

**INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH  
GOREGAON (EAST), MUMBAI**

**TENDER DOCUMENT FOR**

**Supply, Installation of Digital Signage solution at IGIDR**

**NIT No: IGIDR/Tender/2022-23/CC/04**

Date: 2.12.2022

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH

---

Gen. A.K. Vaidya Marg, Film city Road, Santosh Nagar, Goregaon (EAST), MUMBAI-400065.

TELEPHONE: 022 6909 6200 / FAX: 022 6909 6399.

**INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, MUMBAI**

**Notice Inviting Tender**

“NAME OF THE WORK: **Supply, Installation Digital Signage Solution** at INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, GOREGAON, MUMBAI – 400 065.”

1. Institute invites sealed bids from reputed vendors for the following work:

Name of work	Period of completion	Estimated Cost
(1)		
<b>Supply, Installation of Digital Signage Solution at IGIDR</b>	1 week	<b>7.5 lakhs</b>

The tenders being invited from eligible Agency/systems integrators/resellers having relevant experience for supply and installation and configuration of Digital Signage Solution. IGIDR reserves its right to award the work to the successful bidder.

2. Bidder has to submit Earnest Money Deposit Rs 15,000.00 only along with the bid.
3. **The tender bids in a Single bid system are invited through Email to [tender@igidr.ac.in](mailto:tender@igidr.ac.in) : Subject of email should be mentioned as- “ Tender for Supply, Installation and Configuration of Digital Signage Solution at IGIDR” . All the bid documents should be attached as a PDF document or zip file and the financial bid file should be protected with a password.**
4. Last date of submission of the Tender document shall be up to **2:00 PM on 8 December 2022**. No tender will be accepted after 2:00 PM on **8 December 2022** under any circumstances whatsoever.
5. The Institute reserves the right to reject any prospective application without assigning any reasons whatsoever.

REGISTRAR

**SECTION-A**

LETTER OF OFFER \*

Date \_\_\_\_\_

The Registrar,  
Indira Gandhi Institute of Development & Research,  
Gen. A.K. Vaidya Marg, Filmcity Road,  
Goregaon (East), Mumbai 400065.

**Subject: Supply, Installation and Configuration of Digital Signage Solution at IGIDR**

Reference: NIT No: IGIDR/Tender/2022-23/CC/04

Date: 02.12..2022

Dear Sir,

With respect to your above mentioned tender, I / We hereby submit my / our tender in the required format along with Company Profile and supporting documents.

Should this tender be accepted, I/We hereby agree to abide by and fulfil the terms and provisions of the said Conditions of Contract annexed hereto so far as they may be applicable or in default thereof to forfeit the EMD and pay to the IGIDR the amount mentioned in the said Conditions.

I/We have deposited earnest money of Rs 15,000 through **NEFT/DD/BG/FDR or MSME certificate** to the IGIDR, which will not bear any interest.

Should I/We fail to execute the contract when called upon to do so. I/We do hereby agree that this sum shall be forfeited by me/us to the IGIDR.

I / We have carefully gone through the terms and conditions prescribed and I / We accept the same without any alterations/modifications.

Yours faithfully,

**Signature**

Name & seal of Contracting

Agency/firm/company

\*To be printed on company Letterhead and scanned or Digitally signed pdf document

## SECTION-B

### GENERAL INSTRUCTIONS TO TENDERER

Sealed Tender should be addressed to The Registrar, Indira Gandhi Institute of Development Research, Goregaon (East), Mumbai-400065

