

## NOTICE INVITING TENDER (NIT)

State Bank of India, Bhopal Circle invites bid through GeM from Manufactures or their authorized dealers/channel partners for Supply, Installation, Testing and Commissioning of **P4 OUTDOOR ACTIVE LED Display (DIGITAL SIGNAGE BOARD) 24 X 7 operation capacity** at State Bank of India following under Bhopal Module

### THE DELIVERY OF MATERIAL, INSTALLATION & CONSIGNEE DETAILS:-

(i) SBI Panchanan Bhawan Branch (30005), Bhopal.

Branch Manager- Shri Arvind Kumawat. Contact No:- 9617638866

(ii) SBI Shahpura Branch (30135), Bhopal

Branch Manager- Shri Manish Kumar- Contact No:- 8435935008

1	Scope of the work	<p>a) Supply, Installation, Testing and Commissioning of <b>P4 OUTDOOR Active LED display (Digital Signage Board) 24 X 7 operation capacity</b> with cloud integration, wiring, all necessary fabrication works, MS steel work, civil works as per site condition with all necessary approval, liaison works, obtain various approval/permission by local/state Govt. Authority etc as per site condition complete in all respect with 5 years complete warranty in all respect with preventive maintenance on monthly basis (includes all electronics, electrical, hardware, software, mechanical, civil parts/equipment's pertain to above LED Digital Signage Board like LED panels, controller, power supply, structure frame etc), cloud based remote control for ON/OFF, brightness control, scheduling and video content uploading with maker checked customized portal etc.</p> <p>All CAMC terms &amp; conditions for operation and preventive maintenance applicable in warranty period also without any additional charges.</p> <p>LED display board size B <b>(i) Panchanan Bhawan (45' X 3.8' = 171 sq.ft)</b> <b>(ii) Shahpura: (40' X 3.8' = 152 sq.ft)</b> <b>Total : 323 sqft</b></p> <p>The above sizes are approx. Please quote the rate on total sqft size. At the time of commissioning 5% size may vary as per site suitability considering perfect vision.</p>
2	Completion time	<p><b>60 days</b> from date of generation of contract through GeM portal. Vendor will submit site wise plan for work Completion.</p>

3	a) Earnest Money Deposit	<p><b>Rs.35,000/- ( Rupees thirty five thousand only)</b> in the form of Demand Draft issued by any Nationalized / Scheduled Bank drawn in favor of <b>“Asst General Manager(P&amp;E), State Bank of India” LHO, 3<sup>rd</sup> floor, LHO, Bhopal- 462011</b> payable at Bhopal.</p> <p>Micro &amp; Small Enterprises (MSE) registered under MSME Act, 2006 and start-ups will be eligible for concessions as per applicable Government of India guidelines provided bidder should register in the appropriate category.</p>
	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)	<p>Original EMD should be submitted (before due date and time) physically at the following office:  The Assistant General Manager,  Premises &amp; Estate department,  State Bank of India,  Local Head Office, Bhopal  E-Mail: <a href="mailto:agmprem.lhobho@sbi.co.in">agmprem.lhobho@sbi.co.in</a>  0755-2575812, 2575814  Contact:- Deepak Vishwakarma,  Manager(Electrical), SBI, LHO, Bhopal- 0755-2575816</p>
5	Address of opening of tender	<p>The Assistant General Manager(P&amp;E),  State Bank of India, 3<sup>rd</sup> Floor, Local Head Office, Bhopal- 462011 (M.P.)</p> <p>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.</p>
6	Validity period of Tender	180 days
7	Validity period for rates	One (1) Year, Bank may allot other sites at same rate during validity period for branches under same administrative office at its discretion
8	Terms of payment of Bills	<p><b>For Supply:</b></p> <ol style="list-style-type: none"> <li>No advance is payable.</li> <li>Only 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 as a retention money/security deposit.</li> </ol>
9	a) Liquidated Damages (During execution)	0.50% per week subject to maximum 5% of the contract value

	Liquidated Damages b)(After execution)	<b>After Execution:</b> Based on the downtime (Day/Night) of the LED Board as follows and amount will be deducted from the security deposit. a. Upto four Hours – Nil b. For 4-8 Hours – <b>0.2% of security deposit</b> c. For 8-12 Hours – <b>0.3% of security deposit</b> d. 12- 24 Hrs – <b>0.4% of security deposit</b> e. >1 day – <b>0.5% of security deposit</b> X number of days
10	Comprehensive Annual Maintenance Contract	<b>For Supply:</b> 5 years comprehensive AMC after completion of the 5-years warranty or 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, supports, all charges & taxes, cost of the insurances covering all risk policies, cost towards testing of materials supplied, wastages, Octroi, machinery, temporary works such as scaffolding, cleaning, overheads, profit, incidental charges and all related expenses to complete the work including cost of repairs, replacement of the spare parts, conversion of video to desired pixel and loading of software and maintenance of software etc. The Bank will not pay comprehensive AMC charges more than 6.00 to 8.00 % of capital cost/contract value after completion of 5 years warranty period and annual hike in comprehensive AMC will be maximum 5% of contract value of previous year.

