

**INDIA TRADE PROMOTION ORGANISATION
BHARAT MANDAPAM, NEW DELHI-110001**

Tender Ref. No. ITPO/ITSD/VIDEOWALL/2024

Date: 16/08/2024

TENDER DOCUMENT

FOR

**SUPPLY, INSTALLATION, TESTING AND COMMISSIONING OF VIDEO WALLS
NEAR HALL NO-14 AT BHARAT MANDAPAM, NEW DELHI**

Pragati Bhawan, Bharat Mandapam, New Delhi-110001

Tel: 91-11-23489686 , Email: info@itpo.gov.in

Website: <http://www.indiatradefair.com>

SECTION - I

1. INTRODUCTION, DEFINITIONS AND INTERPRETATION

1.1 DEFINITIONS

The words and expressions beginning with capital letters and defined in this RFP shall, unless the context otherwise requires, have the meaning ascribed thereto herein.

1.	“Applicable Law”	All laws, brought into force and effect by the Government of India including rules, regulations and notifications made thereunder, and judgements, decrees, injunctions, writs and orders of any court of record, applicable to this RFP and the exercise, performance and discharge of the respective rights and obligations of ITPO and Bidders or any other party, as may be in force and effect during the subsistence of this RFP.
2.	“Bank”	Any financial institution registered under the Banking Regulation Act, 1949 and named by the Successful Bidder in the Performance Bank Guarantee.
3.	“Bid Documents”	Any document provided by the Bidder to ITPO in response to this RFP, for the purpose of consideration of such Bidder's proposal. Bid Documents shall Tender Documents forming part of this RFP, once the said Tender Documents have been duly filled, signed, stamped and submitted by the Bidder to ITPO and shall include all supporting documents required for the Bid.
4.	“Bid Opening Date”	The date on which Bids submitted to ITPO will be opened.
5.	“Bid(s)”	The technical, financial, qualifying proposal submitted by Bidders to ITPO together with the Bid Documents and other documents in their entirety comprised as a response to this RFP, in accordance with the terms and conditions thereof.
6.	“Bidder(s)”	The individual(s) or an entity or any other party, its members and associates thereof, submitting their respective Bid as a response to this RFP.
7.	“Bidding Process” or “Bid Process”	The procedure under which Bids are invited, received, opened, examined and evaluated for the purpose of awarding the Contract by the ITPO to the Successful Bidder to undertake the prescribed Scope of Work in this RFP.
8.	“Blacklisting”	The debarment of a bidder(s), including the successful bidder(s), found to be in violation of any of the terms of the present RFP, including annexures thereof and/or subsequent agreements/undertaking(s) including, but not limited to, Coercive practice, Conflict of Interest, Corrupt practice, Fraudulent Practice, Prohibited Practice, Undesirable Practice, for a minimum period of

	months/year(s) and maximum period of years(s) depending upon the nature of violation/misdemeanor.
9.	“Central Government”	Government of India
10.	“Coercive Practice”	Impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person’s participation or action in the Selection Process.
11.	“Conflict of Interest”	When a Bidder or any other party has a direct or indirect business relationship with another Bidder such that it causes their disqualification subject to the conditions laid under this RFP.
12.	“Contract”	The final agreement between the Successful Bidder and ITPO to be executed pursuant to Notification of Award, subject to the terms and conditions of this RFP.
13.	“Corrupt Practice”	(i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of ITPO who is or has been associated in any manner, directly or indirectly with the Selection Process or the Notification of Award or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of ITPO, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the Notification of Award or after the execution of the Contract, as the case may be, any person in respect of any matter relating to the Project or the Notification of Award or the Contract, who at any time has been or is a legal, financial or technical consultant/ adviser of ITPO in relation to any matter concerning the Project.
14.	“Data Sheet”	The information matrix provided under this RFP for the Bidder(s).
15.	“e-Procurement Website”	The Central Public Procurement Portal Website: https://eprocure.gov.in/eprocure/app
16.	“Earnest Money Deposit” or “EMD”	An amount required to be deposited by the Bidder(s) along with their respective Bid(s) in the favor of ITPO as specified in this RFP.
17.	“Evaluation Committee”	The Committee appointed by ITPO to carry out the technical evaluation of proposals based on the prescribed evaluation criteria and points system in this RFP.

18.	“Financial Bid”	The portion of the Bid comprising of costs of Project implementation, the cost for maintenance, support and operation, submitted in accordance with this RFP.
19.	“Fraudulent Practice”	A misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process
20.	“Government”	Government of India
21.	“India Trade Promotion Organization” or “ITPO”	India Trade Promotion Organization includes any of its employees, officers, directors, advisors, consultants, contractors and/or agents, constituting the trade organization under the aegis of Ministry of Commerce and Industry, Government of India which is the Bid inviting Authority.
22.	“Letter of Authorization”	The individual(s) or entity or any such party as may be authorized in writing by the Bidder(s) to act on their respective behalf as per this RFP and as the case may shall include any person or persons having authority to exercise any rights or perform and fulfill any obligations of the ITPO as per this RFP.
23.	“Notification of Award”	Communication in writing or by fax or email by ITPO to the Successful Bidder about the acceptance of their Bid.
24.	“Performance Guarantee” or “PBG” Bank	The performance bank guarantee to be furnished by the Bidder in accordance with this RFP.
25.	“Prohibited Practices”	Any corrupt, fraudulent, coercive, or an undesirable or restrictive practice in the opinion of ITPO, undertaken by the Bidder(s) or indirectly or through an agent during the Bidding Process and the Selection Process that results in undue advantage to such Bidder(s).
26.	“Request for Proposal” or “RFP”	This Request for Proposal document together with all annexures and any clarifications, amendments, addenda, corrigendum, etc. as may be issued from time to time by ITPO.

1.2 INTERPRETATION

In the interpretation of this RFP, unless the context otherwise requires:

- i. The singular of any defined term includes the plural vice versa, any word or expression defined in the singular has the corresponding meaning used in the plural vice versa;
- ii. Reference to any gender includes the other gender;
- iii. Unless otherwise stated, a reference to a section, clause, sub-clause, paragraph, subparagraph, annexure, exhibit, attachment, schedule or recital is a reference to a section, clause, sub-clause, paragraph, subparagraph, annexure, exhibit, attachment, schedule or recital of this RFP;
- iv. A reference to any agreement is a reference to that agreement, all annexures, attachments, exhibits, schedules, appendices like incorporated therein, as the same may be amended, modified, supplemented, waived, varied, added to, substituted, replaced, renewed or extended, from time to time, in accordance with the terms thereof;
- v. The terms “include” shall be deemed to be followed by the words without limitation, whether or not so followed.
- vi. Any reference to a person shall include such person’s successors permitted assignees;
- vii. A reference to “writing” or “written” includes printing, typing, lithography other means of reproducing words in a visible form;
- viii. Any date or period set forth in this RFP shall be such date or period as may be extended pursuant to the terms of this RFP;
- ix. A reference to month shall mean a calendar month, a reference to week shall mean a calendar week and reference to a day shall mean a calendar day, unless otherwise specified;
- x. The terms hereof, "herein", "hereto", "hereunder" or similar expressions used in this RFP mean reference to this RFP and not to any particular article, clause or section of this RFP;
- xi. The terms article, clause, paragraph, schedule refer to the article, clause, paragraph or schedule of this RFP, as specified;
- xii. The descriptive headings of articles or sections are inserted solely for convenience of reference and are not intended as complete or accurate descriptions of content thereof.

1.3 OBJECTIVE OF THIS REQUEST FOR PROPOSAL

This Request for Proposal (hereinafter referred to as “RFP”) is issued by India Trade Promotion Organisation (“ITPO”) for inviting bids from specialized agencies for **“Supply, installation, testing and commissioning of video walls near hall no-14 at Bharat Mandapam, New Delhi”**.

1.4 ABOUT INDIA TRADE PROMOTION ORGANIZATION

- i. ITPO is a premier trade promotion organization under the Ministry of Commerce and Industry, Government of India, that manages India's premier trade fair complex, Pragati Maidan in New Delhi. ITPO is committed to showcase excellence achieved by the country in diverse fields, especially in trade and commerce.
- ii. ITPO provides a wide spectrum of services and acts as a catalyst for growth of India's trade. ITPO approves and regulates the international trade fairs and various expositions held in India and takes pride in managing India's world class exhibition complex, Pragati Maidan, which is regularly upgraded to maintain high standards of readiness. Spread over 123 acres of prime land in the heart of India's capital, New Delhi, Pragati Maidan offers about 1,10,000 sq. mtrs. of covered exhibition space across 16 halls, besides vast open display areas.
- iii. The state-of-the-art exhibition halls have enhanced the appeal of Pragati Maidan as the ideal centre for an increasing number of fair organizers and business visitors from different parts of the world. The organization has recently launched a state-of-the-art International
- iv. As part of the overall transformation that ITPO and its business model is undergoing, digital transformation has become the key focus of the organization.

1.5 DISCLAIMER

- i. The information contained in this RFP and any other documents and information provided subsequently to the Bidders, whether verbally or in documentary form or in any other form, by ITPO, shall be deemed to be provided under this RFP, as may be amended or updated from time to time. Under no circumstances shall ITPO or any of its employees, officers, directors, advisors, consultants, contractors and/or agents be liable or incur any liability arising out of or in respect of the issue of this RFP or the Bidding Process.
- ii. This RFP is not an offer and shall not constitute or be deemed or construed as an agreement or transaction between the Bidders and ITPO. For the avoidance of doubt, it is clarified that:
 - a) This RFP is neither an agreement nor an offer or invitation to enter into an agreement of any kind with any party; and
 - b) No agreement, whether oral or in writing, shall be deemed to have been entered into till the Definitive Documents (defined hereinafter) are executed between the Successful Bidder (defined hereinafter) and ITPO.
- iii. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Bids. This RFP includes statements which reflect various assumptions and assessments arrived at by ITPO in relation to their requirements. The information contained in this RFP, the assumptions, assessments, and statements contained herein (whether expressed or implied) and any clarifications, amendments, additional information or addenda issued pursuant hereto are only to provide selective summaries of available information and do not purport to contain all the information that each Bidder may require.
- iv. This RFP may not be appropriate for all persons, and it is not possible for ITPO, its employees or consultants or advisers to consider the objectives, techno-commercial expertise,

financial situation and particular needs of each Bidder who reads or uses this RFP. This RFP is subject to updation, expansion, revision and amendment at the sole discretion of ITPO, without the requirement of prior notice to the Bidders or any other person. Each Bidder is advised to read and understand this RFP thoroughly and conduct its own investigations and analysis and ascertain the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources, at its own cost.

