

No. 2881 /Estt.(DHH)/25.

Dt. 14/08/2025



**OFFICE OF THE DMO (MS)-cum-SUPERINTENDENT
DISTRICT HEAD QUARTERS HOSPITAL,
At/PO/Dist – Balangir, PIN – 767001 (Odisha)
E-mail: admomedicalhospital@gmail.com**

**TENDER DOCUMENT FOR SUPPLY, INSTALLATION, & MAINTENANCE OF
OUTDOOR LED MULTI- COLOURED VIDEO WALLS AT DISTRICT HEAD**

QUARTERS HOSPITAL, BALANGIR

Tender Estimated Cost: Rs. 15,00,000/-

Name of Fund: CSR MCL Fund, BBMC&H/DHH, Balangir

Date of submission Tender paper	:	14.08.2025
Last Date Of Receipt Of Tender	:	03.09.2025 Up to 5.30 PM
Pre-Bid Meeting	:	29.08.2025 at 11.30 AM
Date of Opening Technical Bid	:	04.09.2025 at 11.30 AM
Date of Opening Financial Bid	:	Will be intimated later

Place of opening of Tender &
Address For Communication

14-8-25
: DMO (MS)-cum-Superintendent, District
Headquarters Hospital, Balangir, 767001.

District Medical Officer (Medical Services)
Superintendent, D.H.H., Balangir
Health & FW Deptt. (Odisha)

Sd/

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Section 1 - Invitation for Bids

1.1. Introduction of the Project

- a. The District Head Quarters Hospital, Balangir intends to select an Agency for supply, installation, testing, commissioning, operation & maintenance of **01 no. of Outdoor LED Video Walls** at **District Head Quarters Hospital, Balangir on one time procurement basis.**
- b. The RFP shall be available in district portal: <https://balangir.odisha.gov.in/>
Interested bidders may download the bid document, corrigendum and clarifications (if any after the pre-bid meeting) from the portal.

- 1.2. District Medical Officer
(Medical Services),
District Head Quarters
Hospitals, Balangir-
767001.
e-mail: admomedicalhospital@gmail.com
website : <https://balangir.odisha.gov.in>**

Any proposal received by DHH, Balangir after the deadline for submission of proposals mentioned in the Key Events & Dates as per Section 1.4 will be summarily rejected. DHH, Balangir shall not be responsible for any delay, Technical fault or non-receipt of the documents. No further correspondence on the subject will be entertained.

1.3. About the RFP Document

- a. This RFP provides information regarding the Procurement, Scope of Work, Technical requirements and other related information to the Bidder(s).
- b. It details the General Terms & Conditions with respect to the Bid process management to be adopted for the proposed Project.
- c. The RFP contains the Agreement template outlining the contractual and legal terms & conditions applicable for the proposed engagement.
- d. As should be clear from the Scope of the proposed Project at DHH, Balangir seeks a specific proposal responsive to this RFP in every respect and detail, rather than a mere compilation of materials and promotional information used in other transactions.
- e. The Bidders are expected to examine all instructions, forms, terms, Project requirements and other information in the RFP documents. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the

Bidder's risk and may result in rejection of the proposal and forfeiture of the Earnest Money Deposit (EMD).

1.4. Key Events & Dates

Sl.No.	Event	Target Date
1	Cost of Bid Document	INR 5,000/- in the form of Demand Draft/ Banker's Cheque of only Scheduled / Nationalized Bank, drawn in favour of "DMO (MS)-cum-Superintendent" payable at Balangi.
2	Publication of the RFP	14/08/2025
3	Pre-Bid Meeting	29/08/2025 at 12 Noon
4	Last date for submission of Bids	03/09/2025 at 3:00PM
5	Date of opening of Technical Bid	04/09/2025 at 12 PM
6	Bid Security/Earnest Money Deposit	INR 45,000/- (Rupees Forty-five Thousand only) in the form of a Demand Draft payable in favor of "DMO (MS)-cum-Superintendent" payable at Balangir.
7	Date of opening of Commercial Bid	To be intimated later

1.5. Pre-Bid meeting.

DHH, Balangir shall organize a Pre-Bid meeting on the scheduled date and time as mentioned in the Section 1.4 of this RFP. DHH, Balangir may incorporate any changes in the RFP based on acceptable suggestions received during the interactive Pre-bid Conference. DHH, BALANGIR shall receive and respond to prospective Bidder's Pre-Bid queries as per the scheduled date and time of the RFP. The decision of Hospital authority regarding acceptability of any suggestion shall be final in this regard and shall not be called upon to question under any circumstances. It may not be possible to answer questions which are received after the pre-bid meeting. The responses to the queries (received before or in the pre-bid meeting) shall be conveyed to all the prospective bidders by way of hosting amendments / clarifications / corrigendum on the website: www.balangir.odisha.gov.in in accordance with the respective clauses of the RFP within 7 working days and no participant would be intimated individually about the response of DHH, Balangir. The Bidders are requested to send their consolidated queries to the **email: admomedicalhospital@gmail.com** only once and further queries sent by the Bidders shall not be entertained.

1.6. Amendment of RFP Document

At any time till 2 days before the deadline for submission of Bids, the DMO(MSO-cum-Superintendent, DHH, BALANGIR may, for any reason whether at own initiative or in response to a clarification requested by a prospective Bidder, modify the Bid Document by amendment. All the amendments made in the document would be informed through the website: www.balangir.odisha.gov.in. All such amendments shall be binding on all the Bidders. The Bidders are also advised to visit the aforementioned website on regular basis for checking necessary updates. DHH, BALANGIR also reserves the rights to amend the dates mentioned in the **Section1.4** of this RFP for Bid process.