12. Bank will execute and agreement of Rs1500/- (Rupees one thousand five hundred only) non judicial stamp paper as per tender terms and condition.

13. Bank reserves the right to accept or reject any or all applications without assigning any reasons. No correspondence will be entertained in this regard.

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. The steel structure/fabrication works to withstand /bear all the loads on it and also to withstand for heavy wind pressure/velocity.

17. First vendor to be obtain all the necessary approval form Local Govt. Authority/Municipal authority etc before starting the work, during that period its responsibility of vendor to take care of all materials like civil, fabrication, electrical, LED modules, electrical and electronic items by their own and keep it in safe custody by their self.

18. 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.

19. Vendor should obtain the necessary statutory approvals from Government Authorities Municipal Corporation/Panchayat, RTO, local authority, etc. before installation. Payment if any

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.

20. Before quoting the rate for the above bid, vendor should visit the sites to understand/analysis the work volume, present site condition and future operation and maintenance aspects etc.

**21. Those vendors who qualified in technical bid and allow to participating in price bid. After opening of price bid, if rate quoted by L-1 vendor is abnormally low by any reasons, they must submit justification on the same, as advised by Bank within stipulated time period. Please note that, if L-1 vendor back out and not agree to execute the work as per tender conditions, Bank will take appropriate action against the firm and not allow him to participate in further bid/bids as per Bank's discretion. If L-1 vendor not execute the work within time frame, delay whatever so reasons, its ISD (initially security deposit) will be forfeited. Bank will take appropriate action against the firm and not allow him to participate in further bid/bids as per Bank's discretion.**

**Assistant General Manger  
(Premises&Estate)  
LHO, Bhopal**

## **ELIGIBILITY CRITERIA**

1. The Bidder should have minimum average turnover of Rs. 15.00 Lakh during last three (Three) financial year i.e. FY 2020-21, 2021-22, 2022-23 ( certified copies from the CA for bidder & OEM of the Balance sheet and P&L Sheet to be uploaded of above period only and OEM turnover minimum 10 times from the bidder.
  
2. The bidder must beat **least Three years of work experience (as on 31.01.2024)** in similar business. (Proof in supporting of same to be submitted)
  
3. The bidder should have successfully completed similar works (outdoor LED signage) of following value in Central Govt/ State Govt/Public sector units(PSU)/Public Sector Bank's(PSB)/ Reputed Private/ multinational organization etc. (Enclose Copies of work orders and work completion certificates of upto last 7 years shall only be considered)
  - i. Three works, each works where outdoor active LED signage completed of 80 sqft each.  
**[or]**
  - ii. Two works, each works where outdoor active LED signage completed of 100 sqft each.  
**[or]**
  - iii. One work, each work where outdoor active LED signage completed of 180 sqft each.
  
4. The bidder must have full-fledged offices/service Centre/Branches in any of the location **with-in the geographical area of Madhya Pradesh or Chhattisgarh**. Copy of the electricity bill /GST Certificate/Trade license/ House & water tax/ESI/PF registration receipt etc. to be uploaded. Document should be maximum three months old from date tender floating date (**Certificate Required in ATC**)
  
5. List of technical Staff /Engineer with AADHAR Card /PAN Card of Staff (**Additional DOC 1**).
  
6. GST registration Certificate (**Certificate Required in ATC**).
  
7. The applicant must comply to Bank's Technical terms and AMC conditions Duly signed and stamped to be uploaded. (**Additional DOC 2**).

8. The OEM must have a valid BIS certification and ISO Certification.

9. OEM Authorization and turnover certificates in case of authorized dealer/channel partner.

. **(Additional DOC- 3).**

10. Demonstration of outdoor LED through cloud based remote control and content uploading at Local Head Office, Bhopal. Date of demonstration will be announced later to vendors who are meeting eligibility criteria before opening of price bid (if required by the client)

11. All the pages (15 No) of ATC should be seal and signed (it means that vendor accepted all terms and conditions of ATC) and its copy will be uploaded on GeM portal site otherwise, non-submission of which will be treated as invalid tender and liable to reject.

**Note:**

Price bid of only those bidders will be opened, who will qualify eligibility criteria and successfully demonstrated the outdoor LED P4 type remote control feature through cloud based technology.