1. If applicable Bidder has to submit Earnest Money Deposit Rs. **15,000.00** through DD/FDR/BG/NEFT to “**INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH**”, Account No: 010220100010001, IFS Code: BKID0000102 , BRANCH NAME: I G I D R , BANK NAME : BANK OF INDIA and UTR NO with screenshot of transaction should be included in the part of tender document towards Earnest Money.
2. A tender which is not accompanied by EMD(if applicable) will not be considered. The EMD will be returned to the bidder if their tender is not accepted by the Institute but without Interest. The EMD paid by the successful bidder shall be held/encashed by the IGIDR as security for execution and fulfillment of the contract. No interest shall be paid on this deposit.
3. **The bidders who are exempted from submission of EMD, bidders should submit the copy of certificate issued by Micro and Small Enterprises (MSEs).**
4. The tender bids in a Single bid system are invited through Email to [tender@igidr.ac.in](mailto:tender@igidr.ac.in) : Subject of email should be mentioned as- “ **Tender for Supply, Installation and Configuration of Digital Signage Solution at IGIDR**” . All the bid documents should be attached as a PDF document or zip file and the financial bid file should be protected with a password. **The password to be shared at the time of bid opening through online meeting. The vendor should keep their password securely with them and be required to give only when asked in online meeting for bid opening. In case the bidder can NOT provide the password for the bid at the opening, then their bid shall be rejected.**
5. The bids will be received up to **02:00 PM on 8 December 2022**. Each copy of the tender document under their stamp and signature. No tender will be accepted after the due date under any circumstances whatsoever
6. **The Bid shall be opened by the tender opening committee on the day 8 December at 4:30 PM through the online meeting platform. The link of the meeting will be shared with participated bidders through email. In case you do not receive the link by 4:00 pm, please contact us.(022-69096530/519). In case the holiday is declared by the Government on the day of opening the bid or closed holiday, the bids will be opened on the next working day.**
7. “**Financial bid**” of only qualified bidders will be considered for the final price bid comparison. The financial bid of disqualified bidders shall be rejected.
8. Tenders bid shall remain valid for acceptance by the Institute for a period of three months from the date of opening of the tender which period may be extended by mutual agreement and the bidder shall not cancel or withdraw the bid during this period.
9. The bidder must use only the formats issued by the Institute to fill in the rates. Any addition/alteration in the text of the Tender form made by the bidder shall not be valid and shall be treated as null and void.

10. The Tender form must be filled in English. If any of the documents are missing or unsigned, the tender may be considered invalid by the Institute at its discretion.

11. Rates should be quoted both in figures and in words in columns specified. Overwriting of figures is not permitted. Failure to comply with either of these conditions will render the tender void at the Institute's option. No advice whatsoever especially on any change in rate specifications after the opening of the tender will be entertained.

12. Each Page of the Tender Documents should be stamped and signed by the authorized person or persons submitting the Tender in token of his/their having acquainted himself/themselves with the General terms & conditions, specifications, special conditions of contract, etc. as laid down. Any Tender with any of the documents not so signed will be rejected.

13. The successful bidder will have to deposit a Performance Security Deposit of 3% of order value, within 30 days of the receipt of the formal order. The performance security will be furnished in the form of an account payee Demand Draft, FDR or Bank Guarantee from a commercial bank drawn in favour of "The Registrar, Indira Gandhi Institute of Development Research, Mumbai" payable at Mumbai. The performance security should remain valid till the warranty period specified in the tender. This deposit shall be forfeited in case the contractor, who fails to discharge its duties/commitments or whose contract is terminated prematurely. No interest will be paid on the Security Deposit withheld by the Institute.

14. The Institute does not bind itself to accept the lowest or any tender and reserves to itself the right to accept or reject any or all the Tenders, either in whole or in part, without assigning any reasons for doing so.

15. On receipt of intimation from the Institute of the acceptance of their tender, the successful vendor/contractor shall be bound to sign the formal contract /Purchase order and acknowledge the same within seven days as applicable.

16. Tender bid must include in their rates, applicable GST and any other tax and duty or other levies in force levied by the Central Government or any State Government or Local Authority if applicable and inclusive of all charges.

17. The intending bidder can obtain any clarifications regarding the tender document, scope of work etc. if any from the office of the department **Computer Center, Mr Lingaraj Panda, Email: [lingaraj@igidr.ac.in](mailto:lingaraj@igidr.ac.in), Tel:022-69096548/581 Mobile:9967635444** on any Institute's working day.

I/We hereby declare that I/we have read and understood the above instructions and the same will remain binding upon me/us.

Place :

Signature of Bidder

Date :

With the seal of their company

**SECTION 'C'**  
**TERMS AND CONDITIONS**

Upon the declaration of an intending vendor/bidder to be the Successful Bidder by the Institute, they shall be subject to the following terms and conditions that shall form part of the Formal Contract to be executed with the Institute.

1. The successful bidder shall not assign the sub-contract. In case of breach of these conditions, the IGIDR may serve a notice in writing on the Contractor rescinding the contract.

2. The successful bidder shall carry out all the work strictly in accordance with scope of work, technical specifications and as per detailed instructions of the Institute.

3. The successful bidder must cooperate with the other contractor appointed by the Institute so that the work shall proceed smoothly to the satisfaction of the Institute.

4. In all matters of dispute arising on the work, the matter shall be referred to **The Registrar ,Indira Gandhi Institute of Development Research, Goregaon**, for a mutual decision.