- v. The information provided in this RFP to the Bidders is on a wide range of matters, some of which may depend upon the interpretation of law. The information provided herein is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. ITPO shall neither accept or assume any responsibility towards the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
- vi. The information contained herein has been prepared and provided in good faith, no reliance shall be placed on any information or statements contained herein and ITPO its employees, officers, directors, consultants advisors, contractors and its agents, make no representation or warranty in relation thereto and shall not be liable to any person including any Bidder, under any law, statute, rules, regulations, tort, the principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the information in this RFP and any assessment, assumption, statement or information contained herein or deemed to form part of this RFP or arising in any way in the process of selection of the Successful Bidder (“Selection Process”) and it shall not be assumed that such information or statements will remain unchanged. ITPO shall not accept or assume any liability of any nature whether resulting from negligence or otherwise caused or arising out of reliance of any Bidder upon the statements contained in this RFP.
- vii. ITPO may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP but does not undertake to provide any Bidder with access to any additional information, or to update the information in this RFP or to correct any inaccuracies herein.
- viii. The issue of this RFP does not imply that ITPO is bound to select a Bidder or to appoint the Successful Bidder, as the case may be, and ITPO reserves its right to reject all or any of the Bids without assigning any reasons whatsoever.
- ix. The Bidder shall bear all the costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by ITPO or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder, and ITPO shall not be liable in any manner whatsoever to pay or reimburse the same, regardless of the conduct or outcome of the Bidding Process.
- x. The Applicable Laws of the Republic of India are applicable to this RFP. Courts with competent jurisdiction at New Delhi, India shall have exclusive jurisdiction in relation to any disputes arising out of or in relation to this RFP.
- xi. This RFP is not transferable.

- xii. ITPO reserves the exclusive right to change, modify, or amend any or all provisions of this RFP. Such amendments to the RFP or the amended RFP, as the case maybe, will be made available on the e-Procurement Website only. Any reference to the RFP herein shall be deemed to be a reference to the RFP, together with all annexures and any clarifications, amendments, addenda, corrigendum etc. as may be issued from time to time, as may be revised by ITPO.

SECTION -II

2. INDICATING DATE SHEET AND INSTRUCTIONS TO BIDDERS

2.1 INDICATIVE CRITICAL DATE SHEET

S.No.	Particulars	Details
(1)	Project	“Supply, installation, testing and commissioning of video walls near hall no-14 at Bharat Mandapam, New Delhi”
(2)	Location	Bharat Mandapam, Pragati Maidan, New Delhi, Delhi 110001
(3)	Bid Inviting Authority	India Trade Promotion Organisation (ITPO)
(4)	Contact Person	Mr. Abhishek Chauhan, Senior Manager IT (ITPO) Email: info@itpo.gov.in / computerdiv@itpo.gov.in
(5)	Tender Fee	Rs.11,800 (Rs.10,000/- plus GST) Non-refundable
(6)	Earnest Money Deposit (“EMD”)	Rs.12,00,000/- (none-interest bearing)
(7)	Performance Bank Guarantee (“PBG”)	3% of the tendered amount as per Annexure-VIII
(8)	Publish Date	16.8.2024
(9)	Pre-Bid Conference and question submission date (“Query Submission Date”)	20.8.2024 11:00 a.m. in committee room at Admn. Bldg. 4 th floor, Gate no. 9, Bharat Mandapam, Mathura Road, New Delhi
(10)	Bid Submission Start Date	16.8.2024
(11)	Bid Submission End Date (“Submission Deadline”)	29.8.2024 (3.00 p.m.)
(12)	Technical Bid Opening Date	30.8.2024 (3.30 p.m.)
(13)	Financial Bid Opening Date	To be announced
(14)	Validity of Bid	180 days from the last date of submission of Bids.

Note to Bidders:

- (i) All Bids shall be submitted online at the Central Public Procurement Portal: <https://eprocure.gov.in/eprocure/app> (“e-Procurement Website”);
- (ii) Bidders are advised to follow the instructions provided in the “Special Instructions to the Contractors/Bidders for the e-submission of the Bids online through this e-Procurement Portal” (“Special Instructions”) at the e-Procurement Website.
- (iii) To reduce the file size, Bid Documents may be scanned with 100 dpi in black and white.
- (iv) The tender shall be submitted online in two parts, viz., technical bid and financial bid.
- (v) The bidder can submit shortfall documents in online system if required and permit by tender inviting officer, except the mandatory eligibility documents e.g. Tender fee, EMD etc.
- (vi) While selecting any of the cells in the BOQ, a warning appears that if any cell is left black the same shall be treated as “0”. Therefore, if any cell is left blank and no rate is quoted by the

bidder, rate of such item shall be treated as “0” (ZERO).

(vii) No Engineer of Gazetted Rank or other Gazetted Officer employed in IT or Administrative duties in an IT Department of ITPO is allowed to work as a contractor for a period of one year after his retirement from Government service, without the prior permission of the Government of India in writing. This contract is liable to be cancelled if either the contractor or any of his employees is found any time to be such a person who had not obtained the permission of the Government of India as aforesaid before submission of the bid or engagement in the contractor's service.

(viii) The contractor shall not be permitted to bid for works in ITPO, if the contractor or any of his/her near relatives are posted in ITPO. He shall also intimate the names of persons who are working with him in any capacity or are subsequently employed by him/her and who are near relatives to any officer in ITPO or ministry of commerce and industries. Any breach of this condition by the contractor would render him liable to be removed from the contract and further works in ITPO.

(ix) All the pages of bid being submitted must be signed wherever required, and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

• **Technical Bid:**

The following documents are to be furnished/ uploaded by the Contractor along with **Technical Bid within the period of bid submission** as per the tender document (As applicable):

- Scanned copy of details of payment of tender fee and EMD.
- Scanned copy of PAN, EPF, ESIC and GST registration.
- Certificate of Work Experience /Completion certificate issued by an officer in charge/ Project manager executing the work (**TDS certificate is mandatory if work experience is from private sector**).
- Scanned copy of Tender Acceptance Letter & Price Bid undertaking.
- Certificate of Gross annual turnover for last three financial years issued by Chartered Accountant.

• **Financial Bid:**

- Schedule of price bid in the form of BOQ_XXXX .xls. format

(x) Earnest Money Deposit & Cost of tender is to be deposited electronically by NEFT/RTGS in the account of ITPO at the below mentioned details or DD in favour of ITPO payable at New Delhi. Bidders are required to submit the details of EMD payment at the time of Bid Preparation.

(xi) **BANK Details for EMD Payment through NEFT/RTGS:**

Name of the Beneficiary	India Trade Promotion Organisation
Name of the Bank	Central Bank of India
Branch Address	Pragati Maidan, New Delhi
Account No.	1167404133
Type of Account	Saving
RTGS Code	CBIN 0284078
MICR CODE	110016150
PAN NO.	AAATI2955C

SECTION - III

3. DETAILED SCOPE OF WORK

3.1 Functional Requirements for Video Wall

(1) Outdoor Durability:

- i. The LED video wall must be designed to withstand Delhi's outdoor conditions, including high heat, strong winds, heavy rain, and high traffic environments etc.
- ii. The structure should be resistant to scratches, bird interference, and pests, ensuring no degradation in performance or appearance due to environmental factors.

(2) Visibility and Clarity:

- i. The LED video wall must display both video and static images with high clarity, ensuring visibility and readability from a distance of up to 100 meters.
- ii. The audio output should be audible and clear for individuals standing within the same range.

(3) Comprehensive Service Scope:

- i. The tender should include the complete supply, installation, testing, and commissioning of the LED video wall.
- ii. All necessary components and accessories must be included to ensure full operational capability upon completion.

(4) Signal Flexibility:

- i. The system must support signal input both locally (at the site of the LED video wall) and remotely from a central control room.
- ii. It should be equipped with the necessary interfaces and technology to facilitate seamless switching between local and remote inputs.

(5) Longevity and Quality Retention:

- i. The LED video wall should have a minimum operational lifespan of 1,00,000 Hours.
- ii. Over this period, it must maintain less than a 5% degradation in visual and functional quality.

(6) Warranty and Maintenance:

- i. The LED video wall should come with a minimum 5 years warranty covering all parts and labor.
- ii. Additionally, an Annual Maintenance Contract (AMC) must be included for the same 7-year period, ensuring ongoing maintenance and support services.

- (7) Location:** It is proposed to install LED video walls near Hall 14. However, ITPO may change the location at its discretion and bidder have to abide by that without any additional financial liability to ITPO.

3.2 Technical Specification

Parameter	Specifications
PHYSICAL PARAMETERS	
Pixel Pitch	4 mm
LED Type	SMD
Pixel Configuration	1R1G1B
Cabinet Material	Aluminum / Carbon Fiber / Magnesium Alloy

Service Access	Front and Back
OPTICAL PARAMETERS	
Viewing Angle (Horizontal/Vertical)	Minimum H 140° / V 120°
Contrast Ratio	10000:1 or more
Brightness (calibrated)	8000 Nits or more
Frame Rate	60 FPS
ELECTRICAL PARAMETERS	
Maximum Power Consumption	500 w/sqm or less
Refresh Rate	3840
OPERATING CONDITIONS	
Operating Temperature	-10 to +60 Degrees C
Operating Humidity	10-95%
IP Level	IP65 Front and Back
Compliance Certification on OEM Name	CE, FCC, BIS Certifications
Lifetime	1,00,000 hrs (min.)
OTHERS	
Health Monitoring	<ol style="list-style-type: none"> 1. Remote health monitoring of LED screen temperature and voltage. 2. Should supports scheduling and remote management of LED Screen brightness. 3. Over Temperature Protection - Adjust the screen brightness automatically to reduce the LED Screen Temperature. 4. Auto dehumidification-Should be able to remove the Moisture from the Lamps if Screen is switched off for more than a week.
Mounting Structure	Mounting Structure Material Should be mild steel (MS) with antirust paint / GI wall mounted using chemical anchor fasteners of Hilti or equivalent, anchor fasteners diameter should be minimum 12mm or more, Display should not rotate or vibrate with wind/storm in the region and should be fitted with suitable brackets for fixing/aligning Equipment's, Structure design should withstand air pressure and screen load and should be approved by qualified engineers. Structure as per site requirement, 100% maintenance free, design flexibility, no affect by humidity & water durable to impact, no polishing required, including fastener/clamp etc.
Brightness Measurement	The brightness of active LED wall has to be measured by the OEM in presence of Engineer-In-Charge at site using luminance meter which gives output in cd/sqm or nits and not in Lux. Purchase proof and calibration certificate of luminance meter to be submitted.
LED Controller	
Control port	RJ45 / USB
Video input type	HDMI x 1 or more
LED Output	6 LED Outputs or more
PIP Support	2 or more
Certification	BIS

Technical Specification Media Player From Same OEM

Parameter	Specification
RAM	4GB or better
Internal Storage	32GB (24.52GB Usable) or better
OS	Android 10 or above
CPU	1.8 GHz or better
CPU Cores	4 or better
GPU	600 MHz or better
Multiple FHD Video Support	2 Videos
Resolution	Upto 4k 60Hz
HDMI	HDMI 2.1, Support HDMI CEC, Dynamic HDR
Ethernet	Support 10/100/1000M
Audio Format	MP3, WAV, MID
Image Format	HD, JPEG, BMP, GIF, PNG, TIF
Video Format	MPEG-I, MPEG-2, MPEG-4, H.263, H.264, H.265, WMV etc.
WIFI (5GHz band support)	IEEE 802.11 a/b/g/n/ac; 2.4G / 5G
USB Port	2*USB 3.0, 2*USB 2.0