### **SCOPE OF THE WORK:**

- a) Supply, Installation, Testing and commissioning of LED Digital Signage Boards to Branches/Offices with cloud integration to remote control with 5 year warranty including preventative maintenance and other necessary operational supports.
- b) MS cabinet, wall mounted structure fabrication, painting and complete electrical wirings with necessary switchgears, protection equipment's for LED display as required within in vendor scope.
- c) Providing technical support and software support during operations, 5 Years warranty period and post warranty Comprehensive Annual Maintenance Contract.
- d) The scope of work includes all civil works if required, Bi-pole/ Single pole structure, canopy, ACP sheet covering compatible/suitable for outdoor open sun/rain conditions, controller, SIM Card, Power card, software, remote controller, electrical wiring/power supply, data cabling, necessary power stabilizer for protection of LED system as per site condition, onsite maintenance, statutory approvals viz. Municipal Corporation/RTO or any other Department clearance etc. as a package.
- e) The scope of work also includes controller, SIM card, power card, media box, cloud based Software, cloud based remote control ON/OFF brightness control, splitting screen, onsite maintenance, statutory approvals from respective municipal etc.
- f) Design and drawing of boxing, internal and external supports for fixing of digital signage to be prepared by the bidder for approval from the Bank.
- g) Upload Content by vendor which is received from SBI Team till 5 years warranty period & post AMC period under CAMC. Schedule the layouts as directed by the SBI Team. Send daily report of uptime to Dedicated Officials
- h) Vendor to provide supports for proper functioning of digital LED signage countless time whenever required by the Branch and attend it in time bound manner.

i)

**TECHNICAL SPECIFICATION**

S No	Description	P4(Outdoor)	Compliance (Yes/No)	Remarks
1	PixelPitch	4mm		
2.	Typeofdisplay	Outdoor		
3	Materialof cabinet	MScabinetwithwall mounted structure		
2	Pixeldensity	≥62500Dots/SqMtr		
3	LEDLamp	SMD2525		
4	Configuration	1R1G1B		
5	Size	320X160mmorany other		
6	Weight	≤0.50 Kg		
7	Structure	Lamp&ICinsamePCB		
8	Resolution	80*40=3200Dots		
9	MaxCurrent	<10.34A		
10	InputVoltage	4.5V		
11	PowerConsumption	<47W		
12	DrivingMode	ConstantCurrent		
13	Brightness	>4500 cd/m2		
14	BrightVariation	20-100%		
15	BrightnessUniformity	>0.95		
16	HorizontalViewing Angle	120-140Deg		
17	VerticalViewing Angle	120-140Deg		
18	Best Viewing Distance	>4M		
19	BlackSpotRatio	<0.0003		
20	Max Power Consumption	<909W/m2		
21	Operation Environment	Outdoor		



22	Gray Scale	14-16 Bits (RGBEach)		
23	DisplayColour	≥4000Billion		
24	RefreshFrequency	3840HZ		
25	LifeSpan	>100000Hours		
<b>TechnicalSpecsServer(Cloud)</b>			<b>COMPLIANCE(YES/NO)</b>	
1	CloudHostingonreputedhostingserviceslikeAWS/Azure/ Google etc. Server to be hosted in India			
2	RobustBusinessContinuity&DisasterRecoverySet-up			
3	Backup:WeeklyBackup,3MonthBackupwillbekept			
4	LoadBalancingOfApplicationRequests			
5	SecurityandnetworkaccessControl			
6	99.00%Uptime			
7	UnlimitedDisplayedtobecontrolled			

S N O	CONTENT MANAGEMENT SOFTWARE FEATURES	COMPLIANCE (YES/ NO)
1	The system should provide a consistent and easy to use solution with web based graphical user interface	
2	Cloud Based Solution : Server 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 approver's 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 schedules 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 : Video Formats: wmv, avi, mpg, mpeg, flv, mov, mp4, mkv, vob, 3gp Image Formats: jpg, bmp, png, gif, tiff, tifo Flash Format: swf Text: Show static as well as scrolling text (Tickers) 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 WebcamRSS (Really Simple Syndication)Feed:ChangeableintervalbasedupdatingofRSS Feed	
16	Over the air Software and OS updates	
17	CentrallyturnON/OFFDisplays(Canbescheduledoron demand through commands )	
18	CentrallyturnON/OFFUSBPorts/HDMIPorts/otherPorts (Can be scheduled or on demand through commands )	
19	SmartContentDownload:Scheduletime todownloadcontent as per bank guidelines, distribute bandwidth equally amongst connected displays for better bandwidth utilisation, Resume downloadsincaseofconnectivityissues	
20	SmartDeleteofcontent:Smartdeletefunctiondeletescontent whichisnotinusefrommediaplayers.Howeverallthedeleted files will be available for re-downloading.	
21	InbuiltMediaplayer	
22	<b>CMS should throw dashboard notifications and send emails in case of:</b>	
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	<b>Defaultdisplayincaseofcontentnotavailable</b>	
	<b>Content Management Service</b>	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	
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 after 5 Years warranty but operation and maintenance support to be provided within warranty period also without any additional cost.**

### **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 big cities in MP & CG (Bhopal/Indore/Jabalpur/Gwalior/Raipur/Bilaspur) 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 **every 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. Breakup call shall be attended immediately.
  - v. Checking of input/output voltage of batteries
  - vi. Checking of fabricated structure, civil work etc in which LED Digital Signage fitted and do necessary rectification/repairing/replacement if required for perfect operation of Digital Signage Board as per site condition.
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 toolkit and accessories.

17. Any untoward incidents/accidents in respect of service engineers will be the sole responsibility of the service provider. Engineers should be suitably covered for insurance.

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

**Seal & Signature of the Contractor**