

NOTICE INVITING TENDER (NIT)/
TENDER ATC (ADDITIONAL TERMS & CONDITIONS)

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 **8 Nos (697 sqft- display area approx) Outdoor Active LED Digital Signage Board (DSB) P2.5 Type and its allied works 24 X 7 operation capacity** at State Bank of India, Local Head Office, Bhopal.

THE DELIVERY OF MATERIAL, INSTALLATION & CONSIGNEE DETAILS:-

(i) SBI, LHO, Bhopal

Manager (Electrical) - Shri Deepak Vishwakarma, Contact No:- 8889988331

1	Scope of the work	<p>a) Supply, Installation, Testing and Commissioning of 8 Nos (697 sqft- display area approx.) Outdoor Active LED Digital Signage Board (DSB) P2.5 Type and its allied works 24 X 7 operation capacity with cloud integration, wiring, all necessary fabrication works, MS steel work, civil work, the height of MS pole vary from 15 ft to 20 ft height from the ground floor level, suitable RCC foundation of two pole structure with a depth of 6 feet to 10 feet & size of 4 feet X 4 feet as per site condition/requirement and as directed by the Bank's Official from where LED screen to be install as per site condition with all necessary approval, liaison works, obtain various approval/permission by local/state Govt. Authority, Nagar Nigam Bhopal 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>b) CAMC terms & conditions for operation and preventive maintenance applicable in warranty period also without any additional charges.</p> <p>c) The above 8 nos LED Display have provision, if we display the same message/advertisement in same time all are LED scree synchronize and also having separate provision to display different things.</p> <p>d) The sizes of P2.5 Type Digital Signage Board are as under</p>
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		<p>(i) Main Gate Right side- 12'X4'=48 sqft- separate controller with two pole MS structure</p> <p>(ii) Main Gate Left side- 12'X4'=48 sqft- separate controller with two pole MS structure</p> <p>(iii) Exit Gate Left side-7'X3.5'=24.5 sqft- separate controller with two pole MS structure</p> <p>(iv) Exit Gate Right side- 7'X3.5'= 24.5 sqft- separate controller with two pole MS structure</p> <p>(v) ATM Boundary Wall side- 23'X6'= 138 sqft- separate controller with two pole MS structure</p> <p>(vi) LHO Boundary Wall side (Left) -23'X6'=138 sqft- separate controller with two pole MS structure</p> <p>(vii) LHO Boundary Wall side(Middle)-23'X6'=138 sqft- separate controller with two pole MS structure</p> <p>(viii) LHO Boundary Wall side(Right)-23'X6'=138 sqft- separate controller with two pole MS structure</p> <hr/> <p>Total : 697 sqft Amount to be quoted for total sqft size i.e 697 sqft (Outdoor P2.5 Type Active LED Display Size) In the above quoted rates are inclusive of all allied works like MS fabrications (15 ft-20 ft) (Heavy duty), civil, liaison, electrical works etc as per site requirement.</p> <p>At the time of actual commissioning 5% size may vary as per site suitability considering perfect vision.</p>
2	Completion time	45 days from date of generation of contract through GeM portal. Vendor will submit site wise plan for work completion.
3	a) Earnest Money Deposit	<p>Rs.71,000/- (Rupees Seventy One Thousand thirty five thousand only) in the form of Demand Draft issued by any Nationalized /Scheduled Bank drawn in favor of “Asst General Manager (P&E), State Bank of India ”LHO, 3rd floor, LHO, Bhopal- 462011 payable at Bhopal.</p> <p>or</p> <p>Valid MSME certificate (particular for above mentioned works) required for EMD Exemption Only. MSME exemption not acceptable for start-up and turn over exemption.</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	<p>10% of contract value kept as the SD.</p> <p>10 % of the contract value which shall be released without interest after 5 years i.e warranty period of 5 years. If any defects, issues raised during the warranty period and vendor not attend the problem and not resolve as per tender condition, the above SD will be forfeited and Bank will take suitable action against the firm and also restrict participation of tenders in further tendering.</p> <p>It's a responsibility of vendor to maintain records that shows, proper preventative maintained serviced is provided by vendor under warranty period as per tender condition and no dispute will arise during the period, when SD amount will be release.</p>
4	Address of submission of EMD (in original)	<p>Original EMD should be submitted (before due date and time) physically at the following office:</p> <p>The Assistant General Manager, Premises & Estate department, State Bank of India, Local Head Office, Bhopal E-Mail: agmpren.lhobho@sbi.co.in 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&E), State Bank of India, 3rd 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>For Supply:</p> <p>i. No advance is payable.</p> <p>ii. 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.</p>
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 downtime (Day/Night) of the LED Board as follows and amount will be deducted from the security deposit. a. Upto four Hours–Nil b. For4-8Hours– 0.2%ofsecuritydeposit c. For8-12Hours– 0.3%ofsecuritydeposit d. 12- 24Hrs– 0.4%ofsecuritydeposit e. >1day– 0.5%ofsecuritydeposit Xnumber of days
10	Comprehensive Annual Maintenance Contract	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, Nagar Nigam, Bhopal 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. All the liaison fee towards the Local Govt. Authority/Municipal authority, Nagar Nigam, Bhopal under the vendor scope and Bank will not pay any fee for this. The statutory charges payable to Local Govt. Authority/Municipal authority, Nagar Nigam, Bhopal, if any that will be payable by Bank. If any penalty charged against non-receipt of approval, the same to be borne by the vendor only.

