

### Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	10-01-2025 19:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	10-01-2025 19:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	180 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Home Affairs
Department Name/विभाग का नाम	Central Armed Police Forces
Organisation Name/संगठन का नाम	Central Industrial Security Force (cisf)
Office Name/कार्यालय का नाम	Cisf Hq 13 Block Cgo Complex Lodhi Road Delhi 03
Total Quantity/कुल मात्रा	28
Item Category/मद केटेगरी	Data Wall Controller (Q2) , LED Display System (Q2)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	175 Lakh (s)
OEM Average Turnover (Last 3 Years)/मूल उपकरण निर्माता का औसत टर्नओवर (गत 3 वर्षों का)	700 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है	Yes
Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/ and Turnover/ टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है	Yes
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Past Performance,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

Bid Details/बिड विवरण	
Do you want to show documents uploaded by bidders to all bidders participated in bid?/	Yes
Past Performance/विगत प्रदर्शन	50 %
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	Yes
RA Qualification Rule	H1-Highest Priced Bid Elimination
Comprehensive Maintenance Charges Required	Yes
Type of Bid/बिड का प्रकार	Two Packet Bid
Primary product category	LED Display System
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	4 Days
Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)	No
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Arbitration Clause	No
Mediation Clause	No

#### EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	700000

#### ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	3.00
Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने).	38

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने हैं। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन

जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

**Beneficiary/लाभार्थी :**

AIG/TECH

CISF HQ 13 Block CGO Complex Lodhi Road Delhi 03, Central Armed Police Forces, Central Industrial Security Force (CISF), Ministry of Home Affairs  
(Sunil Kumar Raghuwanshi)

**MII Purchase Preference/एमआईआई खरीद वरीयता**

MII Purchase Preference/एमआईआई खरीद वरीयता	Yes
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**MSE Purchase Preference/एमएसई खरीद वरीयता**

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
4. Experience Criteria: In respect of the filter applied for experience criteria, the Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU for number of Financial years as indicated above in the bid document before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the Financial year. In case of bunch bids, the category of primary product having highest value should meet this criterion.
5. OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
6. Preference to Make In India products (For bids < 200 Crore): Preference shall be given to Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a Class 1 local supplier is denoted in the bid document. If the bidder wants to avail the Purchase preference, the bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which no purchase preference shall be granted. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020. Only Class-I and Class-II Local suppliers

as per MII order dated 4.6.2020 will be eligible to bid. Non - Local suppliers as per MII order dated 04.06.2020 are not eligible to participate. However, eligible micro and small enterprises will be allowed to participate .The buyers are advised to refer the OM No.F.1/4/2021-PPD dated 18.05.2023.

[OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017.

7. Purchase preference will be given to MSEs having valid Udyam Registration and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service and Buyer will decide eligibility for purchase preference based on documentary evidence submitted, while evaluating the bid. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 25% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the OM No. F.1/4/2021-PPD dated 18.05.2023 [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

8. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

9. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products for 50% of bid quantity, in at least one of the last three Financial years before the bid opening date to any Central / State Govt Organization / PSU. Copies of relevant contracts (proving supply of cumulative order quantity in any one financial year) to be submitted along with bid in support of quantity supplied in the relevant Financial year. In case of bunch bids, the category related to primary product having highest bid value should meet this criterion.

10. Reverse Auction would be conducted amongst all the technically qualified bidders except the Highest quoting bidder. The technically qualified Highest Quoting bidder will not be allowed to participate in RA. However, H-1 will also be allowed to participate in RA in following cases:

- i. If number of technically qualified bidders are only 2 or 3.
- ii. If Buyer has chosen to split the bid amongst N sellers, and H1 bid is coming within N.
- iii. In case Primary product of only one OEM is left in contention for participation in RA on elimination of H-1.
- iv. If L-1 is non-MSE and H-1 is eligible MSE and H-1 price is coming within price band of 15% of Non-MSE L-1
- v. If L-1 is non-MII and H-1 is eligible MII and H-1 price is coming within price band of 20% of Non-MII L-1

## Data Wall Controller ( 14 pieces )

**(Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively/कमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक)**

### Technical Specifications/तकनीकी विशिष्टियाँ

[\\* जेम कैटेगरी विशिष्टि के अनुसार / As per GeM Category Specification](#)

Specification	Specification Name/विशिष्टि का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
Configuration	Processor Make	Intel, AMD Or higher