Section II- Qualification Criteria

This Invitation to Bid is open to all entities meeting or exceeding all of the following minimum qualification criteria. Bidders failing to meet any one of the qualification criteria as mentioned below or not submitting requisite supporting documents / documentary evidence for supporting qualification criteria are liable to be rejected summarily.

Sl.	Clauses	Documents Required
1	The bidder should be an established Manufacturer of LED Video Wall / display board / screen OR should be an Manufacturer's authorized dealer / distributor /system integrator in India and should have been in business for a period exceeding Ten years as on proposal due date.	
2	The bidder should be registered in India under Companies Act, 1956 or a Partnership firm registered under Partnership Act, 1932 and should have been operation for a period of at least 10 years in India.	<input type="checkbox"/> Certificate of Commencement of Business issued by the Registrar of Companies / Partnership Deed <input type="checkbox"/> Memorandum and Articles of Association / Partnership Deed
3	The bidder should have a registered office in Odisha to provide after Sales Service support in Odisha.	<input type="checkbox"/> Details of the Registered office in Odisha to provide after Sales Service Support in Odisha
4	The bidder (if dealer / distributor/system integrator and participating with authorization from the Manufacturer) should have an average annual audited turnover of at least INR 1.5 Crores during last three financial years (i.e. 2021-2022, 2022-2023, 2023- 2024). In that case, the bidder shall also have to furnish the turnover of the Manufacturer as mentioned below.	<input type="checkbox"/> Audited Profit and Loss Statement of Bidder for F.Y. 2021-2022, 2022-2023, 2023-2024 <input type="checkbox"/> Audited Profit and Loss Statement of Manufacturer for F.Y. 2021-2022, 2022-2023, 2023-2024
5	In case the bidder (other than Manufacturer) participates in the tender, they will have to furnish authorization from the Manufacturer in the prescribed format of the RFP to participate in the bid and certify that they have service support mechanism in India through the said bidder as their authorized channel partner / dealer / distributor in India.	In case of Authorized Dealer / Distributor / System Integrator, Authorization certificate of respective Manufacturer of LED Display to be proposed for this Proposal.
6	The bidder (if Manufacturer) should have an average Annual audited turnover of at least INR 51 Crores during last three financial years (i.e. 2021-2022, 2022-2023, 2023-2024)	<input type="checkbox"/> Audited Profit and Loss Statement of F.Y. 2021-2022, 2022-2023, 2023-2024.

7	The bidder/ OEM should have experience in executing projects of at least 20 nos. outdoor multi-colour video wall installations in India in the last five years and out of which should have executed five project consisting of multiple video walls connected in single network & content published from a central location in India for any PSU/Government office in India. Details of the projects executed shall have to be submitted along with the bid.	<input type="checkbox"/> Copy of Work order / contract and Certificate of completion or successful implementation by the client.
8	As on date of submission of the proposal, the bidder shall not be under any declaration of ineligibility for unsatisfactory past performance, corrupt or fraudulent practice, any other unethical business practice or blacklisted either by Ministry / Department of Government of India / State Government.	<input type="checkbox"/> Certificate from the Authorized signatory to the effect that the bidder is not blacklisted by any of the Ministry /Department of Government of India / State Governments.
9	The manufacturer must have valid certificates of BIS for Visual Display Units (OUTDOOR LED Video Wall), Display Controller (Media Player / Display Controller), EN 12966, UL, EPR from CPCB, ROHS, FCC, CE, Quality management system 9001:2015, Occupation Health & Safety Management System - OHSAS 45001:2018, Environmental Management System 14001:2015 and ISO/IEC 27001:2013.	<input type="checkbox"/> Valid certificates (of the required standards) from the Manufacturer of LED Video Wall.
10	The bidder should be having valid GST Registration Certificate, Permanent Account Number (PAN) issued from Income Tax Department.	<input type="checkbox"/> Copy of GST Certificate & PAN of the Bidder.
11	Manufacturer of the LED Video wall should have Luminance Meter (which can indicate direct brightness reading in cd/m ²) testing instrument for brightness measurement of the offered LED Screen. They should provide the details (Model No., Date of Purchase) of the luminance meter available with them in India alongwith its latest calibration certificate to be submitted in the bid.	<input type="checkbox"/> Details of the Luminance Meter (Make, Model) available with the Manufacturer of Video wall. <input type="checkbox"/> Copy of the latest calibration report of the Luminance Meter.
12	The bidder should submit EMD and Bid Processing Fee of amounts as mentioned in the RFP	<input type="checkbox"/> EMD in shape of DD / BG <input type="checkbox"/> Bid Processing Fee in shape of DD

Technical Specification

SL. NO.	SUPPLY ITEMS	UOM	QTY
1.	Outdoor Fine Pitch LED Display	No.	1
2.	12.6 Feet X 6.3 Feet (more than 79 sqft) 6 mm pixel Pitch(or better)based LED Display	No.	1
3.	LED Control System	No.	1
4.	Mechanical Structure	No.	1
5.	Installation, Testing, Commissioning	Lump sum	1
6.	Audio Speaker of 15 watt	Lump sum	1

