



NIT(LHO/LUC/PK/GEM/2023/08/01)

State Bank of India, Lucknow Circle invites bid from Manufactures or their authorized dealers/channel partners through GeM portal for Supply, Installation, Testing and Commissioning of **P4 OUT DOOR LED** Display at 20 Branches under geographical area of Lucknow Circle.

| S.NO | Description | GeM Bid number | Last Date |
|------|---|--------------------|------------|
| 1 | Supply, Installation, Testing and Commissioning of P4 OUT DOOR LED Rampur Main branch, Shahjahanpur Main Branch, PBB aliganj Lucknow branch, Chowk Lucknow branch. | GEM/2023/B/3830202 | 30.08.2023 |
| 2 | Supply, Installation, Testing and Commissioning of P4 OUT DOOR LED Bareilly Main branch, Moradabad Main Branch. | GEM/2023/B/3830388 | 30.08.2023 |
| 3 | Supply, Installation, Testing and Commissioning of P4 OUT DOOR LED Kapoorthala Complex branch Lucknow, Ashok Marg Branch Lucknow | GEM/2023/B/3830438 | 30.08.2023 |
| 4 | Supply, Installation, Testing and Commissioning of P4 OUT DOOR LED Kanpur Main branch, IIT Kanpur Branch, Hardoi Main branch. | GEM/2023/B/3830948 | 30.08.2023 |
| 5 | Supply, Installation, Testing and Commissioning of P4 OUT DOOR LED PBB Civil Lines branch, Rae Bareilly main Branch, Fatehpur Main branch. | GEM/2023/B/3830505 | 30.08.2023 |
| 6 | Supply, Installation, Testing and Commissioning of P4 OUT DOOR LED Varanasi Main branch, Sigra Branch, Raja Ka Darwaza branch. | GEM/2023/B/3830528 | 30.08.2023 |
| 7 | Supply, Installation, Testing and Commissioning of P4 OUT DOOR LED Gorakhpur Main branch, Basti Branch, Deoria branch. | GEM/2023/B/3830586 | 30.08.2023 |

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| 1 | Scope of the work | Supply, Installation, Testing and Commissioning of P4 OUTDOOR LED . Along with 5 year warranty, cloud based remote control for ON/OFF, brightness control, scheduling and video content uploading etc at above mentioned branches. |
| 2 | Completion time | 45 days from date of generation of contract through GeM portal |
| 3 | a) Earnest Money Deposit | Rs.20,000/- (Rupees twenty thousands only) in the form of Demand Draft issued by any Nationalized /Scheduled Bank drawn in favor of " The Asst General Manager(P&E), State Bank of India "LHO Lucknow payable at Lucknow . (Micro & Small Enterprises (MSE) registered under MSMED Act, 2006 will be eligible for concessions) |



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| | b) Initial security deposit | 2% contract Value including EMD to be deposited in the form of Demand Draft with-in 7 days from date of generation of contract |
| | c) Security deposit | 10% of the contract value which shall be released without interest after 5 years. |
| 4 | Address of submission of EMD (in original) | Original EMD should be submitted (before due date and time) physically at the following office: The Assistant General Manager, Premises & Estate department, State Bank of India, Local Head Office, Lucknow E-Mail: agmpne.lholuc@sbi.co.in pramod.kumar7@sbi.co.in 0522-2295361/365 8384826503 |
| 5 | Address of opening of tender | The Assistant General Manager (P&E), LHO Lucknow, State Bank of India, 1 st Floor, LHO Lucknow Representatives of Bidder may be present during opening of Bids. However Bids would be opened even in the absence of any or all the bidder's representatives. |
| 6 | Validity period of Tender | 90 days |
| 7 | Validity period for rates | One (1) Year, Bank may allot other sites at same rate during validity period. |
| 8 | Terms of payment of Bills | For Supply: i. No advance is payable. ii. On successful Commissioning of the Signage Board 90% payment will be paid and 10% will be held till completion of the warranty period of 5 years. However it can be converted into Bank Guarantee/STDR lien in the favour of AGM(Premises & Estate), LHO Lucknow for the amount and same period. |
| 9 | a) Liquidated Damages (During execution) | 0.50% per week subject to maximum 5% of the contract value |
| | Liquidated Damages b) (After execution) | After Execution: Based on the down time (Day/ Night) of the LED Board as follows and amount will be deducted from the security deposit. a. Up to four Hours – Nil b. For 4-8 Hours – 0.2% of security deposit c. For 8-12Hours – 0.3 % of security deposit d. 12- 24 Hrs – 0.4% of security deposit e. >1 day – 0.5% of security deposit X number of days |
| 10 | Comprehensive Annual Maintenance Contract | For Supply: 5 years comprehensive AMC after completion of the 5-years Defect Liability Period. |