16. The steel structure to withstand /bear all the loads on it and also to withstand for heavy wind pressure/velocity of 150KM/HR and heavy thunderstorm. The vendor made additional support of stainless stay wire of suitable size and numbers for providing supports to withstand the LED frame structure in heavy thunderstorm.

18. The height of MS fabrication (Heavy duty) /civil works from ground level is 15 ft to 20 ft on which LED screen to be install as per site condition and as advised by Bank's Authority. The suitable size of RCC foundation of depth of 6 to 8 feet as per site condition to be made.

19. The vendor has to submit the installation drawings approved by the registered structural engineer that designed structure and grouting method is capable of withstanding a wind pressure of 150 Km/hr. Before the installation of LED video wall, the vendor must submit the drawing, plans with detailed measurement to Bank for its approval.

20. 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.

21. 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.

22. 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.

23. It's a responsibility of vendor to maintain sufficient stoke/spare of material, so that if any issue arises, it will be attended & rectify in the record time.

24. 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 i.e below 10% of the estimate cost put to tender. The amount of such ASD shall be difference between 90% of the estimated cost put to tender and the quoted price. The ASD in the format of DD/Banker's cheque shall be submitted within 15 days of intimation of award of work/work order, without which the contractor will not be allowed to start the work and failure of submission of ASD will result in forfeiture of EMD and cancellation of tender and they also 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)/ASD/EMD 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.22.00 Lakh during last three (Three) financial year i.e. FY 2022-23, 2023-24, 2024-25 (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 be at **least seven years of work experience (work order and its completion letter) (as on 30.11.2025)** in similar business. (Proof in supporting of same to be submitted)

3. The bidder should have successfully completed similar works (outdoor LED Digital Signage Board/ Video Wall P2.5/P4) of following value in Central Govt/ State Govt/Public sector units(PSU)/Public Sector Bank's(PSB)/ Public Limited (Listed) Company 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** digital signage board/video wall completed of 80 sqft each and Three work order, each value are 29.00 lakhs or more for **outdoor active LED** digital signage board/video wall completed

[or]

ii. Two works, each works where **outdoor active LED** signage board/video wall completed of 100 sqft each and Two work order, each value are 36.00 lakhs or more for **outdoor active LED** digital signage board/video wall completed

[or]

iii. One work, each work where **outdoor active LED** signage board/video wall completed of 180 sqft each and One work order, each value are 57.00 lakhs or more for **outdoor active LED** digital signage board/video wall completed

4. The bidder must have full-fledged offices/service Centre/Branches in any of the location **with-in the geographical area of Madhya Pradesh**. 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 CAMC 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 certificate required specific for this project (SBI, LHO, Bhopal) otherwise bid will not considered and bid will liable to reject 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 (16 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 those bidders will be opened, who will be qualify in eligibility criteria of the above tender.

