices

- Any notice given by one party to the other pursuant to the Contract shall be in writing to the address specified in the contract. The term “in writing” means communicated in written form with proof of dispatch and receipt.
- A Notice shall be effective when delivered or on the Notice’s effective date, whichever is later.

6.6 Governing Law

The Contract shall be governed by and interpreted in accordance with the laws of the Rajasthan State/ the Country (India), unless otherwise specified in the contract.

6.7 Scope of Supply

- Subject to the provisions in the bidding document and contract, the goods and related services to be supplied shall be as specified in the bidding document.
- Unless otherwise stipulated in the Contract, the scope of supply shall include all such items not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining delivery and completion of the goods and related services as if such items were expressly mentioned in the Contract.
- The bidder shall not quote and supply and hardware/ software that is likely to be declared as End of Sale in next 6 months and End of Service/ Support for a period of 5 Years from the last date of bid submission. OEMs are required to mention this in the MAF for all the quoted hardware/ software. If any of the hardware/ software is found to be declared as End of Sale/ Service/ Support, then the bidder shall replace all such hardware/ software with the latest ones having equivalent or higher specifications without any financial obligation to the purchaser.

6.8 Delivery & Installation

- Subject to the conditions of the contract, the delivery of the goods and completion of the related services shall be in accordance with the delivery and completion schedule specified in the bidding document. The details of supply/ shipping and other documents to be furnished by the successful/ selected bidder are specified in the bidding document and/ or contract.
- The contract for the supply can be repudiated at any time by the purchase officer, if the supplies are not made to his satisfaction after giving an opportunity to the bidder of being heard and recording the reasons for repudiation.

- The Supplier/ Selected Bidder shall arrange to supply, install and commission the ordered materials/ system as per specifications within the specified delivery/ completion period at various departments and/ or their offices/ locations mentioned in the PO/ WO.
- Shifting the place of Installation: The user will be free to shift the place of installation within the same city /town/ district/ division. The successful/ selected bidder shall provide all assistance, except transportation, in shifting of the equipment. However, if the city/town is changed, additional charges of assistance in shifting and providing maintenance services for remaining period would be decided mutually.

6.9 Supplier's/ Selected Bidder's Responsibilities

The Supplier/ Selected Bidder shall supply all the goods and related services included in the scope of supply in accordance with the provisions of bidding document and/ or contract.

6.10 Purchaser's Responsibilities

- Whenever the supply of goods and related services requires that the Supplier/ Selected Bidder obtain permits, approvals, and import and other licenses from local public authorities, the Purchaser shall, if so required by the Supplier/ Selected Bidder, make its best effort to assist the Supplier/ Selected Bidder in complying with such requirements in a timely and expeditious manner.
- The Purchaser shall pay all costs involved in the performance of its responsibilities, in accordance with the general and special conditions of the contract.

6.11 Contract Price

- The Contract Price shall be paid as specified in the contract subject to any additions and adjustments thereto, or deductions there from, as may be made pursuant to the Contract.
- Prices charged by the Supplier/ Selected Bidder for the Goods delivered and the Related Services performed under the Contract shall not vary from the prices quoted by the Supplier/ Selected Bidder in its bid, with the exception of any price adjustments authorized in the special conditions of the contract.

6.12 Recoveries from Supplier/ Selected Bidder

- Recovery of liquidated damages, short supply, breakage, rejected articles shall be made ordinarily from bills.
- The Purchase Officer shall withhold amount to the extent of short supply, broken/ damaged or for rejected articles unless these are replaced satisfactorily. In case of failure to withhold the amount, it shall be recovered from his dues and performance security deposit available with RISL.
- The balance, if any, shall be demanded from the Supplier/ Selected Bidder and when recovery is not possible, the Purchase Officer shall take recourse to law in force.

6.13 Taxes & Duties

- The TDS, Raj-VAT, Service Tax etc., if applicable, shall be deducted at source/ paid by RISL as per prevailing rates.

- For goods supplied from outside India, the successful/ selected bidder shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the country.
- For goods supplied from within India, the successful/ selected bidder shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods to the Purchaser.
- If any tax exemptions, reductions, allowances or privileges may be available to the successful/ selected bidder in India, the Purchaser shall use its best efforts to enable the successful/ selected bidder to benefit from any such tax savings to the maximum allowable extent.

6.14 Copyright

The copyright in all drawings, design documents, source code and other materials containing data and information furnished to the Purchaser by the Supplier/ Selected Bidder herein shall remain vested in the RISL.

6.15 Confidential Information

- The Purchaser and the Supplier/ Selected Bidder shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any drawings, documents, data, or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract.
- The Supplier/ Selected Bidder may furnish to its Subcontractor, if permitted, such documents, data, and other information it receives from the Purchaser to the extent required for the Subcontractor to perform its work under the Contract, in which event the Supplier/ Selected Bidder shall obtain from such Subcontractor an undertaking of confidentiality similar to that imposed on the Supplier/ Selected Bidder.
- The Purchaser shall not use such documents, data, and other information received from the Supplier/ Selected Bidder for any purposes unrelated to the Contract. Similarly, the Supplier/ Selected Bidder shall not use such documents, data, and other information received from the Purchaser for any purpose other than the design, procurement, or other work and services required for the performance of the Contract.
- The obligation of a party under sub-clauses above, however, shall not apply to information that: -
 - the Purchaser or Supplier/ Selected Bidder need to share with user department or RISL or other institutions participating in the Contract;
 - now or hereafter enters the public domain through no fault of that party;
 - can be proven to have been possessed by that party at the time of disclosure and which was not previously obtained, directly or indirectly, from the other party; or
 - otherwise lawfully becomes available to that party from a third party that has no obligation of confidentiality.
- The above provisions shall not in any way modify any undertaking of confidentiality given by either of the parties hereto prior to the date of the Contract in respect of the supply or any part thereof.
- The provisions of this clause shall survive completion or termination, for whatever reason, of the Contract.

6.16 Sub-contracting

- The bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of Purchaser/ Tendering Authority.
- If permitted, the selected bidder shall notify the Purchaser, in writing, of all subcontracts awarded under the Contract, if not already specified in the Bid. Subcontracting shall in no event relieve the Supplier/ Selected Bidder from any of its obligations, duties, responsibilities, or liability under the Contract.
- Subcontractors, if permitted, shall comply with the provisions of bidding document and/ or contract.

6.17 Specifications and Standards

- All articles supplied shall strictly conform to the specifications, trademark laid down in the bidding document and wherever articles have been required according to ISI/ ISO/ other applicable specifications/ certifications/ standards, those articles should conform strictly to those specifications/ certifications/ standards. The supply shall be of best quality and description. The decision of the competent authority/ purchase committee whether the articles supplied conforms to the specifications shall be final and binding on the supplier/ selected bidder.
- Technical Specifications and Drawings
 - appropriate to the country of origin of the Goods. The Supplier/ Selected Bidder shall ensure that the goods and related services comply with the technical specifications and other provisions of the Contract.
 - The Supplier/ Selected Bidder shall be entitled to disclaim responsibility for any design, data, drawing, specification or other document, or any modification thereof provided or designed by or on behalf of the Purchaser, by giving a notice of such disclaimer to the Purchaser.
 - The goods and related services supplied under this Contract shall conform to the standards mentioned in bidding document and, when no applicable standard is mentioned, the standard shall be equivalent or superior to the official standards whose application is
- Wherever references are made in the Contract to codes and standards in accordance with which it shall be executed, the edition or the revised version of such codes and standards shall be those specified in the bidding document. During Contract execution, any changes in any such codes and standards shall be applied only after approval by the Purchaser and shall be treated in accordance with the general conditions of the contract.
- The supplier/ selected bidder must certify that all the goods are new, unused, and of the agreed make and models, and that they incorporate all recent improvements in design and materials, unless provided otherwise in the Contract.
- The supplier/ selected bidder should further warrant that the Goods shall be free from defects arising from any act or omission of the supplier/ selected bidder or arising from design, materials, and workmanship, under normal use in the conditions prevailing in the place of final destination.

6.18 Packing and Documents

- The Supplier/ Selected Bidder shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the Contract. During transit, the packing shall be sufficient to withstand, without limitation, rough handling and exposure to extreme temperatures, salt and precipitation, and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the final destination of the Goods and the absence of heavy handling facilities at all points in transit.

- The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the Contract, including additional requirements, if any, specified in the contract, and in any other instructions ordered by the Purchaser.

6.19 Insurance

- The Goods supplied under the Contract shall be fully insured against loss by theft, destruction or damage incidental to manufacture or acquisition, transportation, storage, fire, flood, under exposure to weather and delivery at the designated project locations, in accordance with the applicable terms. The insurance charges will be borne by the supplier and Purchaser will not be required to pay such charges if incurred.
- The goods will be delivered at the FOR destination in perfect condition.

6.20 Transportation

- The supplier/ selected bidder shall be responsible for transport by sea, rail and road or air and delivery of the material in the good condition to the consignee at destination. In the event of any loss, damage, breakage or leakage or any shortage the bidder shall be liable to make good such loss and shortage found at the checking/ inspection of the material by the consignee. No extra cost on such account shall be admissible.
- All goods must be sent freight paid through Railways or goods transport. If goods are sent freight to pay, the freight together with departmental charge @5% of the freight will be recovered from the supplier's/ selected bidder's bill.

6.21 Inspection

- The Purchase Officer or his duly authorized representative shall at all reasonable time have access to the supplier's/ selected bidder's premises and shall have the power at all reasonable time to inspect and examine the materials and workmanship of the goods/ equipment/ machineries during manufacturing process or afterwards as may be decided.
- The supplier/ selected bidder shall furnish complete address of the premises of his factory, office, go-down and workshop where inspection can be made together with name and address of the person who is to be contacted for the purpose.
- After successful inspection, it will be supplier's/ selected bidder's responsibility to dispatch and install the equipment at respective locations without any financial liability to the Purchaser. However, supplies when received at respective locations shall be subject to inspection to ensure whether they conform to the specification.

6.22 Samples

- When notified by the Purchaser to the supplier/ bidder/ selected bidder, Bids for articles/ goods marked in the BoM shall be accompanied by four sets of samples of the articles quoted properly packed. Such samples if submitted personally will be received in the office. A receipt will be given for each sample by the officer receiving the samples. Samples if sent by train, etc., should be dispatched freight paid and the R/R or G.R. should be sent under a separate registered cover.

Samples for catering/ food items should be given in a plastic box or in polythene bags at the cost of the bidder.

- Each sample shall be marked suitably either by written on the sample or on a slip of durable paper securely fastened to the sample, the name of the bidder and serial number of the item, of which it is a sample in the schedule.
- Approved samples would be retained free of cost upto the period of six months after the expiry of the contract. RISL shall not be responsible for any damage, wear and tear or loss during testing, examination, etc., during the period these samples are retained.
- The Samples shall be collected by the supplier/ bidder/ selected bidder on the expiry of stipulated period. RISL shall in no way make arrangements to return the samples. The samples uncollected within 9 months after expiry of contract shall be forfeited by RISL and no claim for their cost, etc., shall be entertained.
- Samples not approved shall be collected by the unsuccessful bidder. RISL will not be responsible for any damage, wear and tear, or loss during testing, examination, etc., during the period these samples are retained. The uncollected samples shall be forfeited and no claim for their cost, etc., shall be entertained.
- Supplies when received may be subject to inspection to ensure whether they conform to the specifications or with the approved samples. Where necessary or prescribed or practical, tests shall be carried out in Government laboratories, reputed testing house like STQC (ETDC) and the like and the supplies will be accepted only when the articles conform to the standard of prescribed specifications as a result of such tests.
- The supplier/ selected bidder shall at its own expense and at no cost to the Purchaser carry out all such tests and/ or inspections of the Goods and Related Services as are specified in the bidding document.