PARAMETER	SPECIFICATIONS
Display size	12.6 Feet X 6.3 Feet (more than 79 sqft)
Pixel Pitch	P 6 mm or lower
Configuration	MD 3-IN-1 LED TYPE
Pixel Density	27000 pixels/m2 or better
Cabinet Dimension	960mm (Width) x 950mm (Height) x 125mm (Thickness)
Cabinet Weight	Max 45kg
Brightness Calibrated	5000 cd/m2 or better
Dimming Capability	0-255 levels or higher
Contrast Ratio	3000:1 or better
Refresh Rate	1920 Hz or better
Color Processing	14-bit or better

Colors	4.4 trillion or better
Half Gain Viewing Angle Horizontal	H:+-140 or better, v: +-120 or better
Lifetime	100,000 hrs or better
Power Input	AC 200V-220V
Max. Power Consumption	750W/Sqm or lower
Temperature Range	-20 degree~+50° Celsius
Humidity	10%~90% RH
Service Access	Rear
IP Grade	IP65/IP54 cabinet and module both
LED Tile/Cabinet Calibration	LED tiles/cabinets should be calibrated before being supplied. These screens should also be calibrated after the installation to ensure brightness uniformity. Calibration should also be performed as and when it is required during the warranty period. Offered product which does not support dot calibration shall be rejected.
Brightness Measurement Tools	Emitted brightness measurement tool namely a luminance meter (Which can provide direct brightness reading in cd/m2) for brightness measurement of offered LED screen. OEM of LED Display should provide details (Model No.& Date of Purchase) of the Luminance meter available with them in INDIA along with its latest calibration certificate. The same instrument shall be used to check the minimum brightness levels as offered in the bid. Please note-luminance meter are not acceptable as they are not for measuring emitted light.
Quality/Healthy & Safety/Environmental Certifications of OEM/OEM subsidiary in India(copy to be submitted along with the bid)	Led Controller BIS Certification (INDIA MADE) INDIA made BIS Certificate of LED Display, EN12966, UL, EPR, ROHS, FCC, CE, Quality management System 9001:2015, Occupation health & safety Management System- OHSAS 450001:2018, Environmental Management System 14001:2015, ISO/IEC 27001:2013
OEM Criteria	<ol style="list-style-type: none"> OEM should have installed at least 12 LED display (Outdoor) based on SMD Technology with at least 11sqm area or higher connected in single network and content published from a central location in India for any PSU/government in India. These displays should be working satisfactory at least 3 Years before the date of RFP. Customer Satisfactions letter to be submitted along with the bid. OEM/Bidder/OEM subsidiary should be present in India for at least 8 years with their own registered & service

	centre managed by their own engineers. Details to be provided along with customer confirmation.
LED Control System	
Signal input	DVI/HDMI
Signal Output	RJ45
Input Voltage	100~240V AC
Video	At least should support MPEG-4, MOV
Image	JPEG, PNG, BMP
Text	Multiple fonts, Speeds, colors
Internet	HTML, RSS newsfeeds
Content Manager	To be able to create playlists and send those over the network to media players or more for play out based on schedule sequencing.
Content Management	Design simplified user interface
Complete solution (Outdoor LED Display, LED control System should be from same OEM/Brand for smooth integration to avoid issues at implementation stage.)	
Power Distribution Unit	
Power Distribution Unit	A Power distribution Unit to be provided to provide power to the Led Walls
Cable points	Cable entry and exit points should provide
Mounting	Should be possible to mount the rack on a wall.
AC Input	100-230 Volt AC
AC Output	As per LED display requirement
AC Power Load	As per LED display requirement
AC Power load Max each output	As per LED display requirement
Surge Protection	Class C
Mechanical Structure For Mounting of LED Walls-	
Mechanical Structure for Mounting of LED Screen(OEM should have in House facility for structure design in India)	
Material	MS/Aluminum Extrusion should be used to for the structure to mount the LED walls to ensure precision Installation.
Buckets	Brackets to fasten the MS/Aluminum extrusion to be made of MS with Powder coating

3.1 Scope of Work

The brief scope of work is outlined below:

- a. The selected bidder shall be responsible for **supply, installation, operation & maintenance of 01 outdoor LED Video** in DHH, Balangir each with a size of **12.6 x 6.3 or higher** at the locations/sites mentioned in the RFP / LOI to be issued later.
- b. The selected Bidder shall provide **comprehensive onsite maintenance** during the contract period of **three (3) years**.
- c. The selected Bidder shall arrange all the related tools, equipment and Software to install and run the LEDs. This shall include but not limited to the following:
 - Any civil construction work required for installation of LEDs
 - The Mounting Structures
 - Electrical Earthing
 - Plumbing and entire site readiness
 - Software to run the Content
- d. The selected bidder shall be **responsible to run the content** in the LED Video Walls. The content shall be provided by concerned health institution / health department. **No other content apart from the content provided by the concerned health institution / health department can be run on the LED Video Wall.** The electricity expenses incurred in running the LEDs shall be borne by the concerned health institution.
- e. The selected bidder shall provide an **end to end Digital Media Solution**. The scope includes configuring the Digital Media Manager (DMM) Servers and Digital Media Player (DMP).
- f. The selected bidder shall configure and manage the Hardware and operations software remotely. The Bidder shall be required to manage the contents of all the screens from a centralized location.
- g. The selected bidder shall deploy its resource persons for the entire agreement period to receive the content from the concerned health institution / Health Department / DHH, BALANGIR and run the content in the LEDs. The resource persons shall act as Bidder's single point of contact for DHH, BALANGIR .
- h. The selected bidder shall obtain all necessary approvals from the concerned departments and local authorities before installing the LEDs on the site specified by DHH, BALANGIR . However, DHH, BALANGIR / Concerned Health Institution shall provide full assistance in obtaining the requisite approvals. All the Statutory fees as per the applicable terms & conditions (e.g. licensing fees for the LEDs' installation) shall be paid by the selected bidder to the concerned Local Authorities.