Specification	Specification Name/विशिष्टि का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
	Processor Core	Quad-Core, Hexa-Core, Octa-Core Or higher
	Number of Processor	1, 2 Or higher
	Operating System	Windows
	RAM (GB)	64 Or higher
	Each Hard Disk capacity (GB)	1024, 2048 Or higher
	Number of Hard Disk	1, 2 Or higher
	Dual Redundant Power Supply	Yes
	Data Wall Management Software	Yes
Video Input	Type of Input Ports	DVI, DP, HDMI Or higher
	Number of Input ports	4, 6, 8, 10, 12, 14, 16, 18, 20, 22, 24 Or higher
Video Output	Type of Output Ports	DVI, DP, HDMI Or higher
	Number of Output ports, suitable for Data Wall Display	2, 4, 6, 8, 10, 12, 14, 16, 18, 20, 22, 24, 26, 28, 30 Or higher
	Output Resolution per Channel	1920 X 1080, 3840 x 2160 Or higher
Environmental	On Site Warranty (Year)	3, 5 Or higher

#### Additional Specification Parameters - Data Wall Controller ( 14 pieces )

Specification Parameter Name	Bid Requirement (Allowed Values)
Other Parameter	(i). Processor make - Equivalent to Intel Xeon latest generation or better (ii). Operating System - Windows 10 or above (iii). Type of input port - HDMI / DP (Display Port) / Fiber (iv). Input ports/input sources - HDMI/DP - 4 (v). Type of output port - HDMI/DP (vi). Output resolution per channel - 1080P full HD or more (vii). Audio Output - Minimum 1 (viii). Video Processor - Should support HDMI, DP, Fiber (ix). Control Via - RS232, Network, Key button, Remote Control
Functions (a).	(i). Modular design - Possibility of flexible configuration, future expandable chasis, Hot-swappable redundant PSU. (ii). Support all inputs source window on a single screen at a time (iii). Any scalable window size should be possible on any input source display on Wall (iv). Real time previewing signal content via control software

Specification Parameter Name	Bid Requirement (Allowed Values)
Functions (b).	(v). Support EDID (Extended Display Identification Data), to read, modify, customize, greatly improves the input signal source compatibility, enabling the device input interface can be adapted to a variety of conventional and unconventional applications occasion (vi). Support screen configuration via Web Interface, server/client.
Expandability	(i). Input Expandability - 4 (HDMI/DP or more) (ii). Output Expandability - 2 (HDMI/DP or more)
Graphic Card	Equivalent to NVIDIA K6000 or latest highend versions and number of graphic cards as per requirement of wall configuration.

\* Bidders offering must also comply with the additional specification parameters mentioned above.

**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी and/ तथा Quantity/मात्रा**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity/मात्रा	Delivery Days/डिलीवरी के दिन
1	Saravana Gautham G	500078,NISA HAKIMPET CISF TRAINING CENTRE -500078	1	90
2	Shekhar Ramola	700107,CISF NES-II HQrs Premises No.553 East Kolkata Township Kasba, PIN: 700107	1	90
3	Naveen Singh	110037,IG/NS CISF HQ North Sector CISF Campus Mahipalpur New Bypass Road Mahipalpur New Delhi-110037	1	90
4	Sudhir Kumar	110037,CISF APS HQ GBS MAHIPALPUR NEW DELHI-110037	1	90
5	Jay Kumar Gupta	600009,Kamarajar Salai,Opposite War Memorial,Chennai Port Campus.	1	90
6	AMARENDU MANNA	410210,Inspector General CISF/WS Kharghar, near Owegaon	1	90
7	Sunil Kumar Raghuwanshi	110003,13 BLOCK CGO COMPLEX LODI ROAD NEW DELHI-110003	2	90
8	Umesh Chandra Bhadola	834004,Po Dhurwa dust Ranchi Jharkhand	1	90
9	Rakesh Bhushan	110003,Office of the Inspector General, CISF NCR Sector HQrs, 5th Floor, Block No.-11, CGO Complex Lodhi Road New Delhi-110003.	1	90

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity/मात्रा	Delivery Days/डिलीवरी के दिन
10	Premasagar Thokchom	781029,Office of the IG/NES CISF Complex Hockey Stadium Road Near AG Colony Basistha Guwahati-781029	1	90
11	Pokala Balakrishna	491107,INSPECTOR GENERAL CS HQ, 3RD RESERVE BN CAMPUS BHILAI, DIST-DURG (C.G), PIN-491107	1	90
12	Nitin Tyagi	110037,Office of Inspector General, DAE & DOS Sector, CISF Campus, Mahipalpur	1	90
13	Shivakumara C M	562157,Office of the Inspector General/APS-2, CISF, Post-Bettahalasur, North Bengaluru, Karnataka.	1	90