6.23 Drawl of Samples

In case of tests, wherever feasible, samples shall be drawn in four sets in the presence of supplier/ bidder/ selected bidder or his authorised representative and properly sealed in their presence. Once such set shall be given to them, one or two will be sent to the laboratories and/ or testing house and the third or fourth will be retained in the office for reference and record.

6.24 Testing charges

Testing charges shall be borne by the Government. In case, test results showing that supplies are not upto the prescribed standards or specifications, the testing charges shall be payable by the selected bidder.

6.25 Rejection

- Articles not approved during inspection or testing shall be rejected and will have to be replaced by the selected bidder at his own cost within the time fixed by the Purchase Officer.
- If, however, due to exigencies of user department work, such replacement either in whole or in part, is not considered feasible, the Purchase Officer after giving an opportunity to the selected bidder of being heard shall for reasons to be recorded, deduct a suitable amount from the approved rates. The deduction so made shall be final.
- The rejected articles shall be removed by the supplier/ bidder/ selected bidder within 15 days of intimation of rejection, after which Purchase Officer shall not be responsible for any loss, shortage

or damage and shall have the right to dispose of such articles as he thinks fit, at the selected bidder's risk and on his account.

- The manpower deputed by the supplier shall be reviewed by the purchaser in terms of its qualification, experience, efficiency, cooperation, discipline and performance and services. The purchaser, upon finding any deficiency in any of the parameter, may reject any of the manpower by giving 15 days' time, as decided by the purchaser, which the selected bidder has to replace within the given time frame

6.26 Extension in Delivery Period and Liquidated Damages (LD)

- Except as provided under clause "Force Majeure", if the supplier/ selected bidder fails to deliver any or all of the Goods or perform the Related Services within the period specified in the Contract, the Purchaser may without prejudice to all its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in (d) below for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in the bidding document and/ or contract. Once the maximum is reached, the Purchaser may terminate the Contract pursuant to clause "Termination".
- The time specified for delivery in the bidding document shall be deemed to be the essence of the contract and the supplier/ selected bidder shall arrange goods supply and related services within the specified period.
- Delivery and installation/ completion period may be extended with or without liquidated damages, if the delay in the supply of goods or service is on account of hindrances beyond the control of the supplier/ selected bidder.
 - The supplier/ selected bidder shall request in writing to the Purchaser giving reasons for extending the delivery period of service, if he finds himself unable to complete the supply of goods or service within the stipulated delivery period or is unable to maintain prorated progress in the supply of goods or service delivery. This request shall be submitted as soon as a hindrance in delivery of goods and service occurs or within 15 days from such occurrence but before expiry of stipulated period of completion of delivery of goods and service after which such request shall not be entertained.
 - The Purchaser shall examine the justification of causes of hindrance in the delivery of goods and service and the period of delay occurred due to that and recommend the competent authority on the period of extension which should be granted with or without liquidated damages.
 - Normally, extension in delivery period of goods and service in following circumstances may be considered without liquidated damages:
 - When delay has occurred due to delay in supply of drawings, designs, plans etc. if the user department or RISL was required to supply them to the supplier of goods or service provider as per terms of the contract.
 - When delay has occurred in supply of materials etc. if these were required to be supplied to the supplier or service provider by the RISL as per terms of the contract.
 - If the competent authority agrees to extend the delivery period/ schedule, an amendment to the contract with suitable denial clauses and with or without liquidated damages, as the case may be, shall be issued. The amendment letter shall mention that no extra price or additional cost for any reason, what so ever beyond the contracted cost shall be paid for the delayed supply of goods and service.
 - It shall be at the discretion of the concerned authority to accept or not to accept the supply of goods and/ or services rendered by the contractor after the expiry of the stipulated delivery period, if no formal extension in delivery period has been applied and granted. The competent authority shall have right to cancel the contract with respect to undelivered goods and/ or service.

- If user department or RISL is in need of the good and/ or service rendered after expiry of the stipulated delivery period, it may accept the services and issue a letter of extension in delivery period with usual liquidated damages and denial clauses to regularize the transaction.
- In case of extension in the delivery and/ or installation/ completion/ commissioning period is granted with full liquidated damages, the recovery shall be made on the basis of following percentages of value of goods and/ or service which the supplier/ selected bidder has failed to supply/ install/ complete : -

No.	Condition	LD %*
a.	Delay up to one fourth period of the prescribed period of delivery, successful installation and completion of work	2.5 %
b.	Delay exceeding one fourth but not exceeding half of the prescribed period of delivery, successful installation and completion of work	5.0 %
c.	Delay exceeding half but not exceeding three fourth of the prescribed period of delivery, successful installation and completion of work	7.5 %
d.	Delay exceeding three fourth of the prescribed period of delivery, successful installation and completion of work	10.0 %

- Fraction of a day in reckoning period of delay in supplies, successful installation and completion of work shall be eliminated, if it is less than half a day.
- The maximum amount of liquidated damages shall be 10% of the contract value.
- *The percentage refers to the payment due for the associated works/ goods/ service.

6.27 Authenticity of Equipment

- The selected bidder shall certify (as per Annexure-12) that the supplied goods are brand new, genuine/ authentic, not refurbished, conform to the description and quality as specified in this bidding document and are free from defects in material, workmanship and service.
- If during the contract period, the said goods be discovered counterfeit/ unauthentic or not to conform to the description and quality aforesaid or have determined (and the decision of the Purchase Officer in that behalf will be final and conclusive), notwithstanding the fact that the purchaser may have inspected and/ or approved the said goods, the purchaser will be entitled to reject the said goods or such portion thereof as may be discovered not to conform to the said description and quality, on such rejection the goods will be at the selected bidder's risk and all the provisions relating to rejection of goods etc., shall apply. The selected bidder shall, if so called upon to do, replace the goods etc., or such portion thereof as is rejected by Purchase Officer, otherwise the selected bidder shall pay such damage as may arise by the reason of the breach of the condition herein contained. Nothing herein contained shall prejudice any other right of the Purchase Officer in that behalf under this contract or otherwise.
- Goods accepted by the purchaser in terms of the contract shall in no way dilute purchaser's right to reject the same later, if found deficient in terms of this clause of the contract.

6.28 Warranty

- The bidder must supply and commission all items with **comprehensive on-site OEM warranty from the date of Go live installation valid for five years**. However, selected bidder will also ensure additional required warranty services from OEM for entire period of contract without any extra cost to RISL.
- At the time of goods delivery, the selected bidder shall submit a certificate/ undertaking from all the respective OEMs mentioning the fact that the goods supplied are covered under comprehensive on-site warranty & support for the prescribed period.

- The purchaser shall give a written notice to the selected bidder stating the nature of any defect together with all available evidence thereof, promptly following the discovery thereof. The purchaser shall afford all reasonable opportunity for the selected bidder to inspect such defects. Upon receipt of such notice, the selected bidder shall expeditiously cause to repair the defective goods or parts thereof or replace the defective goods or parts thereof with brand new genuine/ authentic ones having similar or higher specifications from the respective OEM, at no cost to the Purchaser. Any goods repaired or replaced by the selected bidder shall be delivered at the respective location without any additional costs to the purchaser.
- If having been notified, the selected bidder fails to remedy the defect within the period specified, the purchaser may proceed to take within a reasonable period such remedial action as may be necessary, in addition to other recourses available in terms and conditions of the contract and bidding document.
- During the warranty period, the bidder shall also be responsible to ensure adequate and timely availability of spare parts needed for repairing the supplied goods.
- The warranty on supplied software media, if any, should be at least for entire period of contract.

6.29 Patent Indemnity

- The supplier/ selected bidder shall, subject to the Purchaser's compliance with sub-clause (b) below, indemnify and hold harmless the Purchaser and its employees and officers from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the Purchaser may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract by reason of: -
 - the installation of the Goods by the supplier/ selected bidder or the use of the Goods in the country where the Site is located; and
 - the sale in any country of the products produced by the Goods.
- Such indemnity shall not cover any use of the Goods or any part thereof other than for the purpose indicated by or to be reasonably inferred from the Contract, neither any infringement resulting from the use of the Goods or any part thereof, or any products produced thereby in association or combination with any other equipment, plant, or materials not supplied by the supplier/ selected bidder, pursuant to the Contract.
- If any proceedings are brought or any claim is made against the Purchaser arising out of the matters referred to above, the Purchaser shall promptly give the supplier/ selected bidder a notice thereof, and the supplier/ selected bidder may at its own expense and in the Purchaser's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.
- If the supplier/ selected bidder fails to notify the Purchaser within thirty (30) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Purchaser shall be free to conduct the same on its own behalf.
- The Purchaser shall, at the supplier's/ selected bidder's request, afford all available assistance to the supplier/ selected bidder in conducting such proceedings or claim, and shall be reimbursed by the supplier/ selected bidder for all reasonable expenses incurred in so doing.
- The Purchaser shall indemnify and hold harmless the supplier/ selected bidder and its employees, officers, and Subcontractors (if any) from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the supplier/ selected bidder may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark,

copyright, or other intellectual property right registered or otherwise existing at the date of the Contract arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided or designed by or on behalf of the Purchaser.

6.30 Limitation of Liability

Except in cases of gross negligence or wilful misconduct: -

- neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier/ selected bidder to pay liquidated damages to the Purchaser; and
- The aggregate liability of the supplier/ selected bidder to the Purchaser, whether under the Contract, in tort, or otherwise, shall not exceed the total contract value/amount/charges paid to the Supplier/ selected bidder until the time such claim was brought about, provided that this limitation shall not apply; i) to any obligation of the supplier/ selected bidder to indemnify the Purchaser with respect to patent infringement, and ii) any damages payable due to the Gross Negligence or Wilful Misconduct of the Supplier/selected bidder. For the purpose of this clause, Gross Negligence or Wilful Misconduct shall mean;

"Gross Negligence" means any act or failure to act by a Party which was in reckless disregard of or gross indifference to the obligations of the Party under the Contract and which causes harmful consequences to life, personal safety or real property of the other Party which such Party knew, or would have known if it was acting as a reasonable person, would result from such act or failure to act. Notwithstanding the foregoing, Gross Negligence shall not include any action taken in good faith for the safeguard of life or property or a mistake made in good faith.

"Willful Misconduct" means an intentional disregard of any provision of this Contract which a Party knew or should have known if it was acting as a reasonable person, would result in harmful consequences to life, personal safety or real property of the other Party but shall not include any error of judgment or mistake made in good faith.

The above provision does not limit either Parties rights provided under applicable laws of Govt. of India.