- i. The selected bidder shall ensure that the display should be **visible** during the **day light & in night time** and should **work in all weather conditions**. However, the **LED running hours** will be max.14 hours a day.
- j. All charges towards supply and installation of LEDs along with the cost of maintenance services for **3 years** shall be borne by the selected Bidder.

3.2 Post Delivery Inspection and Acceptance

The selected Bidder should conduct 100% pre-despatch Quality inspection on LEDs from their side and certify the same. Inspection and Quality Control tests, prior to shipment of Goods, by the selected Bidder should be in accordance with necessary quality control certifications. The manufacturer shall submit satisfactory Quality Check Pass Reports with the LEDs to be dispatched under this RFP. DHH, BALANGIR shall appoint a Technical committee to perform post-delivery Inspection in Bhubaneswar at the location mutually agreed between DHH, BALANGIR and the selected Bidder. DHH, BALANGIR shall only accept the LEDs upon clearance by the Technical Committee.

In the event of any fault finding by the Technical committee or non-conformation of Technical specification of LEDs specified in RFP, DHH, BALANGIR reserves the right to cancel the Purchase Order and levy appropriate penalties in addition to the Liquidated Damages. DHH, BALANGIR shall not be responsible for any costs associated with such rejection. The manufacturer will be responsible for the LEDs till it is delivered and commissioned at the specified delivery points, tested and accepted by the DHH, BALANGIR . Only after such acceptance, the responsibility of the manufacturer will cease.

3.3 Schedule

The Project timelines are given below:

Activity	Timelines
Supply, Installation, Operation & Maintenance of 01 Outdoor LEDs at District Head Quarters Hospital, Balangir- Location of existing operational LED Display- Infront of Casualty.	04 weeks from date of issuance of LOI
Comprehensive onsite maintenance	36 months form date of commissioning of LED

3.4 Transportation

The entire cost of transportation from the Manufacturing Plant or Port of Landing to the designated location/sites as specified by DMO(MS)-cum-Superintendent, DHH, Balangir shall be borne by the selected Bidder.

3.5 Final Acceptance sign off

The selected Bidder shall get a final sign off receipt preferably within 5 working days of the successful installation of LEDs at the locations specified by DMO(MS)-cum-Superintendent, DHH, Balangir . The selected Bidder shall provide following documents for the Final Acceptance sign off to the concerned authorities:

- a. Invoices in Triplicates (original + 2 duplicates)
- b. Delivery Chillan / Installation certificate mentioning the details like location etc.
- c. Quality certificate by the manufacturer of the LED video wall.

The date on which such Receipt is signed shall be deemed to be the **date of acceptance** and the maintenance of the LEDs starts from that date.

3.6 Payment Schedule and Condition

- a. The bidders need to quote per unit cost for the services provided (which shall include supply, installation, testing, commissioning, operation & maintenance) including GST in the commercial bid format provided in FINANCIAL BID.
- b. The complete payment to the selected bidder shall be made after receive and installation and commissioning of the items as specified.
- c. The selected bidder needs to provide service as per the Service Level Agreement provided in Section IV which clearly defines the levels of service which shall be provided by the Selected Bidder to DMO(MS)-cum-Superintendent, DHH, Balangir for the duration of this Agreement.
- d. In case the selected bidder does not meet the criteria and conditions mentioned in the Service Level Agreement, penalty shall be imposed as defined in the Service Level Agreement.

Section IV - Service Level Agreement

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the Selected Bidder for the duration of this Agreement. The DMO(MS)-cum-Superintendent, DHH, Balangir shall regularly review the performance of the services being provided by the Selected Bidder and the effectiveness of this SLA.

This SLA document provides for minimum level of services required as per contractual obligations based on performance indicators and measurements thereof.

4.1. Category of SLAs

4.1.1 LED Uptime

Table 1: LED Uptime

Sl.	Measurement	Definition	Target	Penalty
1.	LED uptime	<ul style="list-style-type: none"> The selected bidder shall ensure that LED shall be functional irrespective of any circumstances. The uptime shall be calculated every year by the Authority. 	95% for 3 Years	A Penalty of 2% for every 1% beyond the uptime, subject to a maximum of 10% of the overall contract value.

4.1.2 Repair & Replacement of LED

Table 2: Repair & Replacement of LED

Type of Incident	Resolution time	Penalty
Incident Repair of the LED after incident reporting to the selected Bidder by the DHH, BALANGIR/ Concerned Health Institution. T shall be the agreed resolution time which in case of repair is Five(5) working days. In case of T1, the selected Bidder shall have to take permission in case the LED needs more than 5 days to be rectified.	T	No Penalty
	$T1 = T+10$	No Penalty (written permission required)
	$> T1$	2% of the value of the LED for every unresolved week subject to a maximum of 10% of the contract value.