### LED Display System ( 14 pieces )

(Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively/क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक)

### Technical Specifications/तकनीकी विशिष्टियाँ

[\\* जेम कैटेगरी विशिष्टि के अनुसार / As per GeM Category Specification](#)

Specification	Specification Name/विशिष्टि का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
Construction and Performance	<b>Type of LED Display System</b>	Indoor, Outdoor Or higher
	<b>Material of the Cabinet</b>	Mild Steel, Die Cast Aluminium, Carbon Fiber, Magnesium Alloy Or higher
	<b>Aspect Ratio</b>	16:9, 16:10 Or higher
	<b>Maximum Pixel Pitch (mm)</b>	1, 1.3, 1.5, 2, 2.5, 3, 6, 8, 10, 1.9, 3.1, 3.9, 1.2, 4
	<b>Length of LED Display System (cm)</b>	201 - 210, 211 - 220, 221 - 230, 231 - 240, 241 - 250, 251 - 260, 261 - 270, 271 - 280, 281 - 290, 291 - 300, 301 - 310, 311 - 320, 321 - 330, 331 - 340, 341 - 350, 351 - 360, 361 - 370, 371 - 380, 381 - 390, 391 - 400, 190 - 200, 41 - 50, 51 - 60, 61 - 70, 71 - 80, 81 - 90, 91 - 100, 101 - 110, 121 - 130, 141 - 150, 401-500 Or higher
	<b>Height of LED Display System (cm)</b>	101 - 110, 111 - 120, 121 - 130, 131 - 140, 141 - 150, 151 - 160, 161 - 170, 171 - 180, 181 - 190, 191 - 200, 201 - 210, 211 - 220, 221 - 230, 231 - 240, 241 - 250, 90 - 100, 21 - 30, 31 - 40, 41 - 50, 51 - 60, 61 - 70, 71 - 80, 81 - 89, 251-300, 285-290 Or higher
	<b>Brightness -Calibrated Minimum (Nits)</b>	800, 900, 1000, 1100, 1200, 1500, 2000, 2500, 3000, 3500, 4000, 4500, 5000, 5500, 6000, 6300, 6500, 6750, 7000, 7500, 7700 Or higher

Specification	Specification Name/विशिष्ट का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
	Life of Light Source (Hours)	100000 Or higher
	IP Rating (Front)	IP30, IP31, IP40, IP65, IP20 Or higher
	IP Rating (Rear)	IP45, IP54, IP65, IP20 Or higher
	Duty Cycle	24x7 Or higher
Ports and Connectivity	Wireless Connectivity	Yes, No Or higher
	If Yes, Type of Wi-fi Connectivity	802.11b/g/n, 802.11ac, NA Or higher
Generic	On Site OEM Warranty (Years)	3

Comprehensive Maintenance	
Warranty of required product	3 Year
Comprehensive Maintenance Duration (Post Warranty)	4 Year

\*Warranty displayed under the AMC/CMC Details section will supersede the warranty displayed under the catalog specification

#### Additional Specification Parameters - LED Display System ( 14 pieces )

Specification Parameter Name	Bid Requirement (Allowed Values)
Other Parameter (a).	(i). Type of LED Display System - Indoor (ii). Pixel pitch (in mm) - P 1.2mm +- 5% or less (iii). Display technology - Active LED, the LED tiles must use SMD LEDs which only use gold wires (iv). Lamp light source - LED (v). Pixel configuration - SMD-3-IN-I (vi). Input Power - 100-240V AC, 50/60 Hz (vii). SMD LED Wire type - Gold Wire (viii). Bezel to bezel width (mm) - Seamless and no bezel (ix). Aspect ratio - 16:9 or customizable with datawall size
Other Parameter (b).	(i). Refresh rate - 3000 or more (ii). Response time - 8 Milli Second or better (iii). Serviceable - Front (iv). Contrast Ratio - 4000:1 or better (v). Calibration Process - Dot Correction (vi). Ethernet ports/control/communication ports - As per requirement of LED wall size (vii) PDU (Power Distribution Unit) - Surge, over voltage and under voltage protection, control rs 232/IP/RS 485, remote on/off (viii). Availability of data wall controller (for multi screen viewing) - Yes.
Size	(i). Length of wall - 8.0 Feet (ii). Height of wall - 4.5 Feet

\* Bidders offering must also comply with the additional specification parameters mentioned above.