6.31 Change of Law

Unless otherwise specified in the Contract, if after the date of Bid submission, any law, regulation, ordinance, order or by law having the force of law is enacted, promulgated, abrogated, or changed in India, where the Site is located (which shall be deemed to include any change in interpretation or application by the competent authorities) that subsequently affects the Delivery Date and/or the Contract Price, then such Delivery Date and/or Contract Price shall be correspondingly increased or decreased, to the extent that the Supplier has thereby been affected in the performance of any of its obligations under the Contract. Notwithstanding the foregoing, such additional or reduced cost shall not be separately paid or credited if the same has already been accounted for in the price adjustment provisions.

6.32 Force Majeure

- The supplier/ selected bidder shall not be liable for forfeiture of its PSD, LD, or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- For purposes of this Clause, "Force Majeure" means an event or situation beyond the control of the supplier/ selected bidder that is not foreseeable, is unavoidable, and its origin is not due to

negligence or lack of care on the part of the supplier/ selected bidder. Such events may include, but not be limited to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

- If a Force Majeure situation arises, the supplier/ selected bidder shall promptly notify the RISL in writing of such conditions and cause thereof within 15 days of occurrence of such event. Unless otherwise directed by RISL, the supplier/ selected bidder shall continue to perform its obligations under the contract as far as reasonably practical.
- If the performance in whole or part or any obligation under the contract is prevented or delayed by any reason of Force Majeure for a period exceeding 60 days, either party at its option may terminate the contract without any financial repercussion on either side.
- In case a Force Majeure situation occurs with the user department or RISL, the user department or RISL may take the case with the supplier/ selected bidder on similar lines.

6.33 Change Orders and Contract Amendments

- The Purchaser may at any time order the supplier/ selected bidder through Notice in accordance with clause “Notices” above, to make changes within the general scope of the Contract in any one or more of the following: -
 - drawings, designs, or specifications, where Goods to be furnished under the Contract are to be specifically manufactured for the Purchaser;
 - the method of shipment or packing;
 - the place of delivery; and
 - the related services to be provided by the supplier/ selected bidder.
- If any such change causes an increase or decrease in the cost of, or the time required for, the supplier's/ selected bidder's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery and Completion Schedule, or both, and the Contract shall accordingly should be amended. Any claims by the supplier/ selected bidder for adjustment under this clause must be asserted within thirty (30) days from the date of the supplier's/ selected bidder's receipt of the Purchaser's change order.
- Prices to be charged by the supplier/ selected bidder for any related services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier/ selected bidder for similar services.

6.34 Termination

- Termination for Default
 - The tender sanctioning authority of RISL may, without prejudice to any other remedy for breach of contract, by a written notice of default of at least 30 days sent to the supplier/ selected bidder, terminate the contract in whole or in part: -
 - If the supplier/ selected bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by RISL; or
 - If the supplier/ selected bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or
 - If the supplier/ selected bidder, in the judgement of the Purchaser, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract.

- If the supplier/ selected bidder commits breach of any condition of the contract.
- If RISL terminates the contract in whole or in part, amount of PSD may be forfeited.
- Before cancelling a contract and taking further action, advice of senior most finance person available in the office and of legal adviser or legal assistant posted in the office, if there is one, may be obtained.
- **Termination for Insolvency**

RISL may at any time terminate the Contract by giving a written notice of at least 30 days to the supplier/ selected bidder, if the supplier/ selected bidder becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the supplier/ selected bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to RISL.
- **Termination for Convenience**
 - RISL, by a written notice of at least 30 days sent to the supplier/ selected bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the supplier/ selected bidder under the Contract is terminated, and the date upon which such termination becomes effective.
 - Depending on merits of the case the supplier/ selected bidder may be appropriately compensated on mutually agreed terms for the loss incurred by the contract if any due to such termination.
 - The Goods that are complete and ready for shipment within twenty-eight (28) days after the supplier's/ selected bidder's receipt of the Notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods, the Purchaser may elect:
 - To have any portion completed and delivered at the Contract terms and prices; and/or
 - To cancel the remainder and pay to the supplier/ selected bidder an agreed amount for partially completed Goods and Related Services and for materials and parts previously procured by the supplier/ selected bidder.

6.35 Settlement of Disputes

- **General:** If any dispute arises between the supplier/ selected bidder and RISL during the execution of a contract that should be amicably settled by mutual discussions. However, if the dispute is not settled by mutual discussions, a written representation will be obtained from the supplier/ selected bidder on the points of dispute. The representation so received shall be examined by the concerned Procurement Committee which sanctioned the tender. The Procurement Committee may take legal advice of a counsel and then examine the representation. The supplier/ selected bidder will also be given an opportunity of being heard. The Committee will take a decision on the representation and convey it in writing to the supplier/ selected bidder.
- **Standing Committee for Settlement of Disputes:** If a question, difference or objection arises in connection with or out of the contract/ agreement or the meaning of operation of any part, thereof or the rights, duties or liabilities of either party have not been settled by mutual discussions or the decision of tender sanctioning Procurement Committee, it shall be referred to the empowered standing committee for decision, if the amount of the claim is more than

Rs. 50,000/-. The empowered standing committee shall consist of following members: - (RISL)

- | | |
|---|------------|
| • Chairman of BoD of RISL | : Chairman |
| • Secretary, DoIT&C or his nominee,
not below the rank of Deputy Secretary | : Member |
| • Managing Director, RISL | : Member |
| • Director (Technical)/ Executive Director, RISL | : Member |
| • Director (Finance), RISL | : Member |
| • A Legal Expert to be nominated by the Chairman | : Member |
- Procedure for reference to the Standing Committee: The supplier/ selected bidder shall present his representation to the Managing Director, RISL along with a fee equal to two percent of the amount of dispute, not exceeding Rupees One Lakh, within one month from the date of communication of decision of the tender sanctioning Procurement Committee. The officer-in-charge of the project who was responsible for taking delivery of the goods and/ or service from the supplier/ selected bidder shall prepare a reply of representation and shall represent the RISL's stand before the standing committee. From the side of the supplier/ selected bidder, the claim case may be presented by himself or through a lawyer. After hearing both the parties, the standing committee shall announce its decision which shall be final and binding both on the supplier/ selected bidder and RISL. The standing committee, if it so decides, may refer the matter to the Board of Directors of RISL for further decision.
 - Legal Jurisdiction: All legal proceedings arising out of any dispute between both the parties regarding a contract shall be settled by a competent court having jurisdiction over the place, where agreement has been executed and by no other court, after decision of the standing committee for settlement of disputes.

6.36 Jurisdiction

The jurisdiction in respect of all claims and matters arising under the contract shall be the courts situated in Jaipur, Rajasthan.

6.37 PROVISION IN CONFLICT

If a clause or a provision or a term or a condition is in conflict with RTPP Act, 2012 and RTPP Rules, 2013, in this situation, provisions and rules of RTPP Act, 2012 and RTPP Rules, 2013 shall prevail.

6.38 Exit Management

- Preamble
 - The word 'parties' include the procuring entity and the selected bidder.
 - This Schedule sets out the provisions, which will apply on expiry or termination of the Project Implementation and Operations and Management of SLA.
 - In the case of termination of the Project Implementation and/ or Operation and Management SLA due to illegality, the Parties shall agree at that time whether, and if so during what period, the provisions of this Schedule shall apply.
 - The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.
- Transfer of Assets

- The selected bidder may continue work on the assets for the duration of the exit management period which may be as decided by purchaser period from the date of expiry or termination of the agreement, if required by RISL to do so. During this period, the selected bidder will transfer all the assets in good working condition and as per the specifications of the bidding document including the ones being upgraded to the department/ designated agency. The security deposit/ performance security submitted by selected bidder will only be returned after the successful transfer of the entire project including its infrastructure.
- The selected bidder, if not already done, will transfer all the Software Licenses under the name of the RISL as desired by the procuring entity during the exit management period.
- RISL during the project implementation phase and the operation and management phase shall be entitled to serve notice in writing to the selected bidder at any time during the exit management period requiring the selected bidder to provide DoIT&C or its nominated agencies with a complete and up-to-date list of the assets within 30 days of such notice.
- Upon service of a notice, as mentioned above, the following provisions shall apply: -
 - In the event, if the assets which to be transferred to RISL mortgaged to any financial institutions by the selected bidder, the selected bidder shall ensure that all such liens and liabilities have been cleared beyond any doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to RISL or its nominated agencies.
 - All title of the assets to be transferred to RISL or its nominated agencies pursuant to clause(s) above shall be transferred on the last day of the exit management period. All expenses occurred during transfer of assets shall be borne by the selected bidder.
 - That on the expiry of this clause, the selected bidder and any individual assigned for the performance of the services under this clause shall handover or cause to be handed over all confidential information and all other related material in its possession, including the entire established infrastructure supplied by selected bidder to RISL.
 - That the products and technology delivered to RISL during the contract term or on expiry of the contract duration should not be sold or re-used or copied or transferred by selected bidder to other locations apart from the locations mentioned in this bidding document without prior written notice and approval of RISL. Supplied hardware, software & documents etc., used by selected bidder for RISL shall be the legal properties of RISL.
- Cooperation and Provision of Information during the exit management period
 - The selected bidder will allow RISL or its nominated agencies access to the information reasonably required to define the current mode of operation associated with the provision of the services to enable RISL or its nominated agencies to assess the existing services being delivered.
 - The selected bidder shall provide access to copies of all information held or controlled by them which they have prepared or maintained in accordance with the Project Implementation, the Operation and Management SLA and SOWs relating to any material aspect of the services provided by the selected bidder. RISL or its nominated agencies shall be entitled to copy all such information comprising of details pertaining to the services rendered and other performance data. The selected bidder shall permit RISL or its nominated agencies and/ or any replacement operator to have reasonable access to its employees and facilities as reasonably required by RISL or its nominated agencies to understand the methods of delivery of the services employed by the selected bidder and to assist appropriate knowledge transfer.
- Confidential Information, Security and Data

The selected bidder will promptly on the commencement of the exit management period supply to RISL or its nominated agencies the following:

 - Documentation relating to Intellectual Property Rights;
 - Project related data and confidential information;

- All current and updated data as is reasonably required for purposes of RISL or its nominated agencies transitioning the services to its replacement selected bidder in a readily available format nominated by RISL or its nominated agencies; and
 - All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable RISL or its nominated agencies, or its replacement operator to carry out due diligence in order to transition the provision of the services to RISL or its nominated agencies, or its replacement operator (as the case may be).
 - Before the expiry of the exit management period, the selected bidder shall deliver to RISL or its nominated agencies all new or up-dated materials from the categories set out above and shall not retain any copies thereof, except that the selected bidder shall be permitted to retain one copy of such materials for archival purposes only.
- **Transfer of certain agreements**
 - On request by Procuring entity or its nominated agencies, the selected bidder shall effect such assignments, transfers, innovations, licenses and sub-licenses as Procuring entity or its nominated agencies may require in favour of procuring entity or its nominated agencies, or its replacement operator in relation to any equipment lease, maintenance or service provision agreement between selected bidder and third party leasers, operators, or operator, and which are related to the services and reasonably necessary for carrying out of the replacement services by RISL or its nominated agencies, or its replacement operator.
 - Right of Access to Premises: At any time during the exit management period and for such period of time following termination or expiry of the SLA, where assets are located at the selected bidder's premises, the selected bidder will be obliged to give reasonable rights of access to (or, in the case of assets located on a third party's premises, procure reasonable rights of access to RISL or its nominated agencies, and/ or any replacement operator in order to inventory the assets.
 - **General Obligations of the selected bidder**
 - The selected bidder shall provide all such information as may reasonably be necessary to effect as seamless during handover as practicable in the circumstances to RISL or its nominated agencies or its replacement operator and which the operator has in its possession or control at any time during the exit management period.
 - The selected bidder shall commit adequate resources to comply with its obligations under this Exit Management Clause.
 - **Exit Management Plan**
 - The selected bidder shall provide RISL or its nominated agencies with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the SLA as a whole and in relation to the Project Implementation, the Operation and Management SLA and SOWs.
 - A detailed program of the transfer process that could be used in conjunction with a replacement operator including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer; and
 - Plans for the communication with such of the selected bidder's, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on RISL operations as a result of undertaking the transfer; and
 - If applicable, proposed arrangements and Plans for provision of contingent support in terms of business continuance and hand holding during the transition period, to RISL or its nominated agencies, and Replacement Operator for a reasonable period, so that the services provided continue and do not come to a halt.
 - The Bidder shall re-draft the Exit Management Plan annually after signing of contract to ensure that it is kept relevant and up to date.