Section V- Instructions to Bidders

5.1. Deleted

5.2 Instructions to the Bidders

- a. The Bids must be submitted within the stipulated date & time of bid Submission given in the Bidding process. Therefore, Bidders are advised to submit the Bids well advance in time.
- b. Once the Bid submission date and time is over, the bidders cannot submit their Bid. The bidders shall only be held responsible for any delay and whatsoever reason in submission of their respective Bids.
- c. Technical Bids will be opened at **as per the schedule mentioned at Clause 1.4** in the conference hall of O/O DMO(MS)-cum-Superintendent, DHH, Balangir. The opening of financial bids shall be intimated later to all the technically qualified bidders.
- d. DMO(MS)-cum-Superintendent, DHH, Balangir may at its discretion extend this deadline for submission of Bids by amending the Bid document, in which case all rights and obligations and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

5.3 Procedure for Submission of Bids

Submission of Bids shall be in accordance with the instructions mentioned below:

- a. The Bidder shall submit a signed and complete Proposal comprising the documents as specified.
- b. The Proposal shall be submitted in physical form (hard copy) and will be hand delivered or sent by registered post, speed post, courier in the manner and to the address specified in the relevant Clauses
- c. The Client will not be responsible for any delays, loss or non-receipt of Proposals. Proposals submitted by fax, telegram or e-mail shall be rejected.
- d. Each Proposal must be typed or written in indelible ink and an authorized representative of the Bidder shall sign the Proposal and physically initial all pages of the Proposal. The authorization shall be by way of a written power of attorney executed in the format attached. The name and position held by the person signing the Proposal must be typed or printed below the signature.
- e. The Proposal shall contain no interlineations or overwriting, except as necessary to correct errors made by the Bidder. Any modifications, revisions, interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the authorized signatory/ person signing the Proposal.
- f. The Proposal will comprise **2 separate sealed envelopes** which will be placed in a **sealed outer envelope** as follows:
- g. The **first envelope (Envelope A)** will contain the **Technical Proposal** and be marked as follows:

SELECTION OF AGENCY FOR SUPPLY, INSTALLATION, & MAINTENANCE OF LED DISPLAY BOARDS DISTRICT HEADQUARTERS HOSPITAL, BALANGIR"- Technical Bid DO NOT OPEN BEFORE [Insert Time Indicated in the Data Sheet] ON [Proposal Due Date]"

h. The **Second envelope (Envelope B)** will contain the **Financial Proposal** and be marked as follows:

“SELECTION OF AGENCY FOR SUPPLY, INSTALLATION & MAINTENANCE OF LED VIDEO WALLS AT DISTRICT HEADQUARTERS HOSPITAL, BALANGIR - Financial Bid DO NOT OPEN BEFORE COMPLETION OF EVALUATION OF QUALIFICATION DOCUMENT”

i. The sealed envelopes containing the Technical Proposal and Financial Proposal shall be placed into one **outer envelope** and sealed. This outer envelope shall bear the name and address of the Bidder and the RFP reference number and be marked as follows:

“SELECTION OF AGENCY FOR SUPPLY, INSTALLATION & MAINTENANCE OF LED VIDEO WALLS AT DISTRICT HEADQUARTERS HOSPITAL, BALANGIR” - DO NOT OPEN BEFORE [Insert Time Indicated in the Data Sheet] ON [Proposal Due Date”].

j. If the envelopes are not sealed and marked as required, the DHH, BALANGIR will assume no responsibility for the misplacement, loss, or premature opening of the Proposal.

k. All the envelopes shall be **addressed** to

**District Medical Officer
(Medical Services)-cum-
Superintendent, DHH,
Balangir 767001.
e-mail: admomedicalhospital@gmail.com**

5.4 Validation of interlineations in Bid

The Bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the Bid.

5.5 Site Visit

The Bidder shall request the Hospital authority in writing in case the Bidder wants to visit and examine sites and therefore obtain all information that may be necessary for preparing the proposal Document on their own responsibility. The costs of visiting the site(s) shall be at Bidder's own expense.

5.6 Clarification on RFP

A prospective Bidder requiring any clarification on the RFP Document may submit his queries on or before the pre-bid meeting, in writing / email and as per schedule indicated in “**Key Events and Dates**”. The queries must be submitted in the following format only to be considered for clarification:

Sl.	Section No.	Clause No.	Page No.	Actual Clause	Clarification Sought

The queries not adhering to the above mentioned format shall not be responded.

5.7 Language of Bids

The proposal and all correspondence and documents shall be written in English. In case of accompanying literature or brochures etc. being in a language other than English, a certified translation should accompany the documents as a part of the RFP. All proposals and accompanying documentation will become the property of DHH, BALANGIR and will not be returned.

5.8 Documents Comprising the Bids

The Proposal shall have Two Cover System for this RFP:

- i. Technical Bid.
- ii. Commercial Bid.

Proposal submitted by the Bidder shall comprise the following:

- a. Technical Documents as prescribed in the **Section VI** of this RFP.
- b. Commercial proposal (price bid) as specified in **Section VII** of this RFP.
- c. Photographs, Leaflets, Brochure & CD / DVD of Outdoor LED Display Boards offered, should be submitted along with the Technical Bid.
- d. Any other information that is required to be submitted in the proposal process.