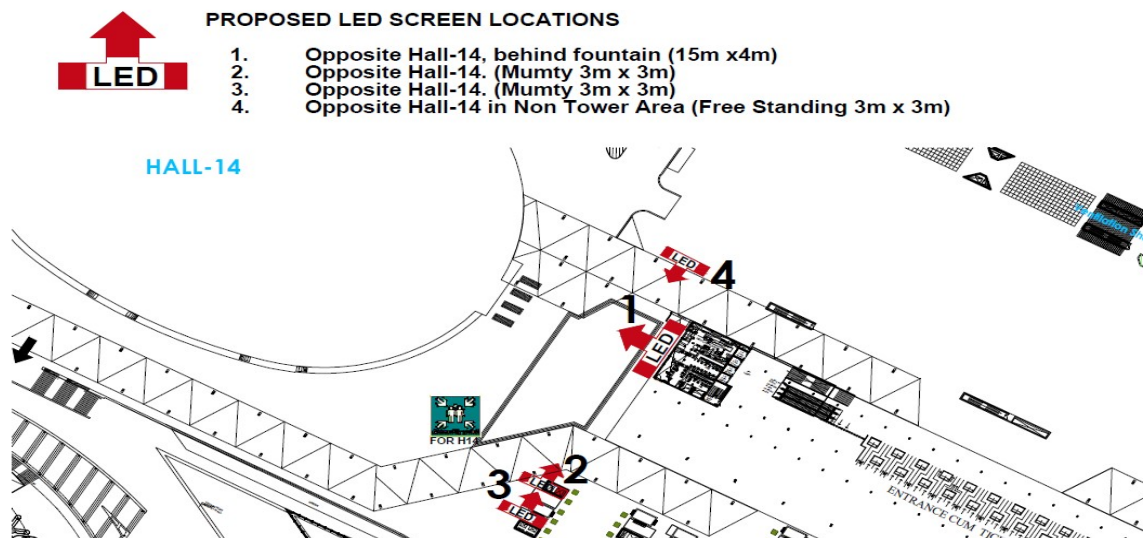
Technical Specification Content Management Software From Same OEM

Parameter	Specification
On Cloud life time CMS Functionality from the same OEM with no recurring expenses	Should have Central web enabled console to push content to monitors. The user interface must be browser-based for both administrator and typical user access. This is to allow all users, regardless of role, to access the system from anywhere on the network without requiring installation of specialized client-side software. Ability to power ON/OFF media player in a scheduled and as on when required, Mute/unmute from a centralized location.
Content Management	<ol style="list-style-type: none"> 1. Should support Multi-lingual/ regional language contents as per the location/region of the Digital Signage Screen. 2. Ability to manage display layout/design on individual screen from a centralized location based on clustering. Single screen or split screen with independently controlled frames. Facility of scrolling ticker to separate multiple display on separate regions on the screen. 3. Must have multiple customizable templates available. 4. Must have programmable content that will continue to run, even if the connection to the server is lost. 5. Format Supported: Videos : WMV, MP4,MOV,AVI, MPEG with all major codecs support Ticker: Live RSS & Static Text Ticker Images: JPEG, PNG, BMP, GIF Documents Files: PDF, Audio: MP3 Web Pages: http, https should be capable of running live streaming content from HTTP Live Streaming (HLS) , MPEG-DASH and RTSP. 6. Ability to display Social Media Feeds i.e. Twitter, Facebook, RSS Feeds.
CMS Administration	Users should be allowed to access the status of a Player, which playlist is

	currently being displayed, the username of the person that sent the last update, the state of the Player's content download progress and confirmation of its successful completion. All this information is to be provided in real time.
Monitoring and Control Module	<ol style="list-style-type: none"> 1. Provision to identify the Media Player not getting updates due to Media Player switching off, network failure etc. 2. System must allow IT to check the status of the entire system, including the status of all players from the content server and generate report w.r.t the digital signage i.e. Downtime, uptime, content created, content deployed, Digital Media working status etc. 3. Email notification should be notifying failure status of Devices like media player, Display, etc. 4. Report on what content was played where and at what time. 5. Proof of play reports: Audit log report on content played for each player. 6. Users should be allowed to review a list of previously recorded alerts and events relative to each Player under their control.
Health Monitoring & reporting	Should provide player health monitoring including alarm condition like Storage full, loss of Network.
CMS Security	Communication and data transfer between media player and server using HTTPS & FTPS/SFTP should be 256 bits encrypted or better.

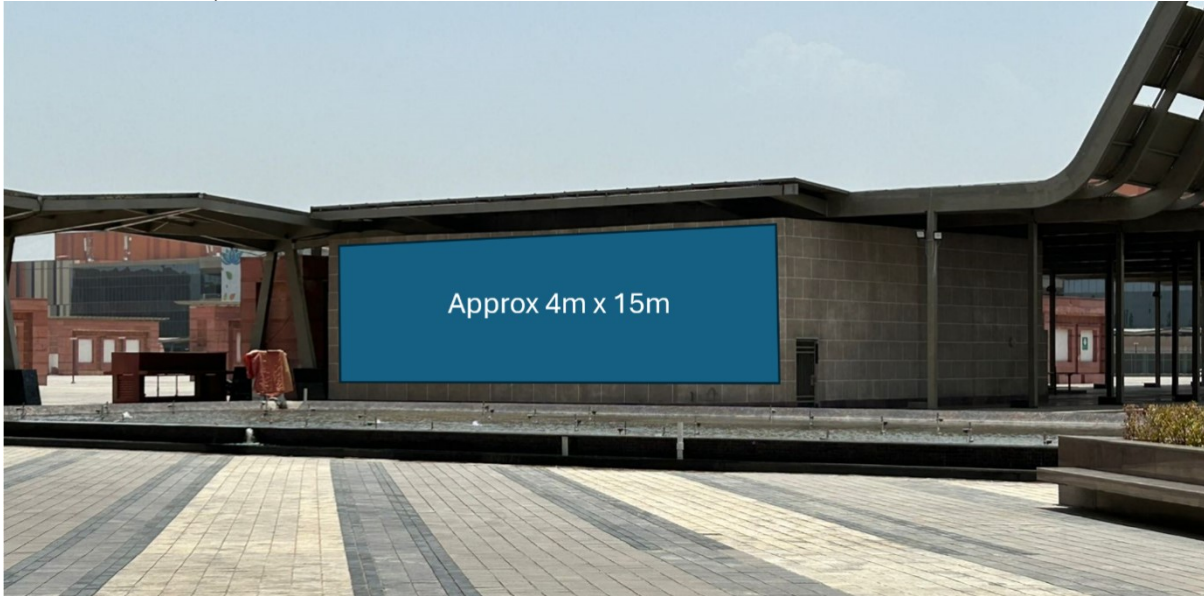
3.3 Tentative Location(s)

SITE PLAN OF BHARAT MANDAPAM, NEW DELHI



Site Images

1. **Opposite Hall-14 behind fountain: Tentative Size 15m x 4m (+/- 10% allowed to fit the module size)**



2. **Opposite Hall-14: Tentative Size 3m X 3m (+/- 10% allowed to fit the module size)**
3. **Opposite Hall-14: Tentative Size 3m X 3m (+/- 10% allowed to fit the module size)**



SECTION – IV

4. ELIGIBILITY AND EVALUATION

1.1 Pre-qualification Criteria

Each Bidder shall ensure that it fulfils the following Pre-Qualification Criteria prior to submitting the Bid. Bids submitted by only eligible Bidders will be considered for further evaluation. The Pre- Qualification Criteria is mentioned herein below:

S.No.	Criteria	Documents to be submitted
1.	The agency should be a legal business entity / registered firm/ company having office and service centre in India. The agency should have Certificate of Registration for PAN, GST, ESI and EPF.	Incorporation certificate, PAN, GST, ESI, EPF documents to be submitted at the time of applying.
2.	<p>The agency should have satisfactorily completed the work of SITC of Outdoor Active LED Video Wall as mentioned below during the last seven years up to 31.03.2024.</p> <p>i) One work costing not less than Rs. 4,80,00,000.</p> <p>OR</p> <p>ii) Two works each costing not less than Rs. 3,60,00,000.</p> <p>OR</p> <p>iii) Three works each costing not less than Rs. 2,40,00,000.</p>	<ul style="list-style-type: none"> Completion certificate issued by authority for government/PSU works. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> In case of work experience from non-government/ non-PSU organizations, bidder shall submit copy of TDS certificate (tax deduction at source) along with completion certificate as applicable. The completion certificate issued by the officer in charge will have to be furnished along with all the details. The completion certificate must clearly indicate:- <ul style="list-style-type: none"> That the work has been completed satisfactorily.
3.	The agency should have had average annual financial turnover of Rs.60,00,00,000/- during any three financial years out last five financial years ending 31st March. 2024.	CA certified certificate mentioning Financial Turnover of last 3 years as per the period as specified below in form –A and profit & loss statement and balance sheet for last three financial years (2021-22, 2022-23 and 2023-24).
4.	The agency/company should have a Solvency equal to Rs.2,40,00,000 certified by his bankers (on the format prescribed in form-B) or net-worth certificate equal to Rs.60,00,000 (on the format	Certified copies of Solvency and net worth certificate should be uploaded on portal at the time of submission of bid.

	prescribed in form- C) issued by the certified Chartered Accountant with UDIN.	
5.	The agency/company should not have been blacklisted by any government agency.	Self-Declaration
6.	CE, FCC, BIS certificates for proposed solution should be on OEM Name.	Certificates should be uploaded on portal at the time of submission of bid.
7.	The authorised signatory signing the bid on behalf of the bidder should be duly authorised by the Managing Director/ Board of Directors of the bidding company to sign the bid and the contract on their behalf.	<ul style="list-style-type: none"> • Power of Attorney • Authorization letter in respect of authorised signatory from Managing Director/ Board of Director or competent authority
8.	Bidder can submit MAF only for one OEM for outdoor Active LED walls	Duly stamped & signed MAF
9.	The OEM/ Manufacturing plant shall not be from country sharing land border with India as highlighted in the Rule 144 (xi) of GFR 2017 and subsequent clarification.	Declaration to be submitted
10.	Certifications required of OEM/OEM subsidiary in India (Copy to be submitted along with the bid).	<ul style="list-style-type: none"> • Quality Management System 9001:2015 • Environmental Management System 14001:2015 • Security Management System 27001:2022

1.2 Evaluation Methodology

The Evaluation would be done on two stages viz. (i) Technical Evaluation and (ii) Financial Evaluation.

i) Evaluation of Technical Proposal:

Bidders are required to qualify all the conditions of the Clause No. 4. “Pre-Qualification Criteria”. Financial bids of only those technically qualified bidders whose solutions are found to be compliant to the technical and operational requirement as mentioned in the tender document, will be opened.

ii) Evaluation of Financial Proposal:

The contract shall be awarded to the successful Bidder whose bid has been determined to be substantially responsive and has been determined to be the lowest evaluated bid, provided further that the Bidder is determined to be qualified to perform the contract satisfactorily.