- Each Exit Management Plan shall be presented by the selected bidder to and approved by RISL or its nominated agencies.
- In the event of termination or expiry of SLA, Project Implementation, Operation and Management SLA or SOWs each party shall comply with the Exit Management Plan.
- During the exit management period, the selected bidder shall use its best efforts to deliver the services.
- Payments during the Exit Management period shall be made in accordance with the Terms of Payment Clause.
- It would be the responsibility of the selected bidder to support new operator during the transition period.

7. SPECIAL TERMS AND CONDITIONS OF TENDER & CONTRACT

7.1 Payment Terms and Schedule

- Payment schedule - Payments to the bidder/ supplier, after successful completion of the specified project deliverables & related services as per SoW, would be made as under: -

S. No.	Milestone/ Phase	Deliverables	Timelines (T=Date of WO)	Payment Terms
1.	Supply and Installation of items supplied by SI	a. Structure Layout Design to submitted prior to installation and commissioning (SLD)	T+10 days	Nil
		b. Delivery Challan for ordered items	T+50 days	80% of total work order value
		c. Installation Report		
2.	Warranty, Maintenance and Support Services	a. Preventive Maintenance Report / Satisfactory report from nodal officer	After end of 6 months	Remaining 20% of work order value will be equally spread over 5 years (4% every year) payable six monthly after making adjustments for penalties as per SLA/Performance.

Please Note: formats of all the deliverables shall be proposed by bidder which shall be further approved by RISL.

- The supplier's/ selected bidder's request for payment shall be made to the purchaser in writing, accompanied by invoices describing, as appropriate, the goods delivered and related services performed, and by the required documents submitted pursuant to general conditions of the contract and upon fulfilment of all the obligations stipulated in the Contract.
- Any payment of submitted invoices will only be processed once the sign-off will be provided by RISL on the required submitted deliverables as per RFP.
- The currency or currencies in which payments shall be made to the supplier/ selected bidder under this Contract shall be Indian Rupees (INR) only.
- All remittance charges will be borne by the supplier/ selected bidder.
- In case of disputed items, the disputed amount shall be withheld and will be paid only after settlement of the dispute.
- Payment in case of those goods which need testing shall be made only when such tests have been carried out, test results received conforming to the prescribed specification.
- Any penalties/ liquidated damages, as applicable, for delay and non-performance, as mentioned in this bidding document, will be deducted from the payments for the respective milestones.
- Taxes, as applicable, will be deducted/ paid as per the prevalent rules and regulations.
- Successful bidder shall be responsible during entire contract period to take care of any loss or injury due to accident caused by any equipment installed on pole/ tower/ any component by the successful bidder, including pole/tower and shall be solely responsible for paying all kinds of compensation and damages due to loss of life or property and would be responsible for any civil or criminal case arising there from.

7.2 Service Level Standards/ Requirements/ Agreement

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the selected bidder to the tendering authority for the duration of this contract.

The tendering authority will regularly review the performance of the services being provided by the selected bidder and impose penalties if any deficiency is found in the services.

This service level will be applicable on all equipment's which are procured under this tender

SNo.	Time to resolve complaint after lodging the complaint	Item Type	Penalty (in Rs.) (Per quantity of item for every 24 hours passed after expiry of 24 hours of lodging the complaint)
1.	Within 4 days of lodging the complaint	All items mentioned in Bill of Material	No penalty
2.	> 4 days of lodging the complaint	All items mentioned in Bill of Material	1000/- per day per site

Maximum applicable penalty shall be 20% of the cost of the respective site.

The SLA purpose is to enforce a contract between the selected bidder and Purchaser. The SLA would come into effect from the date of agreement and until the successful completion of the AMC/Support period. Selected Agency is expected to meet the following Service Levels in the normal course of carrying out the activities as per the detailed Scope of Work. In case of default on any or all such Service Levels, the Purchaser will reserve the rights to levy Penalties on the Selected Agency.

Note: For maintenance of uptime of item supplied and installed by selected bidder, It is advised that bidder should maintain adequate spares of different type of items mentioned in Bill of Material (BoM)

- **Penalty Capping:**

The maximum penalty applicable on the Successful Bidder may not exceed 10% of the total contract value during the complete Project Period. In case if the total penalty applicable on the Successful Bidder exceeds 10% of the Total Contract Value, the Purchaser may terminate the Contract with Successful Bidder or encash the Bank Guarantee or take any Legal action against the Successful Bidder.

ANNEXURE-1: COVERING LETTER FOR TECHNICAL BID {to be filled by the bidder}

Date:

[Signature of staff member or authorized representative of the staff] Day/Month/Year

Full name of authorized representative:

To,
Managing Director,
RajCOMP Info Services Ltd.,
C-Block, 1st Floor, Yojna Bhawan, Tilak Marg, C-Scheme, Jaipur
Rajasthan

Reference. RFP No.Dated.....

Sir,

We, the undersigned, offer to provide the consulting services for the above in accordance with your Request for Proposal dated _____, and our proposal. We are hereby submitting our proposal, which includes this Technical proposal and Financial Proposal submitted through e-Procurement Portal. Our proposal is binding upon us. We understand that you are not bound to accept any Proposal you receive.

We hereby offer to provide the Services at the quoted rates mentioned in the Financial Bid.

We do hereby undertake, that, in the event of acceptance of our bid, the Services shall be provided as stipulated in the schedule to the Bid document and that we shall perform all the incidental services.

We enclose herewith the complete Technical Bid as required by you. This includes: This Bid Letter and Bid Particulars.

We agree to abide by our offer for a period of 180 days from the date fixed for opening of the Technical Bids and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the RFP and the conditions of the Contract applicable to this RFP and we do hereby undertake to provide services as per these terms and conditions.

Certified that the Bidder is a Company and the person signing the tender is the duly constituted attorney. Bid Security (Earnest Money) for an amount equal to Rs. _____ is enclosed in the cover containing the letter for Technical Bid.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof or placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Dated this DD/MM/YYYY (Signature) (In the capacity of)

Duly authorized to sign the Tender Response for and on behalf of: (Name and Address of Company)
Seal/Stamp of bidder

Witness Signature: Witness Name:

Witness Address:

ANNEXURE-2: BILL OF MATERIAL (BoM)

Specifications for BOM					
S. No.	Locations	Description	UOM	Total Qty	MAF Required (Yes/ No)
		Display Solution (Outdoor Video Wall)			
1	Bikaner House, Jodhpur House & Rajasthan House, New Delhi	Supply, Installation, Testing, Commissioning with five years comprehensive on-site warranty & maintenance of Cabinet based 4 mm Outdoor LED video wall 15.7 FT X 9.4 FT ($\pm 5\%$) (shall be supplied by the same OEM) housed on Unipole which contains: - Control system with Media player with Content Management Software - Power distribution Unit with MFN cards - Auto Brightness Sensor - Mechanical structure: Each LED Video Walls shall be mounted on hot-dip galvanized MS Unipole structure, foundation, electrical works, lightning protection, earthing, networking, all accessories with five years comprehensive on-site warranty & maintenance, complete in all respects as per the Technical Specification including on-site configuration, calibration, testing, integration, and successful commissioning. Special Requirement for Jodhpur House Videowalls: The Outdoor LED Video Walls shall be of a curved (concave/convex, as per the approved site design) configuration. The supporting structure shall also be designed and fabricated to match the curvature of the LED Video Wall. The System Integrator (SI) shall ensure that the curved display and supporting structure are engineered, manufactured, installed, tested and commissioned in accordance with the approved design, while maintaining uniform display quality, structural stability and ease of maintenance.	No.	7	Yes
2	Rajasthan State Guest House, New Delhi	Supply, Installation, Testing, Commissioning with five years comprehensive on-site warranty & maintenance of Cabinet based 4 mm Outdoor LED video wall 22 FT X 6.28 FT ($\pm 5\%$) (shall be supplied by the same OEM) housed on Bipole which contains: - Control system with Media player with Content Management Software - Power distribution Unit with MFN cards - Auto Brightness Sensor - Mechanical structure: Two LED Video Walls ((Back-to-Back facing outward)) shall be mounted on a single heavy-duty hot-dip galvanized MS Bipole structure, foundation, electrical works, lightning protection, earthing, networking, all accessories with five years	No.	2	Yes

Short term RFP for Procurement of Outdoor Video Wall Screens

		comprehensive on-site warranty & maintenance, complete in all respects as per the Technical Specification including on-site configuration, calibration, testing, integration, and successful commissioning.			
BOM FOR CONTROL ROOM					
S. No.	Description		UOM	Qty	
1	Centralized Solution for Content & Video wall management (CMS cost is included in the price of the LED Video Wall and no separate payment will be made.		Set	1	No

ANNEXURE-3: TECHNICAL SPECIFICATIONS

Note: All the specifications below are minimum specifications and higher specifications shall be used wherever necessary/ required. Deviation on higher side shall only be considered and no extra weightage shall be awarded for such deviations. Also, the bidder is required to submit the technical compliance statement for each item only on the respective OEM's letter-head.

Compliance submitted by the bidder on his letter-head shall not be entertained.

Item No. 1 - Display Solution (Outdoor Video Wall) with Five-years Comprehensive on-site warranty and support.