Bidder shall submit with its proposal, inter alia, the following attachments:

Bidders shall furnish the required information on their Qualification and commercial strengths in the enclosed formats only. **Any deviations with respect to this may make the Bid liable for rejection.**

5.9 Bid Prices

The Bidder shall indicate the price in the prescribed format, it proposes under the Agreement. In absence of above information as requested, the Bid may be considered incomplete and be summarily rejected. The price components furnished by the Bidder in accordance with format provided in the RFP will be solely for the purpose of facilitating the comparison of Bids by DHH, BALANGIR.

5.10 Firm Prices

- a. The Bidder shall quote a fixed price as detailed in the RFP on a single responsibility basis. No adjustment of the Agreement price shall be made on account of any variations in costs of labour and materials or any other cost component affecting the total cost in fulfilling the obligations under the Agreement. Subject to the terms of payment specified in the Agreement. The price would be inclusive of all taxes, duties, charges and levies as applicable.
- b. The prices, once offered, must remain fixed and must not be subject to any escalation for any reason whatsoever within the period of Project. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.

5.11 Bid Currencies

Prices shall be quoted in Indian Rupees (INR).

5.12 Bidder Qualification

- a. The "Bidder" as used in the RFP shall mean the one who has signed the Bid Form.

The Bidder may be either the Principal Officer or his duly Authorized Representative, in either cases he/she shall submit a Certificate of authority. All Certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the authorized representative and the Principal Officer.

- b. It is further clarified that the individual signing the RFP or other documents in connection with the Bid must certify whether he/she signs as the Constituted Attorney of the Company.
- c. The authorization shall be indicated by written Power of Attorney accompanying the qualification Bid.

5.13 Bid Security (Earnest Money Deposit)

- a. Bidders shall submit, along with their Bids, Bid security or Earnest Money Deposit (EMD) of Rs. 45,000/- in the form of a Demand Draft from any Nationalized / Scheduled Bank in favour of "DMO (MS)-Superintendent, DHH, Balangir Payble at Balangir.
- b. The EMD of all unsuccessful Bidders would be refunded. The Bid security of the successful Bidder will be returned after the successful completion of one year of the project.
- c. Bid without adequate Bid security/EMD shall be rejected without providing any opportunity to the Bidder concerned.

5.14 Bid Validity Period

The proposals shall be valid for a period of 90 days from the date of submission of Bids. A proposal valid for a shorter period may be rejected as non-responsive. On completion of the validity period, unless the Bidder withdraws his proposal in writing, it will be deemed to be valid until such time that the Bidder formally (in writing) withdraws his proposal.

5.15 Opening of Bids

5.15.1 Opening of Technical Bid

The Bid shall be opened in the presence of Bidders representatives (only one) who choose to attend the Bid opening sessions on the specified date, time and address. The Bidders representatives who are present shall sign a register evidencing their attendance. In the event of specified date of Bid opening being declared a holiday for DHH, BALANGIR, the Bids shall be opened at the same time and location on the next working day.

5.15.2 Evaluation of Qualification Bid

Qualification Bid:

- a. Tender Evaluation Committee [TEC] duly shall evaluate the Technical Bids.
- b. The evaluation shall be done for only those Bidders, whose Bid Document Fees & EMD amount is in order as per the RFP.
- c. Bidders need to fulfil all the Qualification conditions mentioned in Qualification Criteria of the RFP. TEC will examine the Bids to determine whether they are complete, whether the Bid format conforms to the RFP requirements, whether documents have been properly signed, and whether the Bids are generally in order.

- d. Bids of Bidders whose Qualification proposal does not meet the set criteria shall be rejected forthwith.
- e. TEC may seek clarifications with the Bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the Bid Documents. The Committee may seek inputs from their professional, technical faculties in the evaluation process.
- f. Conditional Bids will be rejected.
- g. The decisions of the Tender Evaluation Committee on whether the tenders are responsive or non-responsive will be final.
- h. A Bidder, at any stage of tender process or thereafter, in the event of being found after verification by the Tender Inviting Authority, to indulge in concealment or misrepresentation of facts, in respect of the claims of the offer, shall be debarred/black listed.

5.15.3 Bids Not Considered For Evaluation

Bids that are rejected during the Bid opening process due to incomplete documentation or late receipt shall not be considered for further evaluation.

5.15.4 Criteria for Evaluation and Comparison of Technical Bids

- a. Bidders need to fulfil all the qualification conditions mentioned in Qualification Criteria of the RFP. Tender Evaluation Committee [TEC] will examine the Bids to determine whether they are complete, whether the Bid format conforms to the RFP requirements, whether documents have been properly signed, and whether the Bids are generally in order
- b. The Bidder needs to strictly adhere to the formats provided in section VI and provide information against each of the line items. Any non-conformance shall constitute a deviation from RFP conditions.
- c. All relevant documentary proofs should be submitted along with the offer. Failure to submit the Documents along with the offer could result in disqualification of the Bid.

5.15.5 Opening of Financial Bids

- a. Only the Financial Bids of those firms qualified in the detailed scrutiny and evaluation of the Technical bid conducted by the Tender Evaluation Committee/ Tender Inviting Authority shall be opened in the second round.
- b. The Financial Bid shall be submitted in the format given in this document as Financial Bid Form. The Financial Bids submitted in any other formats will be treated as non-responsive and not considered for tabulation and comparison.
- c. The Price offered should be given strictly on the format given in the Financial Bid only. The Bidder must quote all items.
- d. The tenders shall offer financial for supply and installation of outdoor LED Display Boards including maintenance for 03 years inclusive of all the accessories mentioned in the technical specification of the RFP.
- e. Financials Offered shall be in Indian Rupees. Price should be quoted for successful supply and installation of the LED Display Boards including comprehensive onsite maintenance for 03 years.