SECTION – V

5. INSTRUCTIONS TO BIDDERS AND GENERAL TERMS & CONDITIONS

5.1 Careful Examination of RFP

- (i) Bidders are advised to study this RFP carefully before submitting their Bids. Submission of a Bid in response to this RFP shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions, and implications.
- (ii) This RFP provides information to enable the Bidders to understand the broad requirements to submit their Bids. The detailed Scope of Work is provided in this RFP.

5.2 Completeness of Response

- (i) Bidders are advised to study all instructions, conditions, requirements and other information and the Tender Documents thoroughly and carefully. It shall be assumed that the Bids have been submitted after careful study and examination of the RFP and with full understanding of its terms, conditions and implications.
- (ii) The Bid Documents should provide complete information in all respects. Failure to furnish any information as required under the RFP or the submission of a Bid not substantially responsive to the RFP in every respect will be at the Bidder's risk and may result in rejection of their Bid.

5.3 Bid Preparation Costs

- (i) The Bidder shall be responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in the conduct of informative and other due diligence exercises, participation in meetings/ discussions/ presentations, preparation of Bid, providing any additional information required by ITPO to facilitate the evaluation, and in negotiating the Definitive Documents and other necessary activities related to the Bidding Process. ITPO will, in no case, be responsible or liable for any costs incurred by the Bidders, regardless of the conduct or outcome of the Bidding Process.
- (ii) This RFP does not commit ITPO to award a contract or to engage in negotiations. No costs incurred by the Bidders in anticipation of award or for preparing their Bid will be reimbursed by ITPO. All materials including information and documents submitted by the Bidders would become the property of ITPO and may be returned by ITPO at its sole discretion.

5.4 Communication with ITPO

All communications to ITPO, including this RFP and the Bid Documents shall be signed on each page by the authorized representative or constituted attorney of the Bidder and the authorization/ power of attorney. **All the pages of the Bid Documents and any communication with ITPO shall be numbered, signed by authorized representative and shall bear the stamp of the Bidder.**

5.5 Amendment of the RFP

- (i) At any time prior to the Submission Deadline , ITPO may, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP through an amendment. The amendment will be published on the official website of ITPO (<https://www.indiatradefair.com/>) and the e-Procurement Website(<https://eprocure.gov.in/eprocure/app>).
- (ii) The Bidders are expected to be vigilant about the updates uploaded by ITPO. Publication of any updates or amendments or clarifications in relation to the RFP will be deemed as intimation of the same to all Bidders.
- (iii) In order to accord reasonable time to the Bidders to take the amendment, if any, into account for preparing their Bids, ITPO may, at its discretion, extend the Submission Deadline for submission of Bids ("Extended Submission Deadline"). The Bidders who have submitted their Bids prior to any such amendments being notified, will be permitted to resubmit their Bid, if required, within the Submission Deadline or Extended Submission Deadline, as the case may be.
- (iv) If ITPO deems it appropriate to revise any part of this RFP or to issue additional data to clarify any provision of this RFP, it may issue a supplement/ amendment/ corrigendum to this RFP. Any such corrigendum shall be deemed to be incorporated into the RFP by this reference.

5.6 ITPO's right to modify Submission Deadline

ITPO may, in exceptional circumstances and at its sole discretion, extend the Submission Deadline by issuing a corrigendum on the ITPO website (<https://www.indiatradefair.com/>) and the e-Procurement Website (<https://eprocure.gov.in/eprocure/app>). In such a scenario, other relevant timelines under this RFP may be extended accordingly.

5.7 ITPO's right to terminate the Bidding Process

ITPO may withdraw the RFP and/ or terminate the Bidding process at any time without assigning any reason to any party. ITPO makes no commitment, express or implied, that this RFP and the ensuing Bidding Process will result in a business transaction with anyone. This RFP does not constitute an offer by ITPO.

5.8 Submission of Bid

- (i) Bids shall be submitted online only at the e-Procurement Website (<https://eprocure.gov.in/eprocure/app>) in accordance with the Special Instructions. To reduce the file size, Bid Documents may be scanned at 100 dpi in black and white.
- (ii) Each Bidder shall submit only one Bid. Under no circumstance will an entity and its group companies/ controlling shareholders/ directors/ key managerial personnel/ partners, as the case may be, and/ or an individual and his heirs, blood relations or other close relations, be allowed submit the Bid as separate Bidders. Any such Bids submitted under this RFP shall be liable to be rejected.

Bidders who have downloaded the Tender Documents from ITPO's website (www.indiatradefair.com) and e-Procurement Website (<https://eprocure.gov.in/eprocure/app>) shall not modify the Tender Documents, including the Financial Bid Template, in any manner. In the event it is observed that any of the Tender Documents have been tampered with or modified in any manner, the Bid containing such tampered or modified documents will be rejected immediately and the EMD submitted by the Bidder shall be forfeited in full and the Bidder will be blacklisted by ITPO for all business purposes for a period of 2 years and prohibited from engaging with ITPO in any form or manner for period which may vary from to months/years proportional to the nature of violation/misdemeanor .

- (iii) All Bids, complete in all respects, must be submitted solely through the e-Procurement Website in due compliance with this RFP.
- (iv) Bidders may be requested to submit original documents for verification during evaluation of the Bids, as and when required.
- (v) The Bids shall be submitted in strict compliance with the formats provided as annexures in this RFP, without any modification thereto.

5.9 Conflict of Interest

- (i) The Successful Bidder shall provide professional, objective, and impartial advice and services to ITPO and shall, at all times, hold ITPO's interests paramount and shall strictly avoid conflicts with other assignment/ jobs or their own corporate interests.
- (ii) Any Bidder found to have a Conflict of Interest shall be disqualified. Without prejudice to any right or remedy that may be available to ITPO under this RFP, in the event of such disqualification, ITPO shall forfeit and appropriate the EMD and/ or the Performance Security, as the case may be, which shall be considered as a genuine pre-estimate of loss and damage, likely to be suffered and incurred by ITPO and not as a penalty
- (iii) for, *inter alia*, the time, cost and effort of ITPO, including consideration of such a Bid. Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the Bid/ Bidding Process, if:
 - a) Such Bidder and/ or its members or any Associates receive or have received any direct or indirect subsidy, grant, concessional loan or subordinated debt from any other Bidder and/ or its members or Associates, or has provided any such subsidy, grant, concessional loan or subordinated debt to any other Bidder and/ or its members or any Associates; or
 - b) Such Bidder has the same authorized representatives, for purpose of this Bid, as any other Bidder; or
 - c) Such Bidder, and/ or its Associate, have a relationship with another Bidder, and/ or any of its Associate, directly or through common third party/parties, that puts either or both of them in a position to have access to each other's information about, or to influence the Bid of either or each other; or

- d) Such Bidder or any Associate thereof has participated as a consultant to ITPO in the preparation of any documents, design, or technical specifications of the proposed Scope of Work.
- e) If any legal, financial or technical adviser of ITPO in relation to the Project is engaged by the Bidder, its members or any associate, as the case may be, in any manner for any matters related to or incidental to the Scope of Work under this RFP.

5.10 Cost of Bidding

The Bidders shall bear all costs associated with the preparation and submission of their Bids including but not limited to documentation charges, bank charges, all courier charges, translation charges, authentication charges and any associated charges including taxes and duties thereon, and their participation in the Bidding Process. ITPO will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Bidding Process.

5.11 Site visit and verification of information

Bidders are encouraged to submit their respective Bids after visiting, with prior permission, the ITPO premises in Delhi where the work is proposed to be carried out. Bidders may, at their own expense, visit the site and ascertain for themselves the site conditions, location, surroundings, climate, availability of power, water and other utilities for carrying out the said work, access to the site, handling and storage of materials, applicable laws and regulations, and any other matter considered relevant by them. It shall be deemed that by submitting a Bid, the Bidder has:

- (i) Made a complete and careful examination of the Tender Documents and the project site;
- (ii) Received all relevant information as requested from ITPO;
- (iii) Accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of ITPO relating to any of the matters referred herein;
- (iv) Satisfied itself about all matters, things and information including matters referred hereinabove, necessary and required for submitting an informed Bid, execution of the Project in accordance with the RFP and performance of all of its obligations thereunder;
- (v) Acknowledged and agreed that inadequacy, lack of completeness or incorrectness of information provided in the RFP or ignorance of any of the matters referred to hereinabove shall not be a basis for any claim for compensation, damages, extension of time for submission of Bid or performance of its obligations, loss of profits etc. from ITPO;
- (vi) Acknowledged that it does not have a Conflict of Interest; and
- (vii) Agreed to be bound by the undertakings provided by it under and in terms hereof;
- (viii) ITPO shall not be liable for any omission, mistake or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to this RFP, or the Bidding Process, including any error or mistake in any

information or data provided under this RFP.

5.12 Verification and Disqualification

- (i) ITPO reserves the right to verify all statements, information and documents submitted by the Bidder and forming part of the Bid and the Bidder shall, as and when required by ITPO, make available all such information, evidence and documents which may be necessary for such verification. Any such verification, or absence of such verification, by ITPO shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of ITPO hereunder.
- (ii) ITPO reserves the right to reject any Bid and forfeit the EMD or the Performance Security and blacklist, as the case may be, if:
 - (a) At any time, a material misrepresentation is made or uncovered, or
 - (b) The Bidder does not provide, within the time specified by ITPO, the supplemental information sought by ITPO for evaluation of the Bid.
 - (c) Such misrepresentation/ improper response shall lead to the disqualification of the Bidder. If such disqualification/ rejection occurs after the Bids have been opened and the Successful Bidder gets disqualified/ rejected, ITPO reserves the right to take appropriate action and select another Bidder as per Government procedure.

5.13 Pre-bid Clarifications.

The interested Bidders shall submit their queries on the email – info@itpo.gov.in on or prior to the Query Submission Date as mentioned in Data Sheet. Any queries submitted after the Query Submission Date may not be considered by ITPO (Please refer Annexure-X).

5.14 Preparation of Bids

- (i) The Bidder shall provide all the information sought under this RFP. ITPO will evaluate only those Bids that are received in the required format and are complete in all respects.
- (ii) All the supporting documents (as required by ITPO) shall be typed or written in indelible ink and shall bear signatures, digital or handwritten, of the authorized signatory at each page.