**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी and/ तथा Quantity/मात्रा**

<b>S.No./क्र. सं.</b>	<b>Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी</b>	<b>Address/पता</b>	<b>Quantity/मात्रा</b>	<b>Delivery Days/डिलीवरी के दिन</b>
1	Saravana Gautham G	500078,NISA HAKIMPET CISF TRAINING CENTRE -500078	1	90
2	Shekhar Ramola	700107,CISF NES-II HQrs Premises No.553 East Kolkata Township Kasba, PIN: 700107	1	90
3	Naveen Singh	110037,IG/NS CISF HQ North Sector CISF Campus Mahipalpur New Bypass Road Mahipalpur New Delhi-110037	1	90
4	Sudhir Kumar	110037,CISF APS HQ GBS MAHIPALPUR NEW DELHI-110037	1	90
5	Jay Kumar Gupta	600009,Kamarajar Salai,Opposite War Memorial,Chennai Port Campus.	1	90
6	AMARENDU MANNA	410210,Inspector General CISF/WS Kharghar, near Owegaon	1	90
7	Sunil Kumar Raghuwanshi	110003,13 BLOCK CGO COMPLEX LODI ROAD NEW DELHI-110003	2	90
8	Umesh Chandra Bhadola	834004,Po Dhurwa dust Ranchi Jharkhand	1	90
9	Rakesh Bhushan	110003,Office of the Inspector General, CISF NCR Sector HQrs, 5th Floor, Block No.-11, CGO Complex Lodhi Road New Delhi-110003.	1	90
10	Premasagar Thokchom	781029,Office of the IG/NES CISF Complex Hockey Stadium Road Near AG Colony Basistha Guwahati-781029	1	90
11	Pokala Balakrishna	491107,INSPECTOR GENERAL CS HQ, 3RD RESERVE BN CAMPUS BHILAI, DIST-DURG (C.G), PIN-491107	1	90
12	Nitin Tyagi	110037,Office of Inspector General, DAE & DOS Sector, CISF Campus, Mahipalpur	1	90
13	Shivakumara C M	562157,Office of the Inspector General/APS-2, CISF, Post-Bettahalasur, North Bengaluru, Karnataka.	1	90

## Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

### 1. Generic

**OPTION CLAUSE:** The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

### 2. Generic

**Bidder financial standing:** The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

### 3. Generic

Data Sheet of the product(s) offered in the bid, are to be uploaded along with the bid documents. Buyers can match and verify the Data Sheet with the product specifications offered. In case of any unexplained mismatch of technical parameters, the bid is liable for rejection.

### 4. Generic

**Experience Criteria:** The Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU for 3 years before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the year. In case of bunch bids, the primary product having highest value should meet this criterion.

### 5. Generic

IT equipment shall be IPv6 ready from day one.

### 6. Generic

Malicious Code Certificate:

The seller should upload following certificate in the bid:-

(a) This is to certify that the Hardware and the Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to :-

- (i) Inhibit the desires and designed function of the equipment.
- (ii) Cause physical damage to the user or equipment during the exploitation.
- (iii) Tap information resident or transient in the equipment/network.

(b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.

### 7. Generic

Installation, Commissioning, Testing, Configuration, Training (if any - which ever is applicable as per scope of supply) is to be carried out by OEM / OEM Certified resource or OEM authorised Reseller.

### 8. Generic

**Manufacturer Authorization:** Wherever Authorised Distributors/service providers are submitting the bid, Authorisation Form /Certificate with OEM/Original Service Provider details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid

### 9. Generic

**Non return of Hard Disk:** As per Buyer organization's Security Policy, Faulty Hard Disk of

Servers/Desktop Computers/ Laptops etc. will not be returned back to the OEM/supplier against warranty replacement.

**10. Scope of Supply**

Scope of supply (Bid price to include all cost components) : Supply Installation Testing Commissioning of Goods and Training of operators and providing Statutory Clearances required (if any)

**11. Turnover**

Bidder Turn Over Criteria: The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

**12. Turnover**

OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria. In case of bunch bids, the OEM of CATEGORY RELATED TO primary product having highest bid value should meet this criterion.