S. No.	Parameter	Generic Technical Specification	Bidder Compliance (Yes/ No)
Make and Model: To be filled by bidder			
	Outdoor LED Wall		
1.	Display Size	15.7 FT X 9.4 FT (±5%) & 22.0 FT X 6.20 FT (±5%)	
2.	Pixel Pitch	4 mm or lower	
3.	Configuration	SMD 3-in-1 LED Type	
4.	Pixel Density	Minimum 62500 pixels/m2 or better	
5.	Brightness Calibrated	Minimum 6000 cd/m2 (nits) or better after calibration	
6.	Brightness Control	0-255 Levels or higher, automatic and manual brightness adjustment	
7.	Lamp brand	Premium-grade SMD LEDs from reputed manufacturers, providing high brightness, colour consistency and long operational life, meeting all performance parameters specified in this RFP	
8.	Contrast Ratio	Minimum 5000:1 or better	
9.	Refresh Rate	Minimum 3840 Hz or better	
10.	Color Processing	Minimum 14-bit or better	
11.	Colors	Minimum 4.4 trillion colours (14-bit processing or better)	
12.	Colour temperature	3,000 K–10,000 K adjustable	
13.	Half Gain Viewing Angle Horizontal	H: ± 70° or better, V: ± 60° or better	
14.	Lifetime	1,00,000 hrs or better	
15.	Power Input	AC 100–240 V, 50/60 Hz	
16.	Power Consumption	- Average Power Consumption: ≤ 300 W/m² - Maximum Power Consumption: ≤ 900 W/m²	
17.	Temperature Range	–20°C to +50°C	
18.	Humidity	10%–90% RH (Non-condensing)	
19.	Service Access	Front and/or Rear service	

20.	IP Grade	Minimum IP65 (Front) and IP64 (Rear) or better	
21.	LED Tile/ Cabinet Calibration	LED cabinets/modules shall be factory calibrated prior to dispatch. The complete display shall be calibrated after installation to achieve brightness and colour uniformity. Calibration shall be carried out during the warranty/CAMC period whenever required. The offered display must support pixel-level (dot-by-dot) calibration.	
22.	BIS & Make in India Compliance	The offered LED display cabinets/modules shall comply with applicable BIS requirements and the Public Procurement (Preference to Make in India) Order, as amended from time to time. Valid documentary evidence shall be submitted with the bid. If BIS registration is applicable for the offered product category, the certificate shall be in the name of the OEM/manufacture for the offered product.	
23.	CE certification	Documentary evidence, including the CE Declaration of Conformity from OEM	
24.	Quality / Health & Safety / Environmental Certifications of OEM / OEM subsidiary in India	Quality Management System 9001:2015	
25.		Occupation health & Safety Management System - OHSAS 45001:2018	
26.		Environmental Management System 14001: 2015	
LED Control System			
1.	Signal Input	DVI/ HDMI	
2.	Signal Output	RJ45	
3.	Input Voltage	100~240 VAC	
4.	Processor	High-performance Multi-core Processor (Intel/ARM or equivalent) suitable for smooth playback of Full HD/4K multimedia content.	
5.	OS	Android 11 or higher Operating System supported by the OEM.	
6.	Internal drive	Minimum 32 GB internal storage or higher.	
7.	Memory (RAM)	Minimum 4 GB RAM or higher.	
8.	Video	MPEG-2, MPEG-4, H.264, H.265 (HEVC), MOV, AVI, MP4, WMV or equivalent standard formats.	
9.	Audio	MP3, WAV, AAC	
10.	Image	JPEG, PNG, BMP, GIF or equivalent.	
11.	Text	Multiple fonts, Unicode support, scrolling text, variable speed, colour, animation and multilingual content.	
12.	Internet	Gigabit Ethernet, Wi-Fi (if supported), TCP/IP, HTTP/HTTPS, FTP/SFTP, NTP synchronization and remote management.	

13.	Internet Content	Support for HTML5, RSS feeds, Web URLs, live streaming and web-based content.	
14.	Content Manager	Web-based centralized CMS for creating, scheduling, publishing and monitoring multimedia content across all LED Video Walls. The CMS shall support playlist creation, remote content upload, user management, scheduling by date/time/day, emergency messaging, playback logs and content monitoring.	
15.	License support	The CMS shall include perpetual/subscription licenses (as applicable) for managing all LED Video Walls supplied under this contract without any additional software cost during the warranty period.	
16.	Playlist Automation	Automatic playlist scheduling based on date, day, time, events and priority, with support for recurring schedules and emergency override.	
17.	Content Management	WYSIWYG content editor, templates, zones/layouts, multimedia scheduling, remote diagnostics, health monitoring, audit logs and role-based access control.	
18.	Security	Password-protected access, user authentication, encrypted communication (HTTPS), role-based permissions and secure remote management.	

Note:

The bidder shall ensure that all components of the offered solution, including the LED display, LED controller, media player, receiving cards and Content Management System (CMS), are fully compatible, interoperable and supported by the same OEM. The bidder shall provide a Manufacturer's Authorization Form (MAF) and shall assume single-point responsibility for successful integration, commissioning, warranty and comprehensive maintenance of the complete system.

Power Distribution Unit

1.	Power Distribution Unit	A weatherproof, lockable Power Distribution Unit (PDU) shall be provided for each Outdoor LED Video Wall to distribute power safely to the LED display and associated equipment. The PDU shall include all required protection, switching, monitoring and distribution components.	
2.	Enclosure	Outdoor-rated metal enclosure with minimum IP65 protection, powder-coated, lockable, with adequate ventilation as per OEM design.	
3.	Cable Entry/Exit	Suitable weatherproof cable entry and exit provisions using cable glands with proper cable management.	

4.	Mounting	Suitable for wall mounting or installation inside the equipment enclosure/structure supplied with the LED Video Wall.	
5.	AC input	100~ 230 Volt AC	
6.	AC out put	As required for the offered LED display system and associated equipment.	
7.	AC Power Load Max	As per LED display requirements	
8.	AC power Load Max Each output	As per LED display requirement	
9.	Output Circuits	Separate protected output circuits for LED cabinets, controller, media player and auxiliary equipment, as applicable.	
10.	Protection Devices	Incoming MCCB/MCB, outgoing MCBs, RCCB/RCBO (30 mA sensitivity), surge protection device (SPD), neutral link and earthing arrangement.	
11.	Surge protection	Type 2 Surge Protection Device (SPD) conforming to IEC 61643-11 or equivalent standard.	
12.	Earthing	Dedicated earthing terminal and proper bonding of all metallic parts in accordance with applicable IS/IEC standards.	
13.	Indicators	LED indication for Power ON, Phase/Power Availability and SPD status.	
14.	Safety	Protection against overload, short circuit, earth leakage and overvoltage.	
15.	Compliance	PDU and all electrical components shall comply with applicable IS/IEC standards and relevant electrical safety regulations.	
Content Management Software (Centralized Solution for Content & Video wall management (CMS cost is included in the price of the LED Video Wall and no separate payment will be made.))			
S. No.	Parameter	Generic Technical Specification	Bidder Compliance (Yes/ No)
1	Signage & Content Manager	A centralized, web-based Content Management System (CMS) shall be provided for creation, scheduling, publishing, monitoring and management of multimedia content on all	

		Outdoor LED Video Walls. The CMS shall be supplied with all necessary software, licenses and suitable hardware (if required) for complete operation.	
2	License support	The CMS shall include all licenses required to manage all LED Video Walls supplied under this contract , without any additional software cost during the warranty period. The system shall be scalable to support future expansion.	
3	Playlist Automation	Support flexible playlist scheduling based on date, day, time, recurring schedules, event-based scheduling and priority-based playback. The system shall support Emergency Override for instant display of emergency/public information.	
4	Content Distribution	Support secure, centralized and simultaneous publishing of content to multiple LED Video Walls over the network. The system shall provide content synchronization, scheduling and status monitoring.	
5	Content Management	Provide an intuitive web-based graphical user interface (GUI) for content creation, layout design, playlist management, preview, approval workflow (if applicable), user management and content deployment.	
6	Supported Content	Support display of images, videos, scrolling text, HTML5/web content, RSS feeds, live streaming and multimedia playlists.	
7	User Management	Support role-based access control (RBAC), multiple user accounts, password protection and user activity logs.	
8	Monitoring & Reporting	Provide real-time monitoring of player status, content playback status, online/offline status, device health and system logs with configurable alerts.	
9	Network Support	Support operation over LAN/WAN with secure communication using standard protocols such as TCP/IP and HTTPS.	
Media Player			

S. No.	Parameter	Generic Technical Specification	Bidder Compliance (Yes/ No)
1.	Processor	Intel/ARM /Other High End	
2.	OS	Windows based/ Android/Linux based	
3.	Internal Drive	8 GB or more	
4.	Output	HDMI/Display Port for Graphics	
5.	Video	Major Video Formats to be supported	
6.	Image	JPEG, PNG, BMP, GIF	
7.	Text	Multiple fonts, Speeds, colors, animations	
8.	Internet	HTML, RSS newsfeeds	
9.	Network	Ethernet 1000/100/10 (RJ45)	
Auto Brightness Sensor:			
S. No.	Parameter	Generic Technical Specification	Bidder Compliance (Yes/ No)
1.	Rated voltage	5V	
2.	Operating temperature	-30°C~70°C	
3.	Operating humidity	0~99%	
4.	Brightness range	0~65535 lux	
5.	Cable	5m	
6.	Features	- Monitor the ambient brightness to achieve automatic brightness adjustment of LED display - Asynchronous - Outdoor use proofing - No external power supply required	

Item No. 2 - Video Wall Structure with Five-years hardware Comprehensive on-site warranty and support

Parameter	Specifications	Bidder Compliance (Yes/No)
Mechanical Support Structure for Mounting of Outdoor LED Video Wall (Unipole/Bipole)	The bidder shall design, manufacture, supply, fabricate, transport, erect, test and commission a complete hot-dip galvanized MS Unipole/Bipole structure for mounting the Outdoor LED Video Wall, including all civil, structural, electrical and safety components required for a complete and functional installation.	
Mechanical Structure	• The support structure shall be fabricated from hot-dip galvanized Mild Steel (MS) conforming to relevant IS standards. Aluminium extrusions may be used for cabinet mounting wherever required by the OEM design. • The structure shall be designed by a qualified structural engineer and certified for structural adequacy. • The structure shall be designed to withstand the specified wind load, seismic load and all applicable environmental conditions in accordance with relevant BIS/IS codes. • The bottom edge of the LED display shall be installed at a minimum height of 8.5 feet or 10 feet above the finished ground level, as specified at each site.	
Maintenance Platform	• A maintenance catwalk/platform with anti-skid flooring, guard rails, access ladder and other necessary safety arrangements shall be provided wherever required for safe maintenance.	
Equipment Enclosure	• A weatherproof, lockable enclosure (minimum IP65) shall be provided for housing the Media Player, LED Controller, Power Distribution Unit (PDU), networking equipment and other accessories.	
Foundation & Anchoring	• The scope shall include detailed foundation design, excavation, RCC foundation, anchor bolts, grouting, structural fabrication, erection, alignment and corrosion protection complete in all respects.	
Electrical & Safety	• The structure shall include a lightning protection system, dedicated earthing system, surge protection devices (SPDs), cable routing arrangements and all electrical safety provisions as per applicable IS/IEC standards.	
Automation	• The complete system shall support automatic Power ON/OFF scheduling through software, with provision for manual override and remote operation.	
Corrosion Protection	• All structural steel members shall be hot-dip galvanized after fabrication. Fasteners shall be galvanized or stainless steel. Any cut or damaged	

	galvanized surface shall be repaired using approved zinc-rich coating.	
Compliance	The complete structure shall comply with applicable BIS/IS codes, National Building Code (NBC), local municipal requirements and other statutory safety regulations.	

Note: Complete Supply, Installation, Configuration, Testing and Commissioning of all the delivered equipment with complete electrical wiring, networking, earthing, lightning protection, conduits, and all interconnecting cables including on-site configuration, calibration, testing, integration, and successful commissioning.