5. **Arbitration Clause:** In the event that the Successful Bidder is not satisfied by the decision of the Registrar, Indira Gandhi Institute of Development Research, the dispute shall be settled by arbitration in accordance with the provisions of arbitration and conciliation act, 1996 or any enactment thereof. The Arbitral Tribunal shall consist of one arbitrator, to be appointed by the Institute. The place of arbitration shall be Mumbai and any award whether interim or final, shall be made, and shall be deemed for all purposes between the parties to be made in Mumbai. The arbitration proceedings shall be conducted in the English language and any award or awards shall be rendered in the English language. The procedural law of the arbitration shall be the Indian law. The award of the arbitral tribunal shall be final, conclusive and binding upon the Successful Bidder and the Institute.

6. **Payment Terms:**

i. Payment will be released only after the successful installation and commissioning of the equipment ordered. No advance payment will be made.

ii. Income tax and all other applicable taxes shall be deducted at source as per the prevailing Govt. Rules in this regard.

7. **Delivery & Installation:** The items ordered must be delivered, installed and commissioned within a period of **1 week** from the date of placing the purchase order. The installation will be considered complete and

warranty period will commence only when all the components of hardware, software, etc. are installed, commissioned and working satisfactorily.

**8. Warranty and Support:**

The Digital Signage should have a **3 years** comprehensive onsite warranty with support 8x5xNBD (back to back with OEM) from the date of a successful installation.

**9. Penalty:**

If the selected firm fails to deliver the service, a penalty up to 5% of the contract value would be charged. IGIDR reserves rights to forfeit the security deposit if any.

I/We hereby declare that I/we have read and understood the above terms and conditions that form part of the Formal Contract to be executed between I/us and the Institute. The same shall be binding upon me/us upon being declared as the Successful Bidder.

Place :

Signature of Bidder

Date :

With the seal of their company

## SECTION-'D'

### PRE-QUALIFICATION CRITERIA

#### **Pre-Qualification Documents to be submitted by Bidder along with Pre-qualification Bid:**

#### **Eligibility for Bidders**

The Agencies that fulfill the following requirements shall be eligible to apply:

- a) Copy of Registration of Firm Certificate of Incorporation of company or Partnership deed.
- b) Copy of Registration of Goods & Service Tax and PAN
- c) The bidder should have an average annual turnover of INR **25 lakh** in the last 3 financial years. Submit copies of audited Balance Sheet and Profit & Loss account /CA Certificate for the last three years.
- d) OEM certificate/ authorization letter related to the tender.
- e) Either the Registered Office or one of the Branch Offices of the bidder should be located in the Municipal/district territory of Mumbai, Mumbai suburban, Thane and Navi Mumbai.
  - f) The OEM / their authorized partners should have at least executed the similar volume of works of supply, installation of Professional digital display/ Audiovisual equipment for the organization/institutes/universities, as on the tender submission deadline.  
References order copy/proof of completion certificate for the project must be provided.
- g) The bidder should not be blacklisted by any Govt. organization /PSU during the last 3 years. A declaration certificate to this effect is to be submitted as per the format given in Annexure-1.

Bidders must submit documentary proof in support of meeting each of the above minimum qualification criteria. A simple undertaking by the bidder for any of the stated criteria will not suffice the purpose. All documentary proof must be listed on the **letterhead** of the company, to be submitted along with the qualification bid duly stamped and signed by the authorized person of the agency.

- **Information to be furnished by the bidder: (as per annexure-C)**



## SECTION-‘E’

### Technical BID

IGIDR is deemed to be a university and an advanced research institute established by the Reserve Bank of India. It is spread across 14 acres of land and the institute has a small data center (server room) . The entire campus is interconnected with Local Area Network, WiFi, connecting desktops and laptops and mobile devices. The Data Center provides all the services 24 x 7 to users.

IGIDR invites quotations from reputed vendors for the supply, installation and configuration of Digital Signage solutions.

### **SPECIFICATION & Scope**

The scope of the work involves the following activities.

1. The Vendor shall supply, install and configure the Digital Signage solution at IGIDR.

a. **The work shall include all components, including all the parts and required licenses from Day 1.** including Displays, customized stands, content authoring and content management software, for the digital signage solution.

b. The supplied system should be capable of displaying multiple formats of video and graphics like but not limited to MP4, AVI, MKV, FLV, MOV, PPT, PPTX, PDF, jpeg, png, BMP, TIFF etc.

c. The system should be capable of dividing the display screen into various zones so that content can be displayed on each zone independently.

d. The system should provide the option to either schedule content or display it immediately.

e. The content should be stored in the display device so that it can function with low/no bandwidth.

f. The content can be played from the local attached USB pen drive

g. The content management software along with one-time (perpetual) license, should be supplied for the number of devices connected.

h. The device should support WiFi and ethernet Network connection. The display device should have an inbuilt media player.