5.15 Bid Submission

- (i) No single Bidder shall submit more than one Bid for the Project.
- (ii) Each Bid shall be accompanied by an authorization of the board (in case of a company) or a power of attorney, prepared in the format given at Annexure-III as may be applicable, authorizing the signatory to submit the Bid or any relevant documents, agreements, correspondence, etc.
- (iii) This RFP and any Tender Documents or other documents in relation thereto published or provided by ITPO are and shall remain the property of ITPO and are transmitted to the Bidders solely for the purpose of preparation and the submission of Bid in accordance herewith. Bidders are to treat all information as strictly confidential and shall not use it for any purpose other than for the preparation and

submission of their Bid.

5.16 Late Bids

Bids received by ITPO after the specified time on the Submission Date shall not be eligible for consideration and shall be summarily rejected.

5.17 Modifications/ Substitution/ Withdrawal of Bids

- (i) A Bidder may modify, substitute or withdraw its Bid after submission, provided that a written notice of the modification, substitution or withdrawal is received by ITPO prior to the Submission Deadline. No Bid shall be modified, substituted, or withdrawn by the Bidder on or after the Submission Date and time.
- (ii) The modification, substitution or withdrawal notice shall be prepared, sealed, marked, and delivered in writing to ITPO with the envelopes being additionally marked as “MODIFICATION”, “SUBSTITUTION” or “WITHDRAWAL”, as appropriate.
- (iii) Any alteration/ modification in the Bid or additional information supplied subsequent to the Submission Date, unless the same has been expressly sought by ITPO, shall be disregarded.

5.18 Bid Opening

ITPO shall open the Bids on the Bid Opening Date at the time mentioned in the Data Sheet provided in this RFP, in the presence of the Bidders who choose to attend the Bid Opening. The Bids submitted by the Bidders shall be evaluated on the basis of the pre-qualification criteria as mentioned in this RFP. The Bids failing to meet the same shall be summarily rejected.

5.19 Bid Validity

The Bid shall be valid for a minimum period of 180 days from the Bid Opening Date.

5.20 Incomplete Bids

An initial scrutiny of the Bids shall be conducted and any Bids, falling under any of the below categories, shall be treated as incomplete and shall be liable to be rejected:

- (i) Bid not submitted as per the format specified in the RFP document;
- (ii) Bid received without the letter of authorization/ power of attorneys;
- (iii) Bid found to suppress any details;
- (iv) Bid submitted with incomplete information, subjective, conditional and/or partial offer;
- (v) Bid submitted without all the documents requested in this RFP;
- (vi) Bid being non-compliant with any of the Sections or conditions stipulated in the RFP;
- (vii) Bid submitted without payment of Tender Fee and EMD.

5.21 Right to Accept Any Bid and To Reject Any or All Bid(s):

ITPO reserves the right to accept or reject any Bid and to annul the Bidding Process and reject all Bids at any time prior to the Notification of Award, without incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds of any action taken by ITPO.

5.22 Notification of Award

- (i) Prior to the expiration of the validity period, ITPO will notify the Successful Bidder in writing or by fax or email of the acceptance of their Bid (“**Notification of Award**”)
- (ii) In case the Bidding Process is not completed within the stipulated period, ITPO may request the Bidders to extend the validity period of the Bid. ITPO shall not, in any manner, be liable to any Bidder if the Bidding Process is not completed and/ or is extended beyond the stipulated time.
- (iii) The Notification of Award will be followed by the execution of the Definitive Documents. Upon the successful Bidder furnishing the Performance Bank Guarantee, ITPO will notify each unsuccessful Bidder and return their EMD, without interest.

5.23 Finalization of Award and Contract

ITPO reserves the right to negotiate the Bid with the Bidders whose Bids have been ranked best on the basis of technical and commercial evaluation, prior to the Notification of Award, as per the guidance provided by Central Vigilance Commission. The Contract will be finalized for execution based on such negotiations.

5.24 Earnest Money Deposit (EMD)

- (i) Bidders shall submit, along with their Bids, the EMD as mentioned in the Data Sheet, by way of online bank transfer or through demand draft issued by any Scheduled Bank in favour of “*India Trade Promotion Organisation*”, payable at New Delhi, which should be valid for a period of 6 months from the date of submission of the Bid.
- (ii) EMD of all unsuccessful Bidders will be refunded by ITPO within 30 Business Days of the Bidder being notified as being unsuccessful. The EMD of the Successful Bidder will be returned upon the submission of the Performance Bank Guarantee.
- (iii) The EMD is an interest-free deposit and will be refundable to the unsuccessful Bidders without any interest, subject to the terms of this RFP.
- (iv) Any Bid submitted without EMD will be summarily rejected.
- (v) The EMD of a Bidder/ Successful Bidder, as the case may be, shall be forfeited if:
 - (a) it withdraws the Bid while the Bid was still valid;
 - (b) if the Successful Bidder fails to sign the Contract in accordance with this RFP.

5.25 Performance Bank Guarantee

- (i) The Successful Bidder shall furnish a Performance Bank Guarantee (“**PBG**”) to ITPO in accordance with the specifications provided in the Data Sheet. The PBG shall remain valid and enforceable for the entire duration of the Project.
- (ii) The Successful Bidder shall be responsible for renewing the PBG at least 2 months before its expiry. In case the Successful Bidder fails to submit the renewed PBG at least 20 days prior to its expiry, ITPO, at its discretion, shall invoke the PBG without giving any notice whatsoever to the Successful Bidder.
- (iii) In case the Successful Bidder fails to discharge its contractual obligations or ITPO

incurs any loss due to the Successful Bidder's negligence or default or delay in implementing the Project in accordance with the agreed terms and conditions, ITPO may, at its sole discretion, invoke the PBG.

5.26 Signing of Contract

- (i) Pursuant to Notification of Award and submission of PBG, ITPO and the Successful Bidder shall enter into a Contract within 30 days, unless extended ITPO in writing, from the date of Notification of Award, incorporating all clauses, Pre-Bid Clarifications and the Bid of the Successful Bidder.
- (ii) The Contract will be in a standard form followed by ITPO, prepared after due legal consultation, and for the benefit of the Project, which shall be binding on the Successful Bidder.

5.27 Failure of the Successful Bidder to Execute the Contract

Upon failure of the Successful Bidder to execute the Contract for any reason whatsoever, including without limitation resistance to or non-acceptance of any terms of the Contract:

- (i) the Notification of Award shall stand annulled;
- (ii) the EMD and/ or the PBG furnished by the Successful Bidder will stand invoked and appropriated; and
- (iii) ITPO shall become entitled to award the Contract to the next best value Bidder or call for fresh Bids from any interested Bidders.

5.28 Project Duration

The Successful Bidder shall commission the video wall, within 60 days of Notification of Award. The successful bidder may request for a grace period of additional 15 days on valid reasons subject to approval by ITPO.

5.29 Deployment of Manpower

The agency shall depute three qualified manpower for operation and support of the LED walls (CMS training certificate from OEM is required). Manpower shall be deputed on site during working hours and shall be at the disposal on weekends/extended hours as per requirement of the work. Payment towards manpower shall be made quarterly upon submission of bills. ITPO reserves the right to adjust the manpower requirement as necessary. ITPO may also take manpower services for shorter durations as and when required.

Manpower Leave Policy

- The empanelled agency shall ensure that all the Labor Law regulations of the Government are fully complied with, in matters of deployment of manpower to ITPO.
- ITPO is a Govt. of India Enterprises and has five days working (i.e. Monday to Friday) in a week from 10.00 A.M. to 6.00 P.M. with a lunch break of ½ hr from 1.30 P.M. to 2.00 P.M. Besides this, the department observes the Gazetted holidays notified by the Government of India from time to time. The manpower is required to work from Monday to Friday as per above mentioned timing. These resources however may be required to attend the office as and when required on

Saturday/Sunday/Gazetted holiday (on prior intimation). No overtime/ shall be provided by ITPO. ITPO would also use services of these staff for IT/ITES during exhibitions and shall assign duties accordingly.

- The person deployed shall be required to maintain daily attendance/ leave report in the format as prescribed by office of ITPO. In case any resource misses to punch attendance in the biometric attendance machine, the same can be regularized with the approval of Officer-in-charge of ITPO. Only one such missing attendance regularization shall be permitted to a resource in a calendar month.
- The selected agency shall immediately provide a substitute in the event of any person not attending office due to leave/resignation/any other reason without any additional liabilities to ITPO. The delay by the agency in providing a substitute beyond one working day shall attract deduction in salary on pro-rata basis.
- The resources should be stationed in ITPO, H.Q., Pragati Maidan, New Delhi for the entire project period (as per project requirement). The resources have to follow the working hours, working days and Holidays of ITPO. If a resource performs duty on any working day for a period less than 8 hours but more than 4 hours, half day salary deduction along with agency's corresponding administrative charges on pro-rata basis shall be considered. If a resource performs duty on any working day less than 4 hours, full day salary deduction on pro-rata basis shall be considered.
- Resource shall get prior approval of ITPO before leaving ITPO, H.Q., Pragati Maidan, New Delhi. Leave entitlement and computation will be effective from date of start of project. The resources can avail maximum 12 leaves per year on pro-rata basis. In case the Resources does not avail leave in any particular year, the same cannot be encashed and shall be lapsed. In case any resource avails more than the permitted leaves given in any calendar month being counted on pro-rata basis on accrual basis, pro-rata salary deduction shall be considered in that case. However, the manpower may avail maximum of 1 compensatory leave per month against the full time attendance on any weekend / holiday during same or previous month, subject to approval by ITPO.
- Annual increment equivalent to 10% approximately will be admissible every year to the resources deployed, on/after completion of one year of services subject to the resource/ employee passing performance appraisal carried out by the Competent Authority of ITPO during the period of empanelment.
- Leave cannot be claimed as an employee's right. Except in case of emergencies, all leave will be granted subject to organization's requirements. A situation will be considered an emergency on a case-by-case basis and will be decided by the Nodal Officer of ITPO.

5.30 Comprehensive Annual Maintenance Service

The successful bidder shall provide comprehensive Annual Maintenance Services for 7 years for the outdoor video walls installed at ITPO. The AMC shall include routine preventive maintenance, on-site support, and prompt repair services, including the replacement of defective parts or components at no additional cost to ITPO. The AMC shall cover both hardware and software components of the video walls. The AMC shall include physical damages and breakdowns.

5.31 Erection of Platform and LED Screen Installation

The contractor shall be responsible for the complete erection of a high-quality, sturdy platform, including any necessary civil work or pole-based erection for the installation of the LED screen. The scope includes constructing and securing the platform, poles, or trusses to ensure stability,

safety, and optimal functionality of the LED screen, adhering to all relevant safety standards and project timelines. The completed work should be certified by a registered Architect after a site inspection. The cost of erection shall cover all aspects, including civil work or pole-based erection.

5.32 Payment Terms

Regarding the payment terms for the supply, installation, testing, and commissioning, 80% of the payment shall be released upon successful commissioning. The remaining 20% will be disbursed after three months from the date of commissioning, contingent upon compliance with all terms and conditions outlined in the tender. Furthermore, any defects or issues arising during this period must be rectified by the agency at no additional cost, and failure to do so may result in withholding of the final payment.