ANNEXURE-4: TECHNICAL BID DOCUMENTS {to be filled by the bidder}

S.No.	Particular	List of Documents (To be filled by bidder)	Reference Page No. (To be filled by bidder)
	Fee Details		
1.	Technical Bid Cover letter, Bidding document Fee (Tender Fee), RISL Processing Fee (e-Procurement)	- Instrument/ Proof of submission (FEE.PDF) - Scanned copy of Fee Receipt/DD/Banker Cheque Along with Annexure-1 (Technical Bid cover letter)	
Eligibility Documents (As per Clause no. 3.1. Pre-Qualification Criteria of Bidder & OEM)			
2.	Bidder's Authorisation Certificate	a. As per Annexure-6 b. copy of PoA/ Board resolution stating that Auth. Signatory (DSC holder) can sign the bid/ contract on behalf of the firm. (AUTH.PDF)	
3	Mandatory Undertaking	A Self Certified letter as per Annexure-07: Self-Declaration	
4.	Certificate of Conformity/ No Deviation	As per Annexure-8 (PDF)	
5.	Declaration By Bidder	As per Annexure-09	
6.	Legal Entity	Following documents of bidder partners: a. - Copy of valid Registration Certificates b. - Copy of Certificates of incorporation	
7.	Financial: Turnover from IT/ITes	CA Certificate with CA's Registration Number/ Seal and UDIN for bidder	
8.	Financial Net Worth	CA Certificate with CA's Registration Number/ Seal and UDIN for bidder	
9.	Technical Capability	Set of documents related to project as follows: Annexure-17 per project reference And Work Order + Work Completion Certificates from the client; OR Work Order + Phase Completion certificate from the client/ CA Certificate mentioning the amount of remittance of Work Completed (CA Certificate with CA's Registration Number/ Seal with UDIN)	

S.No.	Particular	List of Documents (To be filled by bidder)	Reference Page No. (To be filled by bidder)
10.	Tax registration	The bidder should submit the following documents: a. Income Tax / PAN number b. GSTN where his business is located	
12	Compliance to Land Border Policy for all OEMs	Copy of undertaking as per Annexure-11. Or Copy of Registration with the Industries Department of the Government of Rajasthan	
13	Component Offered	As per Annexure-13 on the letter head of Bidder (If applicable)	
14	Undertaking on Authenticity	As per Annexure-12 on the letter head of Bidder (If applicable)	
15	Compliance on Technical Specification & MAF	Set of following documents of each product: a. Compliance on technical specification as per Annexure-3 on the letter head of Bidder and OEM. b. MAF as per Annexure-10 on the letter head of OEM along with Data Sheet of the products mentioned in the MAF	
16.	Others (if any)	Other relevant Documents which are left and mentioned above in Pre-Qualification Criteria as per the RFP	

ANNEXURE-5: PRE-BID QUERIES FORMAT {to be filled by the bidder}

Name of the Company/Firm: _____

Bidding Document Fee Receipt No. _____ Dated _____ for Rs. _____/-

Name of Person(s) Representing the Company/ Firm:

Name of Person	Designation	Email-ID(s)	Tel. Nos. & Fax Nos.

Company/Firm Contacts:

Contact Person(s)	Address Correspondence	for	Email-ID(s)	Tel. Nos. & Fax Nos.

Query / Clarification Sought:

S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Clarification	Suggestion/

Note: - Queries must be strictly submitted only in the prescribed format (.XLS/ .XLSX/ .ODF). Queries not submitted in the prescribed format will not be considered/ responded at all by the procuring entity.

ANNEXURE-6: BIDDER'S AUTHORIZATION CERTIFICATE {to be filled by the bidder on his letterhead

}

To,
MD, RISL,
Yojna Bhawan, C-Scheme,
Jaipur

I/ We {Name/ Designation} hereby declare/ certify that {Name/ Designation} is hereby authorized to sign relevant documents on behalf of the company/ firm in dealing with NIB reference No. **F3.3(581)/RISL/PUR/2026/** dated . He/ She is also authorized to attend meetings & submit technical & commercial information/ clarifications as may be required by you in the course of processing the Bid. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: -

Verified Signature:

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____

ANNEXURE-7: SELF-DECLARATION {to be filled by the bidder}

To,
MD, RISL,
Yojna Bhawan, C-Scheme,
Jaipur

In response to the NIB Ref. No. _____ dated _____ for {Project Title},
as an Owner/ Partner/ Director/ Auth. Sign. of _____, I/ We hereby
declare that presently our Company/ firm _____, at the time of bidding, :-

- a) possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
- b) have fulfilled my/ our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document;
- c) is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central government/ PSU/ UT.
- d) does not have any previous transgressions with any entity in India or any other country during the last three years
- e) does not have any debarment by any other procuring entity
- f) is not insolvent in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and is not the subject of legal proceedings for any of the foregoing reasons;
- g) does not have, and our directors and officers not have been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
- h) does not have a conflict of interest as mentioned in the bidding document which materially affects the fair competition.
- i) will comply with the code of integrity as specified in the bidding document.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken as per the provisions of the applicable Act and Rules thereto prescribed by GoR, my/ our security may be forfeited in full and our bid, to the extent accepted, may be cancelled.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____

ANNEXURE-8: CERTIFICATE OF CONFORMITY/ NO DEVIATION {to be filled by the bidder}

To,
MD, RISL,
Yojna Bhawan, C-Scheme,
Jaipur

CERTIFICATE

This is to certify that, the specifications of Hardware & Software which I/ We have mentioned in the Technical bid, and which I/ We shall supply if I/ We am/ are awarded with the work, are in conformity with the minimum specifications of the bidding document and that there are no deviations of any kind from the requirement specifications.

Also, I/ we have thoroughly read the bidding document and by signing this certificate, we hereby submit our token of unconditional acceptance to all the terms & conditions of the bidding document without any deviations.

I/ We also certify that the price I/ we have quoted is inclusive of all the cost factors involved in the end-to-end implementation and execution of the project, to meet the desired Standards set out in the bidding Document.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____

ANNEXURE-9: DECLARATION BY BIDDER {to signed by selected bidder}

I/ We declare that I am/we are bonafide/ Manufacturers/ Whole Sellers/ Sole distributor/ Authorised dealer/ dealers/ sole selling/ Marketing agent in the goods/ stores/ equipment for which I/ We have quoted.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the bid, if any, to the extent accepted may be cancelled.

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date: _____

Place: _____

ANNEXURE-10: MANUFACTURER'S AUTHORIZATION FORM (MAF) {to be filled by the OEMs}

(Indicative Format)

To,
MD, RISL,
Yojna Bhawan, C-Scheme,
Jaipur

Subject: Issue of the Manufacturer's Authorisation Form (MAF)
Reference: NIB/ RFP Ref. No. _____ dated _____

Sir,
We {name and address of the OEM} who are established and reputed original equipment manufacturers (OEMs) having factories at {addresses of manufacturing location} do hereby authorize {M/s _____} who is our {Distributor/ Channel Partner/ Retailer/ Others <please specify>} to bid, negotiate and conclude the contract with you against the aforementioned reference for the following Hardware/ Software manufactured by us: -

{OEM will mention the details of all the proposed product(s) with their make/ model.}

We undertake to provide **Five-years Comprehensive on-site OEM warranty and maintenance support** for the offered Hardware/ Software, as mentioned above.

We hereby confirm that the offered Hardware/ Software, as mentioned above, is complying to the respective technical specification mentioned in RFP.

We hereby confirm that the offered Hardware/ Software is not likely to be declared as End-of-Sale within next twelve months from the date of bid submission.

We hereby confirm that the offered Hardware/ Software is not likely to be declared as End-of-Service/ Support within entire contract period from the date of bid submission.

We hereby confirm that the offered Hardware/ Software is complying to the respective technical specification mentioned in RFP without any deviations.

Yours faithfully,
For and on behalf of M/s (Name of the manufacturer)

(Authorized Signatory)
Name, Designation & Contact No.:
Address: _____
Seal: _____

ANNEXURE-11: UNDERTAKING ON COMPLIANCE TO LAND BORDER POLICY: {to be filled by the bidder}

To,

{Procuring entity},

In response to the NIB Ref. No. _____ dated _____ for {Project Title}, as an Owner/ Partner/ Director/ Auth. Sign. of _____, I/ We hereby declare that presently our Company/ firm _____, at the time of bidding comply with with Subrule 4 under rule 13 of RTTP 2013 and Order no. F.No. 6/18/2019-PPD dated 23.07.2020 issued by Ministry of Finance Department of Expenditure Public Procurement Division regarding the restriction under rule 144 (xi) of GFP 2017.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken as per the provisions of the applicable Act and Rules thereto prescribed by GoR, my/ our security may be forfeited in full and our bid, to the extent accepted, may be cancelled.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Name of the Organization: -

Registered Officer Address: -

Date: _____

Place: _____

ANNEXURE-12: UNDERTAKING ON AUTHENTICITY OF COMPUTER EQUIPMENTS

{to be filled by the bidder (On Rs. 100/- Non-judicial stamp paper)}

To,
MD, RISL,
Yojna Bhawan, C-Scheme,
Jaipur

Reference: NIB No. F3.3(581)/RISL/PUR/2026/

Dated

This has reference to the items being supplied/ quoted to you vide NIB ref. no. F3.3(581)/RISL/PUR/2026/ dated

We hereby undertake that all the components/ parts/ assembly/ software used in the equipment shall be genuine, original and new components /parts/ assembly/ software from respective OEMs of the products and that no refurbished/ duplicate/ second hand components/ parts/ assembly/ software are being used or shall be used. In respect of licensed operating system, we undertake that the same shall be supplied along with the authorized license certificate with our name/logo. Also, that it shall be sourced from the authorized source for use in India.

In case, we are found not complying with above at the time of delivery or during installation, for the equipment already billed, we agree to take back the equipment already supplied at our cost and return any amount paid to us by you in this regard and that you will have the right to forfeit our Bid Security/ SD/ PSD for this bid or debar/ black list us or take suitable action against us.

Authorized Signatory

Name:

Designation:

ANNEXURE-13: COMPONENTS OFFERED – BOM {to be filled by the bidder}

Please fill the following BOM for all the offered components.

S.No.	Product Details (Only one make and model)	Detailed Technical Specification Reference**	OEM Details (Name, Address, E-Mail, Mobile Nos.)
1.		{Item No. xx}	
2.		{Item No. xx}	
3.		{Item No. xx}	

** Please attach Technical specifications compliance sheet (on OEM letter head only) and provide reference number in this column. (Deviations, if any, should be appropriately mentioned & highlighted in the compliance/ deviation column of the respective table as provided above in the Annexure-3: Technical Specifications)

ANNEXURE-14: FINANCIAL BID COVER LETTER & FORMAT**COVER LETTER** {to be submitted by the bidder on his Letter head}

To,
MD, RISL,
Yojna Bhawan,
Jaipur

Reference: NIB No.: F3.3(581)/RISL/PUR/2026/

dated

Dear Sir,

We, the undersigned bidder, having read & examined in detail, the Bidding Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, offer to supply/ work as mentioned in the Scope of the work, Bill of Material, Technical specifications, Service Level Standards & in conformity with the said bidding document for the same.

I / We undertake that the prices are in conformity with the specifications prescribed. The quote/ price are inclusive of all cost likely to be incurred for executing this work. The prices are inclusive of all type of govt. taxes/duties as mentioned in the financial bid (BoQ).

I / We undertake, if our bid is accepted, to deliver the goods in accordance with the delivery schedule specified in the schedule of Requirements.

I/ We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee as prescribed in the bidding document.