**13. Service & Support**

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

**14. Service & Support**

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

**15. Warranty**

Warranty period of the supplied products shall be 3 years from the date of final acceptance of goods or after completion of installation, commissioning & testing of goods (if included in the scope of supply), at consignee location. OEM Warranty certificates must be submitted by Successful Bidder at the time of delivery of Goods. The seller should guarantee the rectification of goods in case of any break down during the guarantee period. Seller should have well established Installation, Commissioning, Training, Troubleshooting and Maintenance Service group in INDIA for attending the after sales service. Details of Service Centres near consignee destinations are to be uploaded along with the bid.

**16. Certificates**

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

**17. Warranty**

Bidder / OEM has to give an undertaking that after expiry of warranty period, it will provide Comprehensive Maintenance Service for next 4 years for the offered products at the rate not more than 10 % of contract price per annum. Buyer reserves the right to enter into a CMC agreement with the Successful Bidder / OEM after expiry of the Warranty period at above mentioned rate and the payment for the CMC charges would be made Annually after rendering of the CMC Services of the relevant CMC period. Performance Security of the successful bidder shall be forfeited if it fails to accept the CMC contract when called upon by the buyer. CMC would include cost of

not more than 10%

(Upload the undertaking). The original Performance Security of contract will be returned only after submission and verification of AMC Performance Security for 3% of total CMC value valid up to CMC period plus 2 months (if there is no other claim).

**18. Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

(i). Participating firms/suppliers shall ensure that their product i.e. LED Data wall panel along with accessories fully complies with the latest MHA approved QRs/TDs.

(ii). Field trial of LED data/video wall display solution will be conducted at Delhi/NCR by nominated STEC as per MHA approved QRs/TDs CRPF vide letter No. B.V-7/2020-21-C (DVW) dated 18.02.2021. Bidder shall keep the equipment ready for field trial within 15 days from opening of bid and provide for field trial on decided location.

(iii). Bids of such participating firms/suppliers shall be unequivocally rejected if their equipment fails to either fulfill the approved QRs or fails to perform as per approved TDs in field trial.

(iv). Bids of such participating firms/suppliers shall be unequivocally rejected if they willfully fail to either comply with or abstain from field trial under these additional terms and conditions.

(v). Financial years wise breakup of annual turnover, experience criteria and past performance for the last three financial years, is required to be submitted by the participating firms enclosing contract copies and related invoices of the same.

(vi). Bidder shall provide warranty certificate as per bid requirement.

(vii). OEM of LED data wall should have ISO 9001 or equivalent Indian standard.

(viii). LED data wall, LED Controller & LED Wall software shall be from same OEM.

(ix). OEM of LED data wall & OEM of Data Wall Controller should have supplied at least one such integrated LED video wall/data wall solution in any Government Department in India in last 3 years. (PO Copy/Agreement copy should be enclosed).

(x). Service & maintenance support under warranty clause shall be available within four hours of reporting of incident at 24X7 operational toll free number. (Details of Service branches and registration certificate should be enclosed).

(xi). Timely Servicing/rectification of defects during warranty period: After having been notified of the defects / service requirement during warranty period, Seller has to complete the required Service / Rectification within 4 hours time limit. If the Seller fails to complete service / rectification with defined time limit, a penalty of 0.1% of Unit Price of the product shall be charged as penalty for each day of delay from the seller. Seller can deposit the penalty with the Buyer directly else the Buyer shall have a right to recover all such penalty amount from the Performance Security (PBG). Cumulative Penalty cannot exceed more than 10% of

the total contract value after which the Buyer shall have the right to get the service / rectification done from alternate sources at the risk and cost of the Seller besides forfeiture of PBG. Seller shall be liable to reimburse the cost of such service / rectification to the Buyer.

(xii). Firm shall submit IP rating related certificate from either NABL or any other government approved lab which has been mandated to test equipment for compliance to such rating.

(xiii). Allowing Repeat Order for MoD/Sister CAPFs procured items:-

As per guidelines of MHA circulated vide letter No. IV-24011/37/2020/Prov-I/302 dated 25.05.2022, under this procurement, CAPFs are allowed to place repeat order without going through separate procurement process within three years from the date of placing supply order by the purchaser on same terms and condition of supply, subject to the condition that the quantity being procured is not more than 1/4th of the originally procured quantity.