5.33 Award Criteria

Preliminary Scrutiny: ITPO will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. ITPO may, at its discretion, waive any minor nonconformity or any minor irregularity in an offer. This shall be binding on all Bidders and ITPO reserves the right for such waivers.

Financial evaluation of the quotes received will be done. Non-responsive/Non-complete bids shall be summarily rejected and no communication of the same will be obligatory on the part of ITPO.

5.34 Force Majeure

If at any time, during the continuance of this Contract, the performance in whole or in part, by either party, of any obligation under this Contract is prevented or delayed, by reason of war, or hostility, acts of the public enemy, civic commotion, sabotage, act of State or direction from Governmental Authority, explosion, epidemic, pandemic, quarantine restriction, strikes and lockouts (as are not limited to the establishments and facilities of the Parties), fire, floods, natural calamities or any act of GOD (hereinafter referred to as "Event"), provided notice of happenings of any such Event is given by the affected party to the other, within 7 Calendar days from the date of occurrence thereof, neither Party shall, by reason of such event, be entitled to terminate this Contract, nor shall either Party have any such claims for damages/compensation/costs/expenses against the other, in respect of such non-performance or delay in performance provided the Contract shall be resumed as soon as practicable, after such Event comes to an end or ceases to exist. The decision of the CMD, ITPO as to whether the service may be so resumed (and the time frame within which the service may be resumed) or not, shall be final and conclusive, provided further that if the performance in whole or part of any obligation under this Contract is prevented or delayed by reason of any such event for a period exceeding 30 days, either party may, at its option, terminate the Contract.

5.35 Fraud and Corrupt Practices

- (i) The Bidders and their respective officers, employees, agents and advisers shall observe the

highest standard of ethics during the Bidding Process. Notwithstanding anything to the contrary contained in this RFP, ITPO shall be entitled to reject a Bid, without being liable in any manner whatsoever to the Bidder, if it is of the opinion that the Bidder has, directly or indirectly or through an agent, engaged in any corrupt, fraudulent, coercive, or an undesirable or restrictive practice (collectively the “**Prohibited Practices**”) in the Bidding Process. In such an event, ITPO may, without prejudice to any of the rights or remedies available to it, forfeit, invoke and appropriate the EMD or PBG, as the case may be, as compensation towards the genuine pre-estimated loss and damages payable to the Authority for, *inter alia*, time, cost and effort of ITPO, including consideration and evaluation of such Bidder’s Bid.

- (ii) Without prejudice to any rights available to ITPO, including those mentioned in this RFP above and the rights that may become available under the Contract, if a Bidder is found to have directly or indirectly or through any third party, engaged or indulged in any Prohibited Practices during or after the Bidding Process, issue of the Notification of Award or the execution of the Contract, such Bidder shall be debarred from participating in any tender or RFP issued by ITPO for a period upto two (2) years from the date such Bidder is found by ITPO to have been involved in Prohibited Practices and in case of a Successful Bidder, the Contract shall also be terminated.

For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

- a. “**corrupt practice**” means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Bidding Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of ITPO who is or has been associated in any manner, directly or indirectly with the Bidding Process or has dealt with matters concerning the Contract or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of ITPO, shall be deemed to constitute influencing the actions of a person connected with the Bidding Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Bidding Process or after the Notification of Award or after the execution of the Contract, as the case may be, any person in respect of any matter relating to the Project or the Notification of Award or the Contract, who at any time has been or is a legal, financial or technical consultant/ adviser of ITPO in relation to any matter concerning the Project;
- a. “**Fraudulent practice**” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Bidding Process;
- b. “**Coercive practice**” means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person’s participation or action in the Bidding Process;
- c. “**Undesirable practice**” means (i) establishing contact with any person connected with or employed or engaged by a Bidder with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a Conflict of Interest; and
- d. “**Restrictive practice**” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

5.36 Intellectual Property Rights

ITPO's name/logo/other IPRs shall be the sole and exclusive property of ITPO only. For any misuse/misrepresentation/unauthorized use of ITPO's name/logo/IPRs by the Contractor/Agency and/or their sub-agents/sub-contractors/employees etc., the Contractor/Agency shall be held solely responsible. ITPO shall not be responsible for any harm or loss caused to any third party because of any such misuse/misrepresentation/unauthorized use of ITPO's name/logo/IPRs. Contractor/Agency shall indemnify ITPO against any misuse/misrepresentation/unauthorized use of ITPO's name/logo/IPRs and/or any claim(s) relating to infringement of any intellectual property rights committed by them/their sub-agents/sub-contractors/employees etc. ITPO shall take necessary legal and other remedial actions, as deemed fit, for such violations.

5.37 Variation Orders

- (i) ITPO may, at its discretion, request Variation in the Scope of Work any time during or after the Project Implementation, by writing to the Successful Bidder and setting out in detail the Variations required and the rationale for such Variations, which, in ITPO's opinion, if adopted, may (a) accelerate completion of the work, or (b) reduce the cost to ITPO of executing, maintaining or operating the work, (c) improve the efficiency or value of the Project, or (d) otherwise be of benefit to ITPO.
- (ii) Such Variation may be initiated by issuing instructions or seeking a request for proposal for such Variations.
- (iii) Pursuant thereto, the Successful Bidder shall promptly, in writing, intimate the timelines for completion and additional costs, if any, and furnish such information as may be requested by ITPO ("**Response to Instructed Variation**"), for executing the Variation desired by ITPO;
- (iv) Upon receipt of the Response to Instructed Variation and scrutiny thereof, ITPO shall, in its sole discretion, decide whether to proceed with the Variation or not. In the event ITPO decides to proceed with the Variation, ITPO shall issue a Variation Order;
- (v) The Successful Bidder shall execute the Variation in accordance with the Variation Order and shall be bound by the terms thereof.

5.38 Discretionary Rights and Powers of ITPO

- (i) ITPO shall have full-undisputed discretionary rights to add or reduce the Scope of Work, accept or instruct any change, price variation in relation to the Project, and any and all aspects pertaining to this Project.
- (ii) In the event of a deadlock between the Parties in relation to any processes, specifications or requirement, variation, etc. ITPO's decision shall be final and binding on the Successful Bidder.
- (iii) Anytime during the Project Duration, ITPO may modify its business process/workflow as per its requirements and the Successful Bidder shall have to comply with it, without any adverse commercial implications.

5.39 Governing Law and Jurisdiction

This RFP and any works undertaken pursuant to this RFP shall be governed by the laws of India. In the event of any dispute arising of or in relation to this RFP, courts at New Delhi shall have exclusive jurisdiction.

5.40 Arbitration

- i. In case of any dispute, both the parties shall make all efforts to resolve by way of conciliation process. In the event any doubt, dispute or difference arising out of or in relation to the Contract remains unresolved, both the parties to the Contract will mutually appoint a Sole Arbitrator, in accordance with the Arbitration and Conciliation Act, 1996.
- ii. The provisions of Arbitration & Conciliation Act, 1996 (as amended from time to time) shall apply to both the parties.
- iii. The fee payable to the Arbitrator shall be paid equally by both the parties. The language used in the arbitral proceedings shall be English.
- iv. The venue of the arbitration proceedings shall be the Office of ITPO, i.e. Pragati Maidan, New Delhi.

5.41 Jurisdiction

All disputes arising out of and in relation to the contract between the parties herein shall be governed by Laws of India subject to the exclusive jurisdiction of the courts of Delhi only.

5.42 INDEMNIFICATION

Contractor/Agency shall indemnify, defend and hold ITPO and its officers/officials harmless against any and all proceedings, actions, losses, damages, expenses, costs and third party claims whatsoever – whether financial or otherwise, including liability for payment of contributions/dues to EPFO/ESIC/Govt. Departments/Local Bodies/Statutory Authorities etc. which ITPO may sustain, incur, suffer or be exposed to at any time during the subsistence of the Contract and subsequent thereto relating to the period of Contract, arising out of a breach by the Contractor/Agency, its sub-contractors, sub-agents, employees, etc. of any of its obligations under the Contract.

5.43 Confidentiality

Contractor/Agency shall maintain high level of professional ethics and shall not act in any manner, which is contrary to any laws and/or detrimental to ITPO's interest. Contractor/Agency shall treat as confidential any and all data, information and records, obtained/received in the performance/execution of its responsibilities, in strict confidence and shall not reveal such data, information or records to any other person/party without the prior written approval of the ITPO, even after expiry/termination/determination of the Contract. ITPO shall take necessary legal and other remedial actions for infringement of this clause.

5.44 Compliance with Statutory Laws

All applicable laws (Central/State/Municipal/Local Laws etc.) including labour laws must be complied with/followed by the contractor/agency.

5.45 Key terms of Contract

The terms and conditions of this RFP and other necessary terms and conditions will be covered in detail in the Contract that will be executed with the contractor. Pursuant to the Notification of Award, the parties shall enter into the Contract within a period of 30 days, unless extended by ITPO in writing.

5.46 General Terms & Conditions

- i. The brightness of active LED wall has to be measured by the OEM in presence of Engineer-In-Charge

- at site using luminance meter which gives output in cd/sq. mtrs. or nits and not in Lux. Purchase proof and calibration certificate of luminance meter to be submitted along with technical bid or undertaking.
- ii. Contractor shall arrange for compliance with statutory provisions of safety regulations and departmental requirements of safety codes in respect of labour employed on the work by the tenderer. Failure to provide such safety requirement would make the tenderer liable for penalty of Rs.5000/- for each default. In addition, the department will be at liberty to make arrangement for the safety requirements at the cost of tenderer and recover the cost there of from him.
 - iii. At the time of submission of Performance Guarantee towards contractor, following shall submit along with performance guarantee after acceptance of Tender an undertaking from the OEM of all equipments regarding:-
 - a) Authorization Certificate.
 - b) The OEM shall unconditionally support the lowest tenderer technically throughout the execution of contract as well as for Maintenance/Comprehensive Maintenance Contract for the useful life of the system, and
 - c) OEM shall provide all the spares required for the healthy functioning of the equipment for at least Ten years from the date of supply of equipment.
 - iv. The contractor is required to provide sound-service after-installation and commissioning of the system by arranging timely attending of calls, where the equipment has been installed & commissioned and problem rectification through competent service engineers. The desired support line should be uniformly maintained at all the sites. To ensure timely rectification of the complaints, the contractor has to maintain sufficient inventory of spare parts/equipment's at all the support centres to avoid unnecessary delay in obtaining the spare parts/equipments. The contractor must supply the escalation matrix for service/support infrastructure meant for registering the complaints along with the contact numbers like mobile nos., phone nos., electronic mail addresses and names etc. The contractor shall have its own service centre for AMC in Delhi and NCR.
 - v. Warranty of the product shall be of 5 years to be provided by OEM.
 - vi. The contractor shall rectify any defect in video wall within next day of intimation otherwise Rs.5000/- per day shall be recovered from the security deposit / performance guarantee/ running account bills. However, any valid reason for delay given by the contract will be examined by ITPO and if not convinced, the said penalty shall be imposed.
 - vii. The successful bidder shall submit detailed structure drawings for outdoor LED walls duly vetted by registered consultant/Engineer/Architect/institution before start of the work at the cost of bidder.