In case the date of submission of bid is declared as a holiday, the bids will be opened on the next working day at the same time.

11. The rate should be inclusive of all, installation, supports, software, maintenance, levies, transport, transit insurance, loading-unloading etc. excluding GST. GST shall be paid separately as per norms. The rates shall be firm throughout the execution of the order and validity period of one year. The Bank will not pay comprehensive AMC charges more than 10% of capital cost/contract value after completion of 5 years warranty period. hike in comprehensive AMC will be maximum 5% per annum.

12. Bank will execute and agreement of Rs 100 non judicial stamp paper as per tender terms and conditions.

13. Bank reserves the right to accept or reject any or all applications without assigning any reasons.

14. Scanned copy of EMD and duly signed copy of entire this tender document should be uploaded in GeM portal, failing which tender summarily rejected must be uploaded.

15. Vendor should have responsible for conversion of raw videos to actual requirement and feeding, displaying and maintaining of the pool proof software with high security.

16. Vendor should obtain the necessary statutory approvals from Govt. authorities before installation. Payment will be paid after receiving the approval. If any penalty charged against non receipt of approval, the same to be borne by the Vendor only.

Assistant General Manger

(Premises & Estate)



ELIGIBILITY CRITERIA

1. **TURNOVER** : The Bidder should have minimum average annual turnover of **Rs. 70.0 Lacs** during last 3(three) Financial years (2019-20, 2020-21 & 2021-22/ 2022-23)
2. **EXPERIENCE**: 02 Years

List of minimum 16 sites where **OUTDOOR LED** signage with minimum size of 80 sq.ft. installed in PSU Banks/ Scheduled Banks/ Financial Institutions/ Insurance companies /State and Central Govt Organizations/ public listed companies. (copies of work order and completion certificate to be uploaded as **Additional DOC 1**)
3. **Solvency**: Rs 1.0 Cr solvency issued by any nationalized/ schedule Bank not more than three months old. **(Additional DOC 2)**
4. The bidder must have full-fledged office/service centre in any of location i.e Bareilly /Lucknow/ Kanpur/ Prayagraj/ Varanasi/ Gorakhpur/Moradabad. Copy of electricity bill/GST certificate/ trade license/House& water tax receipt etc to be uploaded. Document should be maximum 3 months old from date tender floating date **(Additional DOC 3)**
5. List of technical staff/Engineer with AADHAR card/Pan card of staff. (**additional DOC 4**)
6. GST registration Certificate.
7. BOQ compliance to uploaded as per technical specifications. Product should have CE Certification, manufacturer must be ISO certified **(copy to be uploaded in additional DOC 4)**
8. OEM authorization certificate in case of authorized dealer/channel partner **(copy to be uploaded in additional DOC 4).**
9. Demonstration of **OUTDOOR LED** through cloud based remote control and content uploading at **LOCAL HEAD OFFICE, LUCKNOW**. Date of demonstration will be announced later to vendors who are meeting eligibility criteria before opening of price bid.