(xiv). In case of any deviation between the GeM Bid specification and MHA approved QRs/TDs, condition mentioned in MHA approved QRs/TDs dated 18.02.2021 will prevail.

(xv). The firm shall provide the equipment (LED Data Wall Panel & Data wall controller) with 03 year warranty followed by 04 years CAMC.

(xvi). The LED Data Wall Panel and Data Wall Controller are part of an integrated solution, and the CAMC will cover both pieces of equipment for a period of 4 years.

(xvii). CAMC quote will be taken into account for determining L-1. For L-1 evaluation, bidders must provide a single unified price for the CAMC of the LED Data Wall Panel and Data Wall Controller combined as one Unit.

(xviii). The bidder must provide year-wise CAMC rate for the LED Data Wall Panel and Data Wall Controller as a single integrated solution, since the GeM platform currently does not support separate CAMC entries for both pieces of equipment in the bid.

**In addition to above, the following maintenance conditions for the LED Data Wall panel alongwith accessories i.e. Data Wall Controller & LED Data Wall Panel, shall be applicable during the warranty period of 03 years followed by 04 years CAMC period :-**

(a). To offer satisfactory comprehensive CAMC service during contract period the bidder should either have his own service set-up in India or have an agreement with any indigenous manufacturer/reputed contractor experienced in the field of maintenance of equipment so that he can be fully associated right from the time the work is awarded till completion of CAMC period.

(b). The firm or contractor with whom the bidder has an agreement for providing CAMC may be involved with operation/maintenance of the equipment ab-initio to enable him to fully comprehend the work. The bidder must intimate the name of such manufacturer, firm or contractor at the time of submission of bids and a copy of the agreement between them which is valid for at least for 07 year.

(c). The agreement between the bidder and the contractor should clearly specify

y that the manufacturer will give all the necessary technical support including supply of spares to the contractor during the maintenance period so that the contractor can provide effective maintenance of all the equipment.

(d). Full particulars of maintenance service centers and engineering staff should be enclosed with Bid.

(e). The maintenance Contractor shall provide round the clock maintenance service on all days including Sundays and all other Holidays for all equipment at consignee address. The contractor shall have to depute the Service Engineer immediately on the registration of the complaint, notwithstanding the fact that the same has been registered at night or at any other time or on any Holiday/Festival.

(f). The CAMC should include free maintenance and free replacement of spare parts for the entire CAMC period. The firm/contractor will also upgrade the software from time to time, when required. Items which cannot be incorporated under CAMC shall be clearly mentioned in a separate document along with bid documents.

(g). Maximum time limit for attending to the complaints(s) and making the equipment operational at consignee location shall be 72 hrs starting from the date of complaint. Sunday and any other Govt. Holidays will be included in the maximum time limit prescribed therein for attending and making the equipment operational.

(h). The contractor shall carry out preventive maintenance visits in respect of the equipment at the consignee locations.

(i). The payment against CAMC would be made on yearly basis on receipt of satisfactory report from the consignee/user.

#### 19. **Buyer Added Bid Specific ATC**

Buyer uploaded ATC document [Click here to view the file](#).

### **Disclaimer/अस्वीकरण**

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.

6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

## Additional Clause For Comprehensive Maintenance Charges

- 1.CMC shall include preventive maintenance including calibration as per technical/ service /operational manual of the manufacturer, service charges and spares, after satisfactory completion of Warranty. During the CMC period commencing from date of the successful completion of warranty period, Service personnel shall visit each consignee site as recommended in the manufacturer's technical/ service /operational manual, at least once in six months or as per user requirement. Cost of consumables shall not be included in CMC. Further there will be 98% uptime warranty during CMC period on 24 (hrs) X 7 (days) X 365 (days) basis, with penalty, to extend CMC period by double the downtime period.
- 2.CMC charges to be indicated as percentage of cost of equipment quoted for each year after the warranty period.
- 3.GST shall be included in the CMC Charges quoted.
- 4.Cost of CMC will be added for Ranking/Evaluation purpose with depreciation formula. A 10% discounting rate per year shall be applied on CMC Charges for price evaluation on Net Present Value.
- 5.The payment of CMC will be made on quarterly basis after satisfactory completion of said period, duly certified by end user.
- 6.While creating a bid or RA, buyers shall indicate whether CMC is required against Yes/No" options. If CMC Charges are included, an option for number of years for CMC required after the warranty period shall be available. Under this option up to 10 years can be chosen for CMC charges beyond warranty period.
- 7.In case the bid has a provision for CMC, the warranty of the product will also be deemed to have been converted into Comprehensive warranty including preventive maintenance and calibration as per technical/ service /operational manual of the manufacturer, service charges and spares, during the Warranty Period also. Sellers are therefore advised to include the cost of Comprehensive Warranty including spares (excluding consumables) also in product Cost.
- 8.The CMC functionality shall be available in bid only and no direct RA shall be applicable. In case of bid to R/A decrement rules shall be applicable on total price inclusive of CMC charges. Bunching of products shall not be available while creating bids with CMC charges.