Bank may advise for successfully demonstrated the outdoor type active LED Digital Signage Board (P2.5) type remote control feature through cloud based technology and vendor should install it in the location as advised by SBI free of cost and if, Bank is not satisfy than required modifications, to be done by vendor free of cost, otherwise the tender will liable to reject.

SCOPE OF THEWORK:

- a) Supply, Installation, Testing and commissioning of LED Digital Signage Boards to LHO/Branches/Offices with cloud integration to remote control with 5 year warranty and after warranty 5 year CAMC as per approved rate.
- b) The preventive maintenance (PM) to be carried out once in 3 month within the warranty period of 5 years. The objective of PM to keep the LED video wall/ LED digital signage to operate/run the content (video/audio etc) under its full efficiency & parameter. If any issue arise before three months of PM time period, the client having right to logged the complaint irrespective of time subject to satisfactory working of LED Digital Signage Board and vendor have to attend & rectify the same. The preventive maintenance includes following:
- i. Cleaning of outdoor LED video wall/LED digital signage.
 - ii. Checking fitment of internal and external hardware, software, controller, wirings, LED module/LED panels, MS pole structure and heating of the system and complete equipments pertains to LED video wall/LED digital signage.
 - 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, if any
 - 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 LED video wall/ Digital Signage Board as per site condition.
- c) Providing technical support and software support during operations 5 Years warranty period and after post warranty with Comprehensive Annual Maintenance Contract as per approved rate.
- d) The scope of work includes all civil foundation work, Bi-pole/ Single pole structure, canopy, ACP sheet covering compatible/suitable for outdoor open sun/rain conditions, controller, SIM Card, Power card, software, remote controller, electrical wiring/power supply, data cabling, necessary power stabilizer for protection of LED system as per site condition, onsite maintenance, statutory approvals viz. Municipal Corporation/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 warranty with under CAMC as per approved rate. Schedule the layouts as directed by the SBI Team. Send daily report of uptime to Dedicated Officials
- h) The above active LED video wall having feature to give audio output signal to the audio system. The audio system will be installed by the Bank near the LED video wall.

TECHNICAL SPECIFICATION

S No	Description	P2.5 (Outdoor)	Compliance (Yes/No)	Remarks
1	Pixel Pitch	2.5 mm		
2.	Type of display	Outdoor		
3	Material of cabinet	MS cabinet (Heavy Duty) with wall mounted structure		
4	Pixel density	≥160000 Dots/SqMtr		
5	LED Lamp	SMD2525		
6	Configuration	1R1G1B		
7	Size	320X160mm or any other		
8	Weight	≤0.50 Kg		
9	Structure	Lamp & IC in same PCB		
10	Resolution	128 * 64 Dots		
11	Max Current	<10.34A		
12	Input Voltage	4.5V		
13	Power Consumption	<47W, Max Power Consumption 990W/sq.mtr & Average Power Consumption 300W/sq. mtr		