NOTE:

Price bid of only those bidders will be opened, who will qualify eligibility criteria and successfully demonstrated the **OUTDOOR LED** remote control feature through cloud based. Rate will remain valid for a period of one year and Bank may allot further sites at same rate under that Module/Region



SCOPE OF THE WORK:

- a) Supply, Installation, Testing and commissioning of LED Digital Signage Boards to Branches/Offices with cloud integration to remote control of LED signage.
- b) MS cabinet, structure cabinet, painting and installation cost.
- c) Providing technical support and software support during operation, 5 years warranty period and Comprehensive Annual Maintenance contract.
- d) The scope of work includes controller, SIM card, power card, media box, cloud based Software, cloud based remote control ON/OFF brightness control, splitting screen, onsite maintenance, statutory approvals from respective municipal etc.
- e) Upload Content by vendor which is received from SBI Team till 5 years warranty period. Schedule the layouts as directed by the SBI Team. Send daily report of uptime to Dedicated Officials

TECHNICAL SPECIFICATION

| S No | Description | P4 (Outdoor) | Compliance (Yes/No) | Remarks |
|-------------|---------------------|-----------------------|----------------------------|----------------|
| 1 | Pixel Pitch | 4mm | | |
| 2. | Type of display | Outdoor | | |
| 3 | Material of cabinet | MS cabinet | | |
| 2 | Pixel density | ≥62500 Dots/Sq Mtr | | |
| 3 | LED Lamp | SMD 2525 | | |
| 4 | Configuration | 1R1G1B | | |
| 5 | Size | 320X160mm | | |
| 6 | Weight | ≤0.50 Kg | | |
| 7 | Structure | Lamp & IC in same PCB | | |
| 8 | Resolution | 80*40=3200 Dots | | |
| 9 | Max Current | <10.34A | | |
| 10 | Input Voltage | 4.5 V | | |
| 11 | Power Consumption | <47W | | |
| 12 | Driving Mode | Constant Current | | |
| 13 | Brightness | >4500 cd/m2 | | |



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|----|--------------------------|-----------------------|--|--|
| 14 | Bright Variation | 20-100% | | |
| 15 | Brightness Uniformity | >0.95 | | |
| 16 | Horizontal Viewing Angle | 120-140 Deg | | |
| 17 | Vertical Viewing Angle | 120-140 Deg | | |
| 18 | Best Viewing Distance | >4M | | |
| 19 | Black Spot Ratio | <0.0003 | | |
| 20 | Max Power Consumption | <909 W/m2 | | |
| 21 | Operation Environment | Outdoor | | |
| 22 | Gray Scale | 14-16 Bits (RGB Each) | | |
| 23 | Display Colour | ≥4000 Billion | | |
| 24 | Refresh Frequency | 3840 HZ | | |
| 25 | Life Span | >100000 Hours | | |

| Technical Specs Server (Cloud) | | COMPLIANCE (YES / NO) |
|---------------------------------------|---|------------------------------|
| 1 | Cloud Hosting on reputed hosting services like AWS / Azure / Google etc. Server to be hosted in India | |
| 2 | Robust Business Continuity & Disaster Recovery Set-up | |
| 3 | Backup: Weekly Backup ,3 Month Backup will be kept | |
| 4 | Load Balancing Of Application Requests | |
| 5 | Security and network access Control | |
| 6 | 99.00 % Uptime | |
| 7 | Unlimited Displayed to be controlled | |
| S N O | CONTENT MANAGEMENT SOFTWARE FEATURES | COMPLIANCE (YES / NO) |



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



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| 17 | Centrally turn ON/OFF Displays (Can be scheduled or on demand through commands) | |
| 18 | Centrally turn ON/OFF USB Ports / HDMI Ports / other Ports (Can be scheduled or on demand through commands) | |
| 19 | Smart Content Download : Schedule time to download content as per bank guidelines, distribute bandwidth equally amongst connected displays for better bandwidth utilisation, Resume downloads in case of connectivity issues | |
| 20 | Smart Delete of content: Smart delete function deletes content which is not in use from media players. However all the deleted files will be available for re-downloading. | |
| 21 | Inbuilt Media player | |
| 22 | CMS should throw dashboard notifications and send emails in case of: | |
| A | Display Offline in working hours | |
| B | Media Player Offline in working hours | |
| C | Content Not Downloaded for more than 24 Hours | |
| D | Server overload | |
| E | Hard disk space running out | |
| 23 | Default display in case of content not available | |
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| | Content Management Service | COMPLIANCE (YES / NO) |
| 1 | Upload Content by vendor which is received from SBI Team. | |
| 2 | Create Layouts and Customize them as per SBI Requirements | |
| 3 | Schedule the layouts as directed by the SBI Team | |
| 4 | Check Application Server. | |
| 5 | Check MYSQL Size (Log Files backup weekly once). | |
| 6 | Send Mail to Disconnected branches of SBI | |
| 7 | Send connected and disconnected branches list to Reporting Personals | |
| 8 | Provide Support to SBI - Attend all Support Related calls from SBI Branches | |