- f. If the contract attracts any statutory deductions, the same will be deducted while settling the payment.
- g. There should not be any hidden costs.

5.15.6 Comparison of Financial Bids

- a) The commercial quotes of the **Lowest** Bidder shall be notified as L1. In case L1 offers for supply & installation of the complete order quantity as per the schedule and location specified in the RFP, the Tender Evaluation Committee [TEC] then shall have the rights to give the complete order to the L1.
- b) In case L1 backs out after award of contract, the RFP shall be cancelled & Bids shall be invited again. The EMD/Performance Security of L1 bidder shall be forfeited and it may be blacklisted from participating in any future bidding of DHH, BALANGIR and are liable for legal action by DHH, BALANGIR .

5.15.7 Negotiation

Normally, there would be no post RFP negotiations. If at all negotiations are warranted, it would be only under exceptional circumstances and DHH, BALANGIR shall reserve the right to negotiate with the Bidder whose "Commercial Bid" has been ranked L1 by the committee based on the evaluation of the proposals.

5.18 Right to Accept Any Bid and to reject any or All Bids

DMO (MS)-Superintendent, DHH, Balangir reserves the right to accept or reject any proposal, and to annul the tendering process and reject all proposals at any time prior to award of work, without thereby incurring any liability to the affected Bidder or Bidders.

5.19 Confidentiality of the Document

This RFP is a confidential document and the Bidders shall ensure that anything contained in this RFP shall not be disclosed in any manner, whatsoever.

SECTION - VI
FORMATS FOR RESPONSE TO RFP

TECHNICAL PROPOSAL

(Information as per the prescribed formats to be furnished in
Technical Bid Envelop)

General Information about the Bidder

Details of the Bidder				
1.	Name of the Bidder			
2.	Address of the Bidder			
3.	Status of the Company (Public Ltd/Pvt. Ltd) or Partnership Firm			
4.	Details of Incorporation of the Company (furnish the photocopy of incorporation)		Date:	
			Ref.#	
5.	Details of Commencement of Business		Date:	
			Ref.#	
6.	GST Registration No. (furnish the photocopy of the GST registration)			
7.	Permanent Account Number(PAN) (furnish the photocopy of PAN)			
8.	Name & Designation of the contact person to whom all references shall be made regarding this RFP			
9.	Telephone No.(with STD Code)			
10.	E-Mail Id in which official correspondence shall be made			
11.	Mobile No.			
12.	Website			
13.	Financial Details (as per audited Balance Sheets) (in Rs.)			
14.	Year	2021-22	2022-23	2023-24
15.	Turn Over (Rs.)			
16.	Name of the Manufacturer (In case the bidder is not the Manufacturer)			

Qualification Check List

Sl. No.	Clause	Documents Required	Compliance (Yes/No)	Page No.
1	The bidder should be an established Manufacturer of LED Video Wall / display board / screen OR should be an Manufacturer's authorized dealer / distributor /system integrator in India and should have been in business for a period exceeding Ten years as on proposal due date.			
2	The bidder should be registered in India under Companies Act, 1956 or a Partnership firm registered under Partnership Act, 1932 and should have been operation for a period of at least 10 years in India.	<ul style="list-style-type: none"> • Certificate of Commencement of Business issued by the Registrar of Companies / Partnership Deed • Memorandum and Articles of Association / Partnership Deed 		
3	The bidder should have a registered office in Odisha to provide after Sales Service support in Odisha.	<ul style="list-style-type: none"> • Details of the Registered office in Odisha to provide after Sales Service Support in Odisha 		
4	The bidder (if dealer / distributor/system integrator and participating with authorization from the Manufacturer) should have an average annual audited turnover of at least INR 1.5 Crore during last three financial year (i.e. 2021-2022, 2022-2023, 2023-2024). In that case, the bidder shall also have to furnish the turnover of the Manufacturer as mentioned below.	<ul style="list-style-type: none"> • Audited Profit and Loss Statement of bidder for F.Y. 2021-2022, 2022-2023, 2023-2024 • Audited Profit and Loss Statement of Manufacturer for F.Y. 2021-2022, 2022-2023, 2023-2024 		
5	In case the bidder (other than Manufacturer) participates in the tender, they will have to furnish authorization from the Manufacturer and certify that they have service support mechanism in India through the said bidder as their authorized channel partner / dealer/ distributor in India.	In case of Authorized Dealer / Distributor / System Integrator, Authorization certificate of respective Manufacturer of LED Display to be proposed for this Proposal.		
6	The bidder (if Manufacturer) should have an average Annual audited turnover of at least INR 51 Crores during last three financial years (i.e. 2021-2022, 2022-2023, 2023-2024)	<ul style="list-style-type: none"> • Audited Profit and Loss Statement of F.Y. 2021-2022, 2022-2023, 2023-2024. 		