i. IGIDR will provide the PC/Server for the installation of content management software and electrical power point for the display.

j. It should be possible to upload the prepared content to the content management server over lan for publishing

k. Content management software should be able to publish different multi page content to different displays over the network (WiFi , LAN)

l. The Display should play multi-page content received from the content management server in the given sequence and intervals

**m. The contractor should visit the site before submission of the tender and ascertain the suitability for installation and configuration of the proposed work to be offered by them. Before quoting the rates, the bidder should inspect the site and get acquainted with the work.**

n. Annually preventive maintenance of equipment to ensure smooth operation of the equipment installed.

o. The support engineer should be well-trained customer support engineer in all respects i.e. well mannered, technically sound and having vast knowledge in the field.

2. Warranty/Support & Maintenance.

The vendor shall provide back to back OEM three years warranties and support **8x5xNBD** to keep the systems in good working order as per technical bid . Complete Technical support including upgradation of software for the equipment installed at IGIDR Campus by themselves or through OEM to resolve issues at IGIDR.

**BILL OF MATERIALS :**

<b>Sl. No.</b>	<b>Name of Item</b>	<b>Unit</b>	<b>Qty.</b>	<b>Make &amp; Model</b>
1	<b>65-inch Digital Signage display with the mounting kit as per the specification</b>	Nos.	05	Bidder to specify
2	Content Authoring and Management Software	Nos.	1	
3	Software or device license if any	Nos.	bidder to specify	
4	Customized powder coated standee with the wheelbase as per specification (Annexure -E)	Nos	5	
5	Installation: Any other items/modules, cables, stacking cables required for installation, configuration and integration of the system.	lump sum		
.				-

**Technical Specifications for Digital Signage Display:**

<b>SPECIFICATIONS 1. Digital Signage Display</b>		<b>Compiled Y/N</b>
<b>Approved Makes</b>	<b>LG/Samsung/SONY</b>	
<b>Screen Type</b>	<b>LED Backlit</b>	
<b>Screen Size (Inches)</b>	<b>65</b>	
<b>Resolution (Pixels)</b>	<b>3840 x 2160 (UHD)</b>	
<b>Typical Brightness</b>	<b>350 or better</b>	
<b>Inbuilt Speakers</b>	<b>10W x 2</b>	
<b>Operation Hours</b>	<b>16 x 7</b>	
<b>Static contrast Ratio</b>	<b>4000:1 or better</b>	
<b>Mount Type</b>	<b>Vertical Wall Mount bracket</b>	
<b>Power Consumption Typical (Watts)</b>	<b>100 or lower</b>	
<b>Security features by USB lock, Panel button lock, security lock</b>	<b>&lt;specify&gt;</b>	
<b>Interface</b>	<b>HDMI, RJ-45, USB</b>	

<b>WiFi network connectivity</b>	<b>Yes</b>	
<b>Accessories</b>	<b>Remote Control, Batteries, User Manual, Power Cable</b>	
<b>Safety &amp; EMC Certificate</b>	<b>BIS,UL, EMC Class B</b>	
<b>Operating Temperature (Degree C)</b>	<b>0-40'C</b>	
<b>Operating Humidity (%RH)</b>	<b>10--80</b>	
<b>IP Rating</b>	<b>IP5X</b>	
<b>Product Life ( Hrs)</b>	<b>50000 hrs MTBF</b>	
<b>Media Player</b>	<b>Built-in</b>	
<b>2. Content Management Software</b>	<ul style="list-style-type: none"> <li>• Should provide a single centralized control interface for display monitoring and content management</li> <li>• Should allow remotely publish content to different displays in the different IP network.</li> <li>• Should be able to set content play schedules</li> <li>• Remote device management for display should be possible</li> </ul>	
<b>3. Content Authoring</b>	<ul style="list-style-type: none"> <li>• Built-in professional design templates</li> <li>• Embedding audio, video, text and animation in content should be possible</li> <li>• Should be able to prepare content in various resolutions and screen modes</li> <li>• Facility to organise the content as it appears to viewers</li> <li>• Facility to create custom templates</li> </ul>	
<b>Delivery, Installation of Digital Signage solution</b>	<b>7 days from date of PO</b>	

**SECTION-‘G’**

**Financial BID**

**(To be submitted on company/Firms Letterhead)**

**NIT No: IGIDR/Tender/2022-23/CC/04**

**A.**

<b>Sl. No.</b>	<b>Name of Item</b>	<b>Qty in nos</b>	<b>Unit Price</b>	<b>Total</b>	<b>GST</b>	<b>Total with tax(INR)</b>
1	<b>65-inch Digital Signage displays with the mounting kit as per the specification</b>	05				
2	Content Authoring and Management Software					
3	Software or device license if any					
4	Customized powder quoted standee with the wheel as per specification	5				
5	Installation: Any other items/modules, cables, stacking cables required for installation, configuration and integration of the system.	lump sum				
	<b>Total Price</b>					
	Total Amount in Words:					