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|----|---|--|
| 9 | Check version updated media players and add displays to display profile | |
| 10 | Send daily report to Dedicated Officials. | |
| 11 | Create summary of all status on a Monthly Basis. | |
| 12 | Provide 4G Data dongle with Data Plan for each screen and connect screen to server (Dongle should draw power from the screen's USB port, additional AC power source for dongles will not be provided) | |

(COMPREHENSIVE -AMC) CLAUSE

Comprehensive Annual Maintenance Contract (C-AMC) for LED Digital Signage

Scope of work.

1. The vendor shall provide maintenance service to keep the LED Digital signage in good and efficient working condition covered under this contract. In addition to this, the vendor should provide preventive and corrective maintenance of LED Digital signage and should get verified from authorized official of the concerned firm. He should also carry out necessary repairs and provide Suitable replacement (equivalent or higher configuration) of defective part(s) / equipment as required.
2. The AMC is comprehensive i.e. no cost of parts replaced by vendor will be borne by SBI
3. The break down calls registered by users must be attended promptly and if they are not rectified within one day, the vendor shall provide a suitable replacement for the defective LED Digital signage. Maintenance of all the LED Digital signage pertaining to these would be the responsibility of the vendor.
4. Agreement between vendor and SBI will remain in force for period of one (1) years from the end of defect liability period.
5. LED Digital signage at new location if Branch shifted to new location with extra cost. The equipment however will continue to be under AMC at the new location.
6. The firm has to provide a new equivalent parts / items with higher specifications available in the market as standby of the faulty items inside the SBI premises. No LED Digital signage will be allowed to go outside of SBI for repair.
7. If the LED Digital signage is not repaired within 1 working day after reporting the complaint, the LD charge will be levied at the rate of specified in the NIT



- and there after it can be repaired from outside at the risk and expense of the firm.
8. The vendor will be responsible for any mishap or accident or untoward incidence during the maintenance of machine which may occur due to negligence of the service engineer.
 9. The vendor shall be responsible for the discipline and good conduct of their service engineers.
 10. Vendor should have enough spare parts of LED Digital signage at their service centre so that LED Digital signage could be repaired timely. Vendor has to maintain the service center in **Lucknow/ Bareilly/Kanpur/Prayagraj/ Varanasi/Gorakhpur/Moradabad** till end of the 5 years warranty and CAMC period.
 11. The firm shall not take any advantage of any misinterpretation of the conditions due to typing or any other error and if any in doubt shall bring it to the notice of the SBI authorities without delay. In case of any contradictions, only the printed rules and books should be followed and no claim for the misinterpretation shall be entertained. The administration's decision in such cases shall be final.
 12. The preventive maintenance (PM) to be carried out once in 3 month. The preventive maintenance includes following:
 - i. Cleaning of LED Digital signage
 - ii. Checking fitment of internal and external hardware and heating of the system
 - iii. Cleaning of PCBs if any and operating power parameters.
 - iv. Break up call shall be attended immediately.
 - v. Checking of input /output voltage of batteries
 13. Service engineer should submit JOB COMPLETION CERTIFICATE certified by user at each complaint. The one copy of certificate to be retained by user group and another to be given to the officer nominated for compilation of job work and to release the payment.
 14. Payment will be made on quarterly basis after submitting preventive maintenance report of all the LED Digital signage. Service engineer has to display their phone numbers at Branch under C-AMC under intimation to in-charge officer for preparing necessary security clearance.
 15. No transport will be provided to the service engineer for maintaining LED Digital signage. The engineer shall use his own vehicles for reporting. No transportation allowances will be allowed.
 16. Engineers must be fully equipped with maintenance tool kit and accessories.
 17. Any Untowards incidents in respect of service engineers will be the sole responsibility of the service provider. Engineers should be suitably covered for insurance.

I/We hereby declare that I/we have read and understood the above instructions.



Signature of the Contractor