Sl. No.	Clause	Documents Required	Compliance (Yes/No)	Page No.
7	The bidder should have experience in executing projects of at least 20 nos. outdoor multi-color video wall installations in India in the last five years and out of which should have executed five project consisting of multiple video walls connected in single network & content published from a central location in India for any PSU/Government office in India. Details of the projects executed shall have to be furnished in the prescribed format of the RFP and the Work Order / Contract copies in support of that to be submitted along with the bid.	<ul style="list-style-type: none"> • Past Performance as per Format. • Copy of Work order / contract and Certificate of completion or successful implementation by the client. 		
8	As on date of submission of the proposal, the bidder shall not be under any declaration of ineligibility for unsatisfactory past performance, corrupt or fraudulent practice, any other unethical business practice or blacklisted either by Ministry / Department of Government of India / State Government.	<ul style="list-style-type: none"> • Format T8: Certificate from the Authorized signatory to the effect that the bidder is not blacklisted by any of the Ministry /Department of Government of India / State Governments. 		
9	The manufacturer must have valid certificates of BIS for Visual Display Units (OUTDOOR LED Video Wall), Display Controller (Media Player / Display Controller), EN 12966, UL, EPR from CPCB, ROHS, FCC, CE, Quality management system 9001:2015, Occupation Health & Safety Management System - OHSAS 45001:2018, Environmental Management System 14001:2015 and ISO/IEC 27001:2013.	<p>Valid certificates (of the following standards) from the Manufacturer of LED Video Wall.</p> <ul style="list-style-type: none"> • BIS for Visual Display Unit • BIS for Display Controller • EN 12966 • UL • EPR from CPCB • ROHS • FCC • CE • ISO 9001: 2015 • OHSAS 45001:2018 • ISO 14001: 2015 • ISO/IEC 27001:2013 <p>(pl. furnish the above valid certificates serially as per the order mentioned above and mention the page no. against each)</p>		

Sl. No.	Clause	Documents Required	Compliance (Yes/No)	Page No.
10	The bidder should be having valid GST Registration Certificate, Permanent Account Number (PAN) issued from Income Tax Department.	<ul style="list-style-type: none"> • Copy of GST Certificate & PAN of the Bidder. 		
11	Manufacturer of the LED Video wall should have Luminance Meter (which can indicate direct brightness reading in cd/m^2) testing instrument for brightness measurement of the offered LED Screen. They should provide the details (Model No., Date of Purchase) of the luminance meter available with them in India along with its latest calibration certificate to be submitted in the bid.	<ul style="list-style-type: none"> • Details of the Luminance Meter (Make, Model) available with the Manufacturer of Video wall. • Copy of the latest calibration report of the Luminance Meter. 		
12	The bidder should submit EMD and Bid Processing Fee of amounts as mentioned in the RFP	<ul style="list-style-type: none"> • EMD in shape of DD • Bid Processing Fee in shape of DD 		

Signature of the Bidder: Name:

Date:

Seal

Annual Turnover of the Bidder (As per Point 5 of Section II)

ANNUAL TURN OVER STATEMENT

(To be furnished in the **letter head** of the Chartered Accountant)

The Annual Turnover of M/s _____ for the last 3 financial years are given below and certified that the statement is true and correct.

Sl.	Financial Year	Turnover in Rs.
1	2021-22	
2	2022-23	
3	2023-24	

Date:

Signature of Chartered Accountant

Place:

(Name in Capital)

Seal

Membership No.:

UDIN :

Note:

- 1) To be issued in the **letter head** of the Chartered Accountant with membership No.
- 2) Also attach photocopies of the **audited P/L account** of each year highlighting the turnover in support of that.

Format for Past Experience in executing Outdoor LED Multi-coloured Video Wall

Please provide separate Sheet for each project executed as per the Qualification criteria in the format provided below as per point 7 of Section II. **The relevant documentary proofs for each project need to be attached just below the details of the project in this format.** Documentary proofs provided elsewhere (not below the details of the past experience format) may not be considered by the DHH, BALANGIR for evaluation.

Project Title:			
(Attach separate sheet for each Project)			
Country		Address	
Name of Client			
Type of Client (Govt./ PSU/ Others)		Order Value of the Project / Revenue generated (in Rs.)	
		Revenue generated (in Rs.) year-wise (please state the year and the revenue generated)	
		No. of LED Installations : Size of LED installation :	
Duration of the assignment		Start Date (Month & Year):	Date
Location of the assignment		Date of successful implementation / completion (month/year):	
		End Date (month/ year):	
Referrals (Client side): Provide one referral only	Name		
	Designation		
	Role in the Project:		
	Contact Number		
	Email Id		
Pl. mention , whether in this project the no. of LED installations are connected in single network & content published from a central location			
Brief Description of Project:			

Documentary Proof required (to be attached for each project executed):

- Copy of Work order for each project executed
- Certificate of successful operation by the client.

Signature of the Bidder

Name :

Date :

Seal

FORMATS FOR RESPONSE TO RFP

FINANCIAL PROPOSAL

(Information as per the prescribed formats to be furnished in
Price Bid Envelop)

FINANCIAL BID

Sl.No	Particulars	Unit	Rate Should be quote including all taxes (in figure) (INR)	Rate Should be quote including all taxes (in Words) (INR)
1	SUPPLY, INSTALLATION, & MAINTENANCE OF OUTDOOR LED MULTI- COLOURED VIDEO WALLS AT DISTRICT HEAD QUARTERS HOSPITAL, BALANGIR including comprehensive onsite maintenance for 03 years.	Pcs		

(Signature of the Bidder)

Name:

Designation

Seal

Date:

Business Address:

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