14	Driving Mode	Constant Current		
15	Brightness	5000- 5500 cd/m2		
16	Bright Variation	20-100%		
17	Brightness Uniformity	>0.95		
18	Contrast ratio	5000:01:00		
19	Color Temperature	5000-9300 adjustable		
20	Pixel by Pixel Brightness calibration	YES		
21	Color Uniformity (after calibration)	+ - 0.003 Cx, Cy		
22	Horizontal Viewing Angle	120-140Deg		
23	Vertical Viewing Angle	120-140Deg		
24	Best Viewing Distance	>2.5M		
25	Black Spot Ratio	<0.0003		
26	Max Power Consumption	<909W/m2		
27	Operation Environment	Outdoor		
28	Gray Scale	Upto 14 Bits (RGB Each)		
29	Gamma Correction	-10		
30	Screen Refresh Frequency	480 Hz		
32	Frame Update Frequency	60-80 Hz		
32	Display Colour	≥4000Billion		
33	Refresh Frequency	> 3840HZ		
34	Life Span	>100000 Hours (Run on 70- 80% of Brightness)		
35	Protection level	IP 65		
36	Operation Temp (Min & Mx)	-20 degree Celsius & 60 degree Celsius		
37	Operation Humidity	10- 95% RH		

38	Continuous Working Time	24 X 7 Hours		
39	MTBF	5000 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)
1	The system should provide a consistent and easy to use solution with web based graphical user interface	
2	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.	
3	Maker Checker :Different roles for content creator and content Approver required. No content can be pushed without approvers Consent	
4	Secured Content Down load through HTTPS(443Port)only.(No Unsecured/Unencrypted communication like FTP, Allowed	
5	Easy and intuitive interface for scheduling content on as per time, date, display, drag and drop templates, etc	
6	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	
7	Easy and intuitive interface for scheduling content on as per time, date, display, drag and drop templates etc.	
8	Group displays and schedules ame content at once to all the displays in the group	
9	Show content in horizontal/vertical formats in any required aspect ratio and resolution.	
10	Supports content push from server & well as pull from the media player.	
11	Drag and Drop feature to create playlist, modify the position of the files in the playlist.	
12	Content Support: Supports playback of most media formats as follows : Video Formats: wmv, avi, mpg, mpeg, flv, mov, mp4, mkv,vob,3gpImageFormats:jpg,bmp,png,gif,tiff,tifoFlash Format: swfo Text:Show static as well as scrolling text (Tickers)o Adobe: pdf	
13	Integrations with Social Media Feeds like Facebook, Instragram, Bank's APIs, Streaming Services like Cricket or News Feeds, Live Video Streaming like Youtube Live, Facebook Liveetc.	

14	Dynamic Data: Playback available for the following dynamic data Webcasting: Show feed of live events received via a streaming server Embedded HTML Feed from micro blog (Twitter) Feed from any Webcam RSS (Really Simple Syndication)Feed: Change able interval based updating of RSS Feed	
15	Centrally turn ON/OFF Displays (Can be scheduled or on demand through commands)	
16	Centrally turn ON/OFF USB Ports/HDMI Ports/other Ports (Can be scheduled or on demand through commands)	
17	Smart Content Download: Schedule time to download content as per bank guidelines, distribute bandwidth equally amongst connected displays for better bandwidth utilization, Resume Downloads in case of connectivity issues	
18	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.	
19	Inbuilt Media player	
20	Default display in case of content not available	
	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	Provide Support to SBI-Attend all Support Related calls from SBI Branches irrespective of numbers.	
6	Check version updated media players and add displays to display profile	
7	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 8 Nos LED Digital Signage after 5 Years warranty but operation and maintenance support to be provided within 5 years 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 provides 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 5 years warranty period and same terms & conditions will be applicable on the CAMC period as per mutual agreed rates.
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 out side 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 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 within the warranty period of 5 years. The objective of PM to keep the LED video wall/ LED digital signage to operate/run the content (video/audio etc) under its full efficiency & parameter. The preventive maintenance includes following:
 - i. Cleaning of outdoor LED video wall/LED digital signage.
 - ii. Checking fitment of internal and external hardware, software, controller, wirings, LED module/LED panels, MS pole structure and heating of the system and complete equipment's pertains to LED video wall/LED digital signage.
 - 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, if any
 - 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 LED video wall/ 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 tool kit 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