5.47 Additional Terms & Conditions

- i. Contractor will have to make his own arrangements for tools & plants required for the work. The department will not supply any tools and plants unless otherwise specified.
- ii. The contractor must see the proposed site for the work and study specifications, scope of work and conditions carefully before tendering. No claim of any sort shall be entertained on account of any site conditions of ignorance.
- iii. The site is available; tenderer should see the approaches and conditions of the site. In case any approaches for main road is required at site or existing approach is to be improved and maintained for cartage of materials by the contractors the same shall be provided, improved and maintained by the

- contractor for stacking materials erection of Go down, site office erection of his plant and machinery etc. at his own cost. The contractor should plan the procurement of materials according to the space available. No claim on account of cost of such works shall be entertained by ITPO.
- iv. The contractor will have to work according to progress of work decided by ITPO in-charge. No claim what-so-ever will be entertained on his account.
 - v. The contractor shall consult the Executive/Engineer-in-charge in writing regarding collection and stacking of materials in any place other than those approved by the Engineer-in-charge. No excavated earth or building materials shall be stacked on areas for which permission of Engineer-in-charge has not been taken.
 - vi. The contractor must take all precautions to avoid all accidents by exhibiting day and night necessary caution boards, speed limit boards, red flags and red lights and providing barriers. He shall be responsible for all damages and accidents caused due to the negligence on his part. No hindrance shall be caused to Traffic during execution of work.
 - vii. The contractor shall maintain in good condition all work executed till the completion of the entire work allotted to the contractor and handing over of the same to ITPO.
 - viii. No compensation shall be payable to the contractor for any damage caused by rains windstorm or floods during execution of work. He will make good all such damages at his own cost and no claim on this account will be entertained. The contractor shall bail out rain water collected during execution of the work from the excavated trenches at his own cost. Nothing extra will be payable on this account.
 - ix. At least one authorized representative should always be available at site of work to take instructions from departmental officers and ensure proper execution of work.
 - x. The contractor shall have to work as per program of the department. No claim what-so-ever will be entertained on this account.
 - xi. If the tenderer withdraws his option before award of the work or make any modification in the conditions of the tender which are not acceptable to the India Trade Promotion Organization shall without prejudice
 - xii. The contractor shall take approval from the Sr. Manager (IT) in writing for collection and stacking of materials.
 - xiii. The contractor must follow Safety Codes.
 - xiv. Any damage done by the contractor or his workmen to any existing work during the course of execution of the work shall be made good by him at his own cost.
 - xv. Contractor shall clear the site thoroughly of all rubbish etc. left out of his materials immediately on completion of the work and properly clean the site around the building to the satisfaction of the Engg.-in-charge. Otherwise the site will be cleared by the department at his risk & cost to remove and clean the site.
 - xvi. The contractor to whom the work is awarded will have to sign the agreement on non-judicial stamp papers of Rs. 100 and the cost of such stamp paper will be borne by the contractor.
 - xvii. Electrical material shall be stacked by the contractor at space provided by ITPO of stipulated quantities at his own cost in his own.

xviii. All incidental charges of any kind whatsoever including cartage, cutting and wastage etc. shall be borne exclusively by the contractor and nothing extra will be paid to him on this account.

xix. The earnest money will not be accepted in the form of the Bank guarantee.

xx. The agency must quote their rates for manpower including EPF, ESIC as applicable.

5.48 Disclaimer

- i. The information contained in this Bid Document or subsequently provided to Bidders, whether verbally or in documentary form or otherwise by or on behalf of ITPO, or by any of its employees, is provided to Bidders on the terms and conditions set out in this Bid document and such other terms and conditions subject to which such information is provided.
- ii. This Bid document is neither an agreement nor an offer by ITPO to the prospective Bidders or any other person. The purpose of this Bid document is to provide interested parties with information to assist in the formulation of their proposals for selection pursuant to this Bid. The assumptions, assessments, statements and information contained in this Bid document may not be complete, accurate, adequate or correct and each Bidder should conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this Bid document and obtain independent advice from appropriate sources.
- iii. ITPO, or its employees, make no representation or warranty and shall have no liability to any person, including any Bidder, under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this Bid or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the Bid and any assessment, assumption or information contained therein or deemed to form part of this Bid document.
- iv. ITPO may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, its assessment or assumptions contained in this Bid document. Such changes shall be intimated to all the Bidders. In case additional period for submission, if required due to such amendments, is necessitated the same shall be intimated to all the Bidders.
- v. The issue of this Bid document does not imply that ITPO is bound to select or to appoint any Bidder for the contract and it reserves the right to reject all or any of the Bidders without assigning any reasons whatsoever.
- vi. ITPO reserves the right not to proceed with the Bidding Process at any time or stage, without notice or liability, and to reject any or all Bid(s) without assigning any reasons whatsoever.

Section-VI

(Financial Bid / BOQ)

Sr. No.	Description of Items (A. Electrical Work)	Qty	Units	Rate (excluding GST)	Amount (excluding GST)
1.	Supply, Installation, Testing & Commissioning of Active LED Video wall of Size 3000mm (L) x 3000mm (H) and technical specifications as prescribed in the tender.	3	Nos.		
2.	Supply, Installation, Testing & Commissioning of Video wall of Size 15000mm (L) x 4000mm (H) and technical specifications as prescribed in the tender.	1	Nos.		
3.	Cost for Comprehensive Annual Maintenance Services for the outdoor video walls for seven (07) years. (The AMC shall include routine preventive maintenance, on-site support, and prompt repair services, including the replacement of defective parts or components at no additional cost to ITPO. The AMC shall cover both hardware and software components of the video walls.)	7	Lump sum		
4.	Any additional costs that the bidder may incur to complete the SITC of video walls, including but not limited to consumable parts, logistics, cabling, and other related expenses, such as insurance etc. shall be the responsibility of the bidder.	1	Lump sum		
5.	Cost of erection of platform including Civil work or pole based erection of LED screen. (High quality sturdy platform/ pole/ truss based erection)	1	Lump sum		
6.	Monthly Manpower Cost	1	Nos.		

Section – VII
FORMS & ANNEXURE

FORM-A

FINANCIAL INFORMATION

Description	Financial year (2021-22) Rs.	Financial year (2022-23) Rs.	Financial year (2023-24) Rs.
Gross Annual Turnover			

Signature of Chartered Accountant with Seal

Signature of Bidder(s)

FORM-B

(SOLVENCY CERTIFICATE FROM A SCHEDULED BANK)

This is to certify that to the best of our knowledge and information that M/s/Sh.
.....having marginally noted address,Customer of our bank are/is respectable
and can be treated as good for any engagement up to a limit of
Rs..... Rupees). This certificate is issued without any
guarantee or responsibility on the bank or any of the officers.

(Signature) For the Bank

NOTE:

- i. Bankers certificates should be on letter head of the Bank,
- ii. In case of partnership firm, certificate should include names of all partners as recorded with the Bank.

FORM- C

(NET WORTH FROM CHARTERED ACCOUNTANT)

It is to certify that as per the audited balance sheet and profit and loss account during the financial year..... , the Net Worth of M/s(Name & Registered Address of Individual/firm/company), as on(the relevant date) is Rs. after considering all liabilities. It is further certified that the Net worth of the company has not eroded by more than 30% in the last five years ending on (the relevant date).”

Signature of Chartered Accountant

Name of Chartered Accountant:

Membership No. of ICAI:

Date and Seal:

ANNEXURE I

COMPANY DETAILS

Tender Ref. No. ITPO/ITSD/VIDEOWALL/2024

Date:

The General Manager (IT)
India Trade Promotion Organisation
Pragati Maidan
New Delhi-110001

Sub: SITC of video walls near hall no-14 at Bharat Mandapam, New Delhi

Sr. No.	Description	Particulars (To be filled by the bidders)
1.	Name of the Company	
2.	Official Address	
3.	Registered Phone No. & Fax	
4.	Website Address	
5.	Details of Company's registration	
6.	GST Registration No.	
7.	PAN No.	
8.	TAN No.	
9.	Contact Person Details (Name, Designation, Phone, Mobile, Fax, Email, Communication Address)	
10.	Tender Processing Fee Submission Details (Transaction No., Date, Time, Bank Details etc.)	
11.	Earnest Money Deposit (EMD) submission details	

(.....)

Name of Authorized Signatory:

Designation:

ANNEXURE II

TENDER ACCEPTANCE LETTER

(To be given on Company Letter Head)

Date:

To,

Sub: Acceptance of Terms & Conditions of Tender

Tender Reference No: _____

Name of Work: - SITC of video walls near hall no-14 at Bharat Mandapam, New Delhi

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from _____ the _____ web _____ site(s) _____ namely:

as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc. .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract , without prejudice to any other rights or remedy .

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

ANNEXURE III

FORMAT FOR POWER OF ATTORNEY FOR NOMINATING/ APPOINTING – AUTHORISED SIGNATORY

Know all men by these presents, we, (name of Firm and address of the registered office) do hereby constitute, nominate, appoint and authorize Mr./Ms.....son/daughter/wife of and presently residing at..... who is presently employed with us and holding the position of as our true and lawful attorney (hereinafter referred to as the “Authorized Signatory or Attorney”) to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our proposal for Invitation of online bids **‘Supply, Installation, Testing and Commissioning of Video Walls near Hall No-14 at Bharat Mandapam, New Delhi’**, including but not limited to signing and submission of all applications, proposals and other documents and writings, and providing information/ responses to ITPO, representing us in all matters before ITPO, signing and execution of all contracts and undertakings consequent to acceptance of our proposal and generally dealing with ITPO in all matters in connection with or relating to or arising out of our Proposal for the said Tender and/or upon award thereof to us.

AND, we do hereby agree to ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Authorized Signatory or Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Authorized Representative in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE,THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF, 2023

For

(Signature, name, designation and address)

Witnesses:

1.

2.

Notarized

Accepted

.....
(Signature, name, designation and address of the Attorney)

Notes:

The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants(s) and when it is so required the same

should be under common seal affixed in accordance with the required procedure. The Power of Attorney should be executed on a non-judicial stamp paper of appropriate denomination and should be registered or duly notarized by a notary public.

Wherever required, the Bidder should submit for verification the extract of the charter documents and other documents such as a resolution/power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.

ANNEXURE IV

FORMAT FOR AUTHORIZATION OF THE AUTHORISED SIGNATORY FOR THE BID PROCESS

Tender Ref. No. ITPO/ITSD/VIDEOWALL/2024

Date:

The General Manager (IT)
India Trade Promotion Organisation
Pragati Maidan
New Delhi-110001

Sub: SITC of video walls near hall no-14 at Bharat Mandapam, New Delhi

Dear Sir,

With reference to Tender no. _____ **dated** _____, we hereby, authorize the following person as authorized signatory to carry out necessary bid formalities with ITPO with reference to this tender and authorize to sign the bid documents and contract / agreement with ITPO.