I / We agree to abide by this bid for a period of 90 days after the last date fixed for bid submission and it shall remain binding upon us and may be accepted at any time before the expiry of that period.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

I/ We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

We understand that you are not bound to accept the lowest or any bid you may receive.

We agree to all the terms & conditions as mentioned in the bidding document and submit that we have not submitted any deviations in this regard.

Date:

Authorized Signatory

Name:

Designation:

Financial Bid Format

{to be submitted by the bidder only in BoQ format (.XLS) available at e-Procurement portal}

Bidder has to quote compulsorily in all items mentioned in financial bid.

Processing Authority: Managing Director, RISL							
Name of Work: Short term RFP for Supply, Installation, Testing, Commissioning including Five years Comprehensive On-site Warranty and Maintenance of Outdoor LED Video Wall Screens for Rajasthan Offices at New Delhi.							
NIB Reference No.:						Dated:	
Bidder Name:							
PRICE SCHEDULE							
S. No.	Item Description	Total Quantity	Units	Unit Rate (In INR) (excluding GST)	GST on Unit Rate (In %)	GST on Unit Rate (In INR)	Total Rate (In INR) (Including GST)
1	2	3	4	5	6	7=5X6	8=(5+7)
Display Solution (Outdoor Video Wall)							
1	Supply, Installation & Commissioning of Cabinet based 4 mm Outdoor LED video wall 15.7 FT X 9.4 FT (±5%) including five years Comprehensive On-site Warranty and Maintenance with all required accessories for installation complete in all respects as per the RFP which contains: - Control system with Media player with genuine Software - Power distribution Unit with MFN cards - Auto Brightness Sensor - Installation & Commissioning	7	Nos.				
2	Supply, Installation & Commissioning of Cabinet based 4 mm Outdoor LED video wall 22 FT X 6.28 FT (±5%) including five years Comprehensive On-site Warranty and	2	Nos.				

	Maintenance with all required accessories for installation complete in all respects as per the RFP which contains: - Control system with Media player with genuine Software - Power distribution Unit with MFN cards - Auto Brightness Sensor - Installation & Commissioning						
3	Design, fabrication, supply, transportation, erection, testing and commissioning of Hot-dip Galvanized MS Unipole Structure, including RCC foundation, excavation, anchor bolts, structural fabrication, ACP cladding, lightning protection, earthing, corrosion protection and all associated civil, structural and electrical works, including five (05) years Comprehensive Warranty and Maintenance.	7	Nos.				
4	Design, fabrication, supply, transportation, erection, testing and commissioning of Hot-dip Galvanized MS Bipole Structure for supporting two Outdoor LED Video Walls, including RCC foundation, excavation, anchor bolts, structural fabrication, ACP cladding, lightning protection, earthing, corrosion protection and all associated civil,	1	Nos.				

structural and electrical works, including five (05) years Comprehensive Warranty and Maintenance, complete in all respects.							
*Total quote for the package (in Figures) (Inclusive GST)							
Total (Inclusive GST) In Words:							

Bidder has to quote the unit rate for all the above-mentioned items. L1 bidder shall be evaluated on the base of the Composite rate of all the above items on the above-mentioned indicative quantities. However, the order(s) may vary from the quantities indicated for evaluation and payment shall be made on actual basis.

Note:

- If the procuring entity does not procure any subject matter of procurement or procures less than the quantity specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation.

ANNEXURE-15: BANK GUARANTEE FORMAT {to be submitted by the bidder's bank}**BANK GUARANTEE FORMAT – BID SECURITY**

(To be stamped in accordance with Stamp Act and to be issued by a Nationalised/ Scheduled bank having its branch at Jaipur and payable at par at Jaipur, Rajasthan)

To,
The Managing Director,
RajCOMP Info Services Limited (RISL),
First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Raj).

Sir,

1. In accordance with your Notice Inviting Bid for <please specify the project title> vide NIB reference no. <please specify> M/s. (Name & full address of the firm) (Hereinafter called the "Bidder") hereby submits the Bank Guarantee to participate in the said procurement/ bidding process as mentioned in the bidding document.

It is a condition in the bidding documents that the Bidder has to deposit Bid Security amounting to <Rs. (Rupees <in words>)> in respect to the NIB Ref. No. dated issued by RISL, First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur, Rajasthan (hereinafter referred to as "RISL") by a Bank Guarantee from a Nationalised Bank/ Scheduled Commercial Bank having its branch at Jaipur irrevocable and operative till the bid validity date (i.e. <please specify> days from the date of submission of bid). It may be extended if required in concurrence with the bid validity.

And whereas the Bidder desires to furnish a Bank Guarantee for a sum of <Rs. (Rupees <in words>)> to the RISL as earnest money deposit.

2. Now, therefore, we the (Bank), a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act. 1969 (delete, if not applicable) and branch Office at..... (Hereinafter referred to as the Guarantor) do hereby undertake and agree to pay forthwith on demand in writing by the RISL of the said guaranteed amount without any demur, reservation or recourse.
3. We, the aforesaid bank, further agree that the RISL shall be the sole judge of and as to whether the Bidder has committed any breach or breaches of any of the terms costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the RISL on account thereof to the extent of the Earnest Money required to be deposited by the Bidder in respect of the said bidding document and the decision of the RISL that the Bidder has committed such breach or breaches and as to the amount or amounts of loss, damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the RISL shall be final and binding on us.
4. We, the said Bank further agree that the Guarantee herein contained shall remain in full force and effect until it is released by the RISL and it is further declared that it shall not be necessary for the RISL to proceed against the Bidder before proceeding against the Bank and the Guarantee herein contained shall be invoked against the Bank, notwithstanding any security which the RISL may have obtained or shall be obtained from the Bidder at any time when proceedings are taken against the Bank for whatever amount that may be outstanding or unrealized under the Guarantee.
5. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.

6. If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you.
7. The right of the RISL to recover the said amount of <Rs. _____ (Rupees <in words>)> from us in manner aforesaid will not be precluded/ affected, even if, disputes have been raised by the said M/s.(Bidder) and/ or dispute or disputes are pending before any court, authority, officer, tribunal, arbitrator(s) etc..
8. Notwithstanding anything stated above, our liability under this guarantee shall be restricted to <Rs. _____ (Rupees <in words>)> and our guarantee shall remain in force till bid validity period i.e. <please specify> days from the last date of bid submission and unless a demand or claim under the guarantee is made on us in writing within three months after the Bid validity date, all your rights under the guarantee shall be forfeited and we shall be relieved and discharged from all liability thereunder.
9. This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such court.
10. We hereby confirm that we have the power/s to issue this Guarantee in your favor under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favour.

Date (Signature)
Place (Printed Name)
(Designation)
(Bank's common seal)

In presence of:

WTTNESS (with full name, designation, address & official seal, if any)

- (1)
.....
(2)
.....

Bank Details

Name & address of Bank:

Name of contact person of Bank:

Contact telephone number:

GUIDELINES FOR SUBMISSION OF BANK GUARANTEE

The Bank Guarantee shall fulfil the following conditions in the absence of which they cannot be considered valid: -

1. Bank Guarantee shall be executed on non-judicial stamp paper of applicable value purchased in the name of the bank.
2. Two persons should sign as witnesses mentioning their full name, designation, address and office seal (if any).
3. The Executor (Bank Authorities) may mention the power of attorney No. and date of execution in his/her favour authorizing him/her to sign the document. The Power of Attorney to be witnessed by two persons mentioning their full name and address.
4. The Bank Guarantee should be executed by a Nationalised Bank/ Scheduled Commercial Bank only.
5. Non – Judicial stamp paper shall be used within 6 months from the date of Purchase of the same. Bank Guarantee executed on the non-judicial stamp paper after 6 (six) months of the purchase of such stamp paper shall be treated as non-valid.
6. The contents of Bank Guarantee shall be strictly as per format prescribed by RISL
7. Each page of Bank Guarantee shall bear signature and seal of the Bank and B.G. number.
8. All corrections, deletions etc. in the Bank Guarantee should be authenticated by signature of Bank Officials signing the Bank Guarantee.
9. Bank should separately send through registered post/courier a certified copy of Bank Guarantee, mentioning Bid reference, Bid title and bidder name, directly to the Purchaser at the following address:

BANK GUARANTEE FORMAT – PERFORMANCE SECURITY (PBG)

(To be stamped in accordance with Stamp Act and on a Stamp Paper purchased from Rajasthan State only and to be issued by a Nationalised/ Scheduled bank having its branch at Jaipur and payable at par at Jaipur, Rajasthan)

To,
The Managing Director,
RajCOMP Info Services Limited (RISL),
First Floor, Yojana Bhawan, C-Block, Tilak Marg, C-Scheme, Jaipur-302005 (Raj).

1. In consideration of the RajCOMP Info Services Limited (hereinafter called "RISL") having agreed to exempt M/s(hereinafter called "the said Contractor(s)" from the demand, under the terms and conditions of an Agreement No.....datedmade between the RISL through and(Contractor) for the work(hereinafter called "the said Agreement") of Security Deposit for the due fulfilment by the said Contractor (s) of the terms and conditions contained in the said Agreement, on production of a Bank Guarantee for Rs.....(rupeesonly), we(indicate the name of the Bank), (hereinafter referred to as "the Bank") at the request ofContractor(s) do hereby undertake to pay to the RISL an amount not exceeding Rs.....(Rupees.....only) on demand.
2. We..... (Indicate the name of Bank), do hereby undertake to pay Rs..... (Rupees.....only), the amounts due and payable under this guarantee without any demur or delay, merely on a demand from the RISL. Any such demand made on the bank by the RISL shall be conclusive as regards the amount due and payable by the Bank under this guarantee. The Bank Guarantee shall be completely at the disposal of the RISL and We..... (Indicate the name of Bank), bound ourselves with all directions given by RISL regarding this Bank Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs..... (Rupees.....only).
3. We.....(indicate the name of Bank), undertake to pay to the RISL any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any Court or Tribunal or Arbitrator etc. relating thereto, our liability under these presents being absolute, unequivocal and unconditional.
4. We.....(indicate the name of Bank) further agree that the performance guarantee herein contained shall remain in full force and effective up to <DATE> and that it shall continue to be enforceable for above specified period till all the dues of RISL under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till the RISL certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharges this guarantee.
5. We(indicate the name of Bank) further agree with the RISL that the RISL 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 time of performance by the said Contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the RISL against the said Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act or omission on the part of the RISL or any indulgence by the RISL to the said Contractor(s) or by any such matter or thing whatsoever which would but for this provision, have effect of so relieving us.
6. The liability of us (indicate the name of Bank), under this guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s).
7. We (indicate the name of Bank), lastly undertake not to revoke this guarantee except with the previous consent of the RISL in writing.
8. This performance Guarantee shall remain valid and in full effect, until it is decided to be discharged by the RISL. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs..... (Rupees.....only).

9. It shall not be necessary for the RISL to proceed against the contractor before proceeding against the Bank and the guarantee herein contained shall be enforceable against the Bank notwithstanding any security which the RISL may have obtained or obtain from the contractor.
10. We (indicate the name of Bank) verify that we have a branch at Jaipur. We undertake that this Bank Guarantee shall be payable at any of its branch at Jaipur. If the last day of expiry of Bank Guarantee happens to be a holiday of the Bank, the Bank Guarantee shall expire on the close of the next working day.
11. We hereby confirm that we have the power(s) to issue this guarantee in your favour under the memorandum and articles of Association/constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power(s) and has/have full power(s) to execute this guarantee for the power of attorney issued by the bank.