8.1.Buyer shall indicate number of years of warranty by selecting different options available in the field depending on warranty parameter applicable in category parameters for the equipment. No. of years of warranty indicated here shall supersede the warranty period indicated elsewhere in bid or product specifications. The Seller while participating in Bid/RA will get fields to indicate CMC charges as percentage depending on number of years of CMC selected by Buyer. The following shall be applicable, if 5 year CMC selected:

- CMC charges for 1st year after warranty period- Percentage to be indicated- A1
- CMC charges for 2nd year after warranty period- Percentage to be indicated- A2
- CMC charges for 3rd year after warranty period - Percentage to be indicated- A3
- CMC charges for 4th year after warranty period - Percentage to be indicated- A4
- CMC charges for 5th year after warranty period - Percentage to be indicated- A5

Similarly, A6 to A10 are to be indicated for 6th to 10th year of CMC if applicable.

8.2.The calculation of CMC Charges shall take into account the number of years of warranty and duration of CMC as specified while creating bid.

8.3.In the price evaluation, the system shall provide function to calculate the cost of each equipment by formula indicated below including CMC and then show the inter-se-ranking of the bidders. The following are the variables

(i) Number of years for which CMC required.

(ii) Number of years of product warranty

The formula for calculating total cost including CMC charges shall be as under:

Total Cost for evaluation=

$C + C * \{ (A1/100)/(1.10^n) + (A2/100)/(1.10^{n+1}) + (A3/100)/(1.10^{n+2}) + (A4/100)/(1.10^{n+3}) + (A5/100)/(1.10^{n+4}) \}$  and so on

C – Cost for equipment quoted and n shall be number of years of product warranty specified.

If 2 year warranty specified, n shall be 2 and if 5 year warranty specified, n shall be 5. A1,A2, A3, A4& A5 shall depend on how many years CMC selected. For 3 year CMC, only A1,A2 and A3 factors are to be taken into account and A4 and A5 will not be applicable.

8.4.CMC charges offered for each subsequent year should be same or higher than preceding year.

8.5.The CMC charges shall be offered within range of 3 to 10% of cost of equipment.

9.Since CMC charges are to be paid only later for each year during CMC period,applicable performance guarantee amount after placement of contract shall be based on the cost of equipment excluding the cost of CMC Charges.

10.Performance bank guarantee applicable for CMC is to be submitted at start of the CMC and shall be applicable between 2.5% to 10% as specified in bid on total CMC Charges.The PBG submitted after award of contract shall be released only after new PBG for the CMC period is submitted and accepted by buyer/consignee after due verification.Bank guarantee for CMC is to remain valid till completion of CMC period plus one year. The bank guarantee for CMC shall be submitted to buyer directly. In case, seller fails to submit the PBG or does not provide services for the CMC contract after expiry of warranty period then PBG of equipment shall be forfeited.

11.In case of splitting of order quantity, equipment cost and CMC charges offered by L1 bidder shall be matched by higher quoting eligible bidders on one-to-one basis.The equipment cost and CMC charges (year to year) shall be matched individually.

12.The CMC Contract shall be an offline contract to be handled by buyer.The payment of CMC will be made on quarterly basis after satisfactory completion of said period, duly certified by end user and scope of CMC will be as per para 1 above.

13.CMC Charges are inclusive of all the charges for Transportation, Lodging, Boarding, all insurances including third party insurance and all other incidental charges. The same shall include GST. The prices also include cost of spares and damaged parts. Purchaser does not have any liability, whatsoever, over and above the cost of CMC. It also includes for arranging hand tools & tackles, special tools etc. required to carry out the work.

[This Bid is also governed by the General Terms and Conditions/ यह बिड सामान्य शर्तों के अंतर्गत भी शासित है](#)

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action

in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो।बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई का आधार होगा।

**---Thank You/धन्यवाद---**