Name of Person _____ Designation _____ Contact No. (Mobile) _____

Thanking you,

Yours faithfully,

(.....)
Name of Authorized Signatory:
Designation:

6. ANNEXURE V: UNDERTAKING APROPOS INDEMINFYING ITPO

Tender Ref. No. ITPO/ITSD/VIDEOWALL/2024

Date:

The General Manager (IT)
India Trade Promotion Organisation
Pragati Maidan
New Delhi-110001

Sub: SITC of video walls near hall no-14 at Bharat Mandapam, New Delhi

Dear Sir,

We hereby indemnify ITPO against any loss, damage that it may sustain or any claim made against it or any proceedings that may be taken out against any claims made by our employees for any loss / damage, payment etc. during performance of his duty in ITPO.

Yours faithfully,

(.....)

Name of Authorized Signatory:

Designation:

ANNEXURE VI

FINANCIAL BID UNDERTAKING

From: (Full name and address of the Bidder)

To,

Dear Sir/Madam,

I submit the Price Bid for **“SITC of video walls near hall no-14 at Bharat Mandapam, New Delhi”**.

1. I have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.
2. I offer to work at the rates as indicated in the Price Bid (BOQ).

Authorized Signatory
(Signature of the Authorized Person)

ANNEXURE VII

PROFORMA OF AGREEMENT

This Agreement (which shall include its subsequent Amendment (s), if any), entered on DD/MM/YYYY into by and between M/s ITPO, a Government of India Company registered under the Companies Act, 1956 having its registered office at Pragati Bhawan, Pragati Maidan, New Delhi-110 001 (hereinafter shall be referred to as “the Company”, which expression unless repugnant to its meaning or context thereof, shall include its executors, administrators, successors and permitted assignees) as ONE PART

AND,

M/s.____ a firm having its office at (hereinafter shall be referred to as “the Contractor/successful bidder”, which expression unless repugnant to its meaning or context thereof, shall include its executors, administrators, successors and permitted assignees) as OTHER PART. This shall be effective from the DD/MM/YYYY for eight (8) years i.e. upto DD/MM/YYYY (Bidding Document; **Tender Ref. No.** _____ and extended contract period, if any, as per work order issued by the company. The Contractor, under this Agreement, shall execute the subject job / provide service(s) in a professional manner as per the detailed scope of work as defined in the bidding document and the Company will pay the Successful bidder for execution of the subject job / service(s) provided as per the agreed payment terms and conditions of the bidding/contract document. The Successful bidder shall also be liable for the Defect Liability Period / Warranty Period, if specifically mentioned in the bidding document, for the job executed/ service provided by him/them. All the terms and conditions of the Detailed Letter of Acceptance and its enclosures including bidding document and if Addendum(s) shall be applicable and binding for this Agreement.

In witness whereof the parties have executed this Agreement on DD/MM/YYYY. Signed and Delivered Signed and Delivered

For and on behalf of

India Trade Promotion Organisation

Name:

Designation:

Date:

Place:

For and on behalf of

Other part _____

Name:

Designation:

Date:

Place:

ANNEXURE VIII
PERFORMANCE BANK GUARANTEE

<<On Rs. 500 Stamp paper>>

To,

General Manager,

India Trade Promotion Organization, Pragati Bhawan, Pragati Maidan, New Delhi -110001

Whereas, <<name of the bidder / prime bidder and address>> (hereinafter called "the bidder") has undertaken, in pursuance of contract no. <Insert Contract No.> dated.

<Date> to provide Implementation services for <<name of the assignment>> to ITPO (hereinafter called "ITPO")

And whereas it has been stipulated by in the said contract that the bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract; And whereas we, <Name of Bank> a banking company incorporated and having its head /registered office at <Address of Registered Office> and having one of its office at <Address of Local Office> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the bidder, up to a total of Rs.<Insert Value> (Rupees <Insert Value in Words> only) and we undertake to pay you, upon your first written demand declaring the bidder to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. <Insert Value> (Rupees

<Insert Value in Words> only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until <<Insert Date>>) Notwithstanding anything contained herein:

- a. Our liability under this Bank Guarantee shall not exceed Rs. <<Amount in figures>> (Rupees <<Amount in words>> only)

b. This Bank Guarantee shall be valid upto <<*insert date*>>)

c. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<*insert date*>>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

ANNEXURE –IX

CHECKLIST TO BE SUBMITTED BY THE BIDDER ALONG WITH THE TECHNICAL BID

Brand Offered for LED	
Brand Offered for Media Player	
Brand Offered for CMS	

Note: 1.All of above should be from the same OEM.

2.Bidder is also required to submit brochure of the product.

Technical Specification LED

Parameter	Specifications	Please mention (Yes/No)
PHYSICAL PARAMETERS		
Pixel Pitch	4 mm	
LED Type	SMD	
Pixel Configuration	1R1G1B	
Cabinet Material	Aluminum / Carbon Fiber / Magnesium Alloy	
Service Access	Front and Back	
OPTICAL PARAMETERS		
Viewing Angle (Horizontal/Vertical)	Minimum H 140 ⁰ / V 120 ⁰	
Contrast Ratio	10000:1 or more	
Brightness (calibrated)	8000 Nits or more	
Frame Rate	60 FPS	
ELECTRICAL PARAMETERS		
Maximum Power Consumption	500 w/sqm or less	
Refresh Rate	3840	
OPERATING CONDITIONS		
Operating Temperature	-10 to +60 Degrees C	
Operating Humidity	10-95%	
IP Level	IP65 Front and Back	
Compliance Certification on OEM Name	CE, FCC, BIS Certifications	
Lifetime	1,00,000 hrs (min.)	
OTHERS		
Health Monitoring	5. Remote health monitoring of LED screen temperature and voltage. 6. Should supports scheduling and remote	

	<p>management of LED Screen brightness.</p> <p>7. Over Temperature Protection - Adjust the screen brightness automatically to reduce the LED Screen Temperature.</p> <p>8. Auto dehumidification-Should be able to remove the Moisture from the Lamps if Screen is switched off for more than a week.</p>	
Mounting Structure	<p>Mounting Structure Material Should be mild steel (MS) with antirust paint / GI wall mounted using chemical anchor fasteners of Hilti or equivalent, anchor fasteners diameter should be minimum 12mm or more, Display should not rotate or vibrate with wind/storm in the region and should be fitted with suitable brackets for fixing/aligning Equipment's, Structure design should withstand air pressure and screen load and should be approved by qualified engineers. Structure as per site requirement, 100% maintenance free, design flexibility, no affect by humidity & water durable to impact, no polishing required, including fastener/clamp etc.</p>	
Brightness Measurement	<p>The brightness of active LED wall has to be measured by the OEM in presence of Engineer-In-Charge at site using luminance meter which gives output in cd/sqm or nits and not in Lux. Purchase proof and calibration certificate of luminance meter to be submitted.</p>	
LED Controller		
Control port	RJ45 / USB	
Video input type	HDMI x 1 or more	
LED Output	6 LED Outputs or more	
PIP Support	2 or more	
Certification	BIS	

Technical Specification Media Player From Same OEM

Parameter	Specification	Please mention (Yes/No)
RAM	4GB or better	
Internal Storage	32GB (24.52GB Usable) or better	
OS	Android 10 or above	
CPU	1.8 GHz or better	
CPU Cores	4 or better	
GPU	600 MHz or better	
Multiple FHD Video Support	2 Videos	
Resolution	Upto 4k 60Hz	
HDMI	HDMI 2.1, Support HDMI CEC, Dynamic HDR	

Ethernet	Support 10/100/1000M	
Audio Format	MP3, WAV, MID	
Image Format	HD, JPEG, BMP, GIF, PNG, TIF	
Video Format	MPEG-I, MPEG-2, MPEG-4, H.263, H.264, H.265, WMV etc.	
WIFI (5GHz band support)	IEEE 802.11 a/b/g/n/ac; 2.4G / 5G	
USB Port	2*USB 3.0, 2*USB 2.0	

Technical Specification Content Management Software From Same OEM

Parameter	Specification	Please mention (yes/no)
On Cloud life time CMS Functionality from the same OEM with no recurring expenses	Should have Central web enabled console to push content to monitors. The user interface must be browser-based for both administrator and typical user access. This is to allow all users, regardless of role, to access the system from anywhere on the network without requiring installation of specialized client-side software. Ability to power ON/OFF media player in a scheduled and as on when required, Mute/unmute from a centralized location.	
Content Management	<ol style="list-style-type: none"> 7. Should support Multi-lingual/ regional language contents as per the location/region of the Digital Signage Screen. 8. Ability to manage display layout/design on individual screen from a centralized location based on clustering. Single screen or split screen with independently controlled frames. Facility of scrolling ticker to separate multiple display on separate regions on the screen. 9. Must have multiple customizable templates available. 10. Must have programmable content that will continue to run, even if the connection to the server is lost. 11. Format Supported: Videos : WMV, MP4,MOV,AVI, MPEG with all major codecs support Ticker: Live RSS & Static Text Ticker Images: JPEG, PNG, BMP, GIF Documents Files: PDF, Audio: MP3 Web Pages: http, https should be capable of running live streaming content from HTTP Live Streaming (HLS) , MPEG-DASH and RTSP. 12. Ability to display Social Media Feeds i.e. Twitter, Facebook, RSS Feeds. 	
CMS Administration	Users should be allowed to access the status of a Player, which playlist is currently being displayed, the	

	username of the person that sent the last update, the state of the Player's content download progress and confirmation of its successful completion. All this information is to be provided in real time.	
Monitoring and Control Module	<ol style="list-style-type: none"> 7. Provision to identify the Media Player not getting updates due to Media Player switching off, network failure etc. 8. System must allow IT to check the status of the entire system, including the status of all players from the content server and generate report w.r.t the digital signage i.e. Downtime, uptime, content created, content deployed, Digital Media working status etc. 9. Email notification should be notifying failure status of Devices like media player, Display, etc. 10. Report on what content was played where and at what time. 11. Proof of play reports: Audit log report on content played for each player. 12. Users should be allowed to review a list of previously recorded alerts and events relative to each Player under their control. 	
Health Monitoring & reporting	Should provide player health monitoring including alarm condition like Storage full, loss of Network.	
CMS Security	Communication and data transfer between media player and server using HTTPS & FTPS/SFTP should be 256 bits encrypted or better.	

Annexure-X

Proforma for submission of pre-bid queries

Sr. No.	Clause No.	Description	Query/suggestion

Note:

1. Maximum two representatives from a company/bidder are allowed to attend the pre-bid meeting
2. No walk-ins in the pre-bid meeting will be allowed. Prior intimation / submission of queries in the above prescribed proforma shall be submitted at info@itpo.gov.in to attend the pre-bid meeting.