Dated.....day of.....For and on behalf of the <Bank> (indicate the Bank)

Signature

(Name & Designation)

Bank's Seal

The above performance Guarantee is accepted by the RISL
For and on behalf of the RISL

Signature

(Name & Designation)

ANNEXURE-16: DRAFT AGREEMENT FORMAT {to be mutually signed by selected bidder and procuring entity}

This Contract is made and entered into on this _____ day of _____, 2026 by and between RajCOMP Info Services Limited (RISL), having its head office at First Floor, Yojana Bhawan, Tilak Marg, C-Scheme, Jaipur-302005, Rajasthan (herein after referred to as Purchaser/ RISL) which term or expression, unless excluded by or repugnant to the subject or context, shall include his successors in office and assignees on ONE PART

And

M/s _____, a company registered under the Indian Companies Act, 1956 with its registered office at _____ (herein after referred as the "Successful Bidder/ Supplier") which term or expression, unless excluded by or repugnant to the subject or context, shall include his successors in office and assignees on the OTHER PART.

Whereas,

Purchaser is desirous of appointing an agency for <project title> as per the Scope of Work and Terms and Conditions as set forth in the RFP document dated _____ of <NIB No _____>.

And whereas

M/s _____ represents that it has the necessary experience for carrying out the overall work as referred to herein and has submitted a bid and subsequent clarifications for providing the required services against said NIB and RFP document issued in this regard, in accordance with the terms and conditions set forth herein and any other reasonable requirements of the Purchaser from time to time.

And whereas

Purchaser has accepted the bid of supplier and has placed the Work Order vide Letter No. _____ dated _____, on which supplier has given their acceptance vide their Letter No. _____ dated _____.

And whereas

The supplier has deposited a sum of Rs. _____/- (Rupees _____) in the form of _____ ref no. _____ dated _____ of _____ Bank and valid up to _____ as security deposit for the due performance of the contract.

Now it is hereby agreed to by and between both the parties as under: -

1. The NIB Ref. No. _____ dated _____ and RFP document dated _____ issued by RISL along with its enclosures/ annexures, wherever applicable, are deemed to be taken as part of this contract and are binding on both the parties executing this contract.
2. In consideration of the payment to be made by RISL to supplier at the rates set forth in the work order no. _____ dated _____ will duly supply the said articles set forth in "**Annexure-2: Bill of Material**" thereof with **Comprehensive On-site Warranty & Maintenance Support (T+60+5 years)** and provide related services in the manner set forth in the RFP, along with its enclosures/ annexures and Technical Bid along with subsequent clarifications submitted by supplier.
3. The RISL do hereby agree that if supplier shall duly supply the said articles and provide related services in the manner aforesaid observe and keep the said terms and conditions of the RFP and Contract, the RISL will pay or cause to be paid to supplier, at the time and the manner set forth in the said conditions of the RFP, the amount payable for each and every project milestone & deliverable. The mode of Payment will be as specified in the RFP document.

4. The timelines for the prescribed Scope of Work, requirement of services and deployment of technical resources shall be effected from the date of work order i.e. _____ and completed by supplier within the period as specified in the RFP document.
5. In case of extension in the delivery and/ or installation period/ completion period with liquidated damages, the recovery shall be made on the basis of following percentages of value of stores/ works which supplier has failed to supply/ install/ complete: -

• Delay up to one fourth period of the prescribed delivery period, successful installation & completion of work	2.5%
• Delay exceeding one fourth but not exceeding half of the prescribed delivery period, successful installation & completion of work.	5.0%
• Delay exceeding half but not exceeding three fourth of the prescribed delivery period, successful installation & completion of work.	7.5%
• Delay exceeding three fourth of the prescribed delivery period, successful installation & completion of work.	10.0%

Note:

- i. Fraction of a day in reckoning period of delay in supplies/ maintenance services shall be eliminated if it is less than half a day.
 - ii. The maximum amount of agreed liquidated damages shall be 10%.
 - iii. If supplier requires an extension of time in completion of contractual supply on account of occurrence of any hindrances, he shall apply in writing to the authority which had placed the work order, for the same immediately on occurrence of the hindrance but not after the stipulated date of completion of supply.
 - iv. Delivery period may be extended with or without liquidated damages if the delay in the supply of goods in on account of hindrances beyond the control of supplier.
6. All disputes arising out of this agreement and all questions relating to the interpretation of this agreement shall be decided as per the procedure mentioned in the RFP document.

In witness whereof the parties have caused this contract to be executed by their Authorized Signatories on this ____ day of _____, 2026.

Signed By:	Signed By:
() Designation:., Company:	Managing Director/Director (T) RajCOMP Info Services Limited,
<i>In the presence of:</i>	<i>In the presence of:</i>
() Designation: Company:	() Designation: RajCOMP Info Services Limited,

() Designation: Company:	() Designation: RajCOMP Info Services Limited,
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ANNEXURE-17: FORMAT FOR SUBMISSION OF PROJECT REFERENCES FOR PRE-QUALIFICATION EXPERIENCE

Project Name:	Value of Contract/Work Order (In INR):
Country: Location within country:	Project Duration:
Name of Customer:	Total No. of staff-months of the assignment:
Contact person with address, phone, fax and e-mail:	Approx. value of the services provided by your company under the contract (in INR):
Start date (month/year): Completion date (month/year):	
Name of associated Bidders, if any:	
Narrative description of Project:	
List of Services provided by your firm/company	

Please attach a copy of the work order/ completion certificate/ purchase order/ letter from the customer for each project reference

ANNEXURE-18: MEMORANDUM OF APPEAL UNDER THE RTPP ACT, 2012

Appeal Noof

Before the (First/ Second Appellate Authority)

1. Particulars of appellant:

- a. Name of the appellant: <please specify>
- b. Official address, if any: <please specify>
- c. Residential address: <please specify>

2. Name and address of the respondent(s):

- a. <please specify>
- b. <please specify>
- c. <please specify>

3. Number and date of the order appealed against and name and designation of the officer/ authority who passed the order (enclose copy), or a statement of a decision, action or omission of the procuring entity in contravention to the provisions of the Act by which the appellant is aggrieved: <please specify>

4. If the Appellant proposes to be represented by a representative, the name and postal address of the representative: <please specify>

5. Number of affidavits and documents enclosed with the appeal: <please specify>

6. Grounds of appeal (supported by an affidavit): <please specify>

7. Prayer: <please specify>

Place

Date

Appellant's Signature

ANNEXURE- 19: TENDER FORM

Ref. No.:

Date:

1) Addressed to:

Name of the Bidding Authority	MD, RISL
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2) Firm Details:

Name of Firm					
Name of Contact Person with Designation					
Registered Office Address					
Address of the Firm					
Year of Establishment					
Type of Firm Put Tick (✓) mark	Public Limited	Private Limited	Partnership	Proprietary	LLP
Telephone Number(s)					
Email Address/ Web Site	Email:		Web-Site:		
Fax No.					
Mobile Number	Mobile:				
Certification/Accreditation/Affiliation, if Any					

- The requisite tender fee amounting to Rs. _____/- (Rupees <in words>) has been deposited vide receipt no. _____ dated _____.
- The requisite EMD amounting to Rs. _____/- (Rupees <in words>) has been deposited vide Banker's Cheque/ DD No/BG No. _____ dated _____.
- We agree to abide by all the terms and conditions mentioned in this form issued by the Tendering Authority and also the further conditions of the said notice given in the attached sheets (all the pages of which have been signed by us in token of acceptance of the terms mentioned therein along with stamp of the firm).

Date:

Name & Seal of the firm: _____

Authorized Signatory: _____

**ANNEXURE-20: CERTIFICATE FOR PRIOR REGISTRATION FOR PUBLIC PROCUREMENTS {Indicative
Format-to be submitted by the bidder}**

To,

{Procuring entity},

_____,

_____,

Reference: F3.3(581)/RISL/PUR/2026/ _____ dated _____

I {Name/ Designation} have read the Rule 13 of the Rajasthan Transparency in Public (RTTP) Rules, 2013 and Government of Rajasthan Notification No. F.2(1)FD/G&T-SPFC/2017 dated 01.01.2021, 15.01.2021 and 30.03.2021 regarding prior registration with Industries department for bidders with beneficial ownership from countries sharing land border with India, for participation in any public procurement in the State.

*I certify that this bidder/OEM {Name and address of the bidder} is not from such a country which shares land border with India or with beneficial ownership from such country.

OR

*I certify that this bidder/OEM {Name and address of the bidder} from such a country which shares land border with India or with beneficial ownership from such country has been registered with the Competent Authority. Evidence of valid registration by the Competent Authority has been attached herewith.

I hereby certify that this bidder/OEM fulfils all requirements in this regard and is eligible to be considered.

Thanking you,

Name of the Bidder: -

Authorised Signatory: -

Seal of the Organization: -

Date:

Place:

***Please strikeout which is not applicable.**

ANNEXURE-21: Mechanical Structure & Safety Requirements**1. Mechanical Structure Finish**

- The complete support structure shall be fabricated from **hot-dip galvanized Mild Steel (MS)** conforming to relevant IS standards. Wherever specified in the design, the structure shall be finished with an **epoxy/polyurethane protective coating** for enhanced corrosion resistance. The visible portion of the structure shall be aesthetically covered with **Aluminium Composite Panel (ACP)** of minimum 3 mm thickness (or OEM standard), with adequate ventilation for heat dissipation and maintenance access.

2. Border/Cladding

- The LED Video Wall shall be provided with a neat and finished **ACP border of minimum 6 inches width** around the display, unless otherwise required by the approved design.

3. Environmental Suitability

- The complete Outdoor LED Video Wall system, including the display, support structure, enclosure, electrical components and accessories, shall be designed to operate reliably under outdoor environmental conditions, including heavy rainfall, dust, high humidity, hail, direct sunlight, high ambient temperatures and wind loads applicable to the installation site.

4. Structural Safety

- The System Integrator (SI) shall design, fabricate and install the complete support structure in accordance with applicable **BIS/IS standards** and as per Indian Standards applicable of wind zone for New Delhi. The structure shall be certified by a qualified structural engineer and shall be suitable for the applicable wind zone and seismic conditions of the installation site.

5. Responsibility of the System Integrator

- The SI shall be solely responsible for the structural integrity, safe installation, stability and performance of the Outdoor LED Video Wall system throughout the warranty and Comprehensive Maintenance period. Any failure arising from defective design, fabrication, installation or workmanship shall be rectified by the SI at no additional cost to the Purchaser. The SI shall also be liable for compliance with applicable statutory safety requirements.

6. Insurance

- The SI shall obtain and maintain comprehensive insurance coverage for the supplied Outdoor LED Video Walls, support structures and associated equipment during transit, storage, installation, testing and commissioning. During the Comprehensive on-site warranty and Maintenance period, the SI shall promptly repair or replace any damaged component necessary to restore the system to full operational condition, in accordance with the contract terms. SI shall be responsible for any mishappening, casualty, damage/loss of lives, goods and shall get the Video wall repaired & re-installed.

Annexure 22: Layout Design (indicative)