**Total quoted Amount with tax:**

**in Words :**

Date:

Sign & Stamp

**Annexure - A**

**FORMAT OF UNDERTAKING, TO BE FURNISHED ON COMPANY LETTER HEAD WITH REGARD TO BLACKLISTING/ NON- DEBARMENT, BY ORGANISATION UNDERTAKING REGARDING BLACKLISTING / NON – DEBARMENT**

To,  
The Registrar  
Indira Gandhi Institute of Development Research  
Film City Road, Santosh Nagar,  
Goregaon (East),  
Mumbai – 400 065.

We hereby confirm and declare that we, M/s -----, is not blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency for which we have Executed/ Undertaken the works/ Services during the last 5 years.

For M/s \_\_\_\_\_

Authorized Signatory

Date:

## Annexure - B

### **FORMAT FOR PERFORMANCE BANK GUARANTEE (PBG)**

(To be typed on Non-judicial stamp paper of the value of Indian Rupees of One Hundred)  
(TO BE ESTABLISHED THROUGH ANY OF THE NATIONALISED COMMERCIAL BANKS (WHETHER SITUATED AT Mumbai OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT Mumbai)

To, The Registrar, Indira Gandhi Institute of Development Research, Goregaon East, Mumbai-400065

LETTER OF GUARANTEE

WHEREAS for Indira Gandhi Institute of Development Research(IGIDR), Goregaon East, Mumbai-400065 (Buyer) has invited tender vide Tender NIT ...

**dated .....**, for procurement of ..... Indira Gandhi Institute of Development Research, Goregaon East, Mumbai-400065

AND WHEREAS the said tender document requires that eligible successful bidder (seller)..... wishing to supply the Item(s) etc. in response thereto shall establish an irrevocable Performance Bank Guarantee in favour of Indira Gandhi Institute of Development Research, Goregaon East, Mumbai-400065 " in the form of Bank Guarantee for Rs ..... ( --% of the contract value) and the Performance Bank Guarantee shall remain valid for a period of 60 (sixty) days beyond the date of completion of all contractual obligations of the seller, including warranty and AMC obligations from the date of issue of Performance Bank Guarantee and the eligible successful bidder (the seller) shall submit the same within 15 (Fifteen) days from the date of Award of Contract. NOW THIS BANK HEREBY GUARANTEES that in the event of the said bidder (seller) fails to abide by any of the conditions referred to in the tender document / Award of Contract/performance of the equipment/machinery, etc. this Bank shall pay to Indira Gandhi Institute of Development Research, Goregaon East, Mumbai-400065 on demand and without protest or demur Rs .....(Rupees. ).

This Bank further agrees that the decision of IGIDR (Buyer) as to whether the said bidder (Seller) has committed a breach of any of the conditions referred in tender document / Award of Contract shall be final and binding. We, ..... (name of the Bank & branch) hereby further agree that the Guarantee herein contained shall not be affected by any change in the constitution of the bidder (Seller) and/ IGIDR (Buyer).

Notwithstanding anything contained herein: 1. Our liability under this Bank Guarantee shall not exceed Rs. ....(Indian Rupees only). 2. This Bank Guarantee shall be valid up to ..... (date) and 3. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if IGIDR serve upon us a written claim or demand on or before.....(date). This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our branch office at ..... situated at..... (Address of local branch).

Yours

truly,

Signature and seal of the guarantor:

Name of Bank:

Address

**Annexure - C**

<b>Sr. No.</b>	<b>Item</b>	<b>Information to be filled by Bidder</b>
1	Name of the bidder	
2.	Address	
2	Telephone Number: Office: Mobile Number of contact person/account manager Fax No. E-Mail address-	
3	Details of Registration (number & date)	
4	Month and Year in which the firm / company was formed/ incorporated.	
5	Type of organisation (Sole Proprietor, Partnership, Pvt. Ltd., Public Ltd., etc.)	
6	Enclose copy of partnership deed, Articles of Association or Affidavit (in case of firm)	
7	Average Annual Turnover of Last Three Financial Year (attached audited balance sheet & profit & Loss account / CA Certificate)	FY 2021-2022..... FY 2020-2021..... FY 2019-2020.....
8	NEFT BANK DETAILS	



**Annexure - D**

**Checklist of Documents to be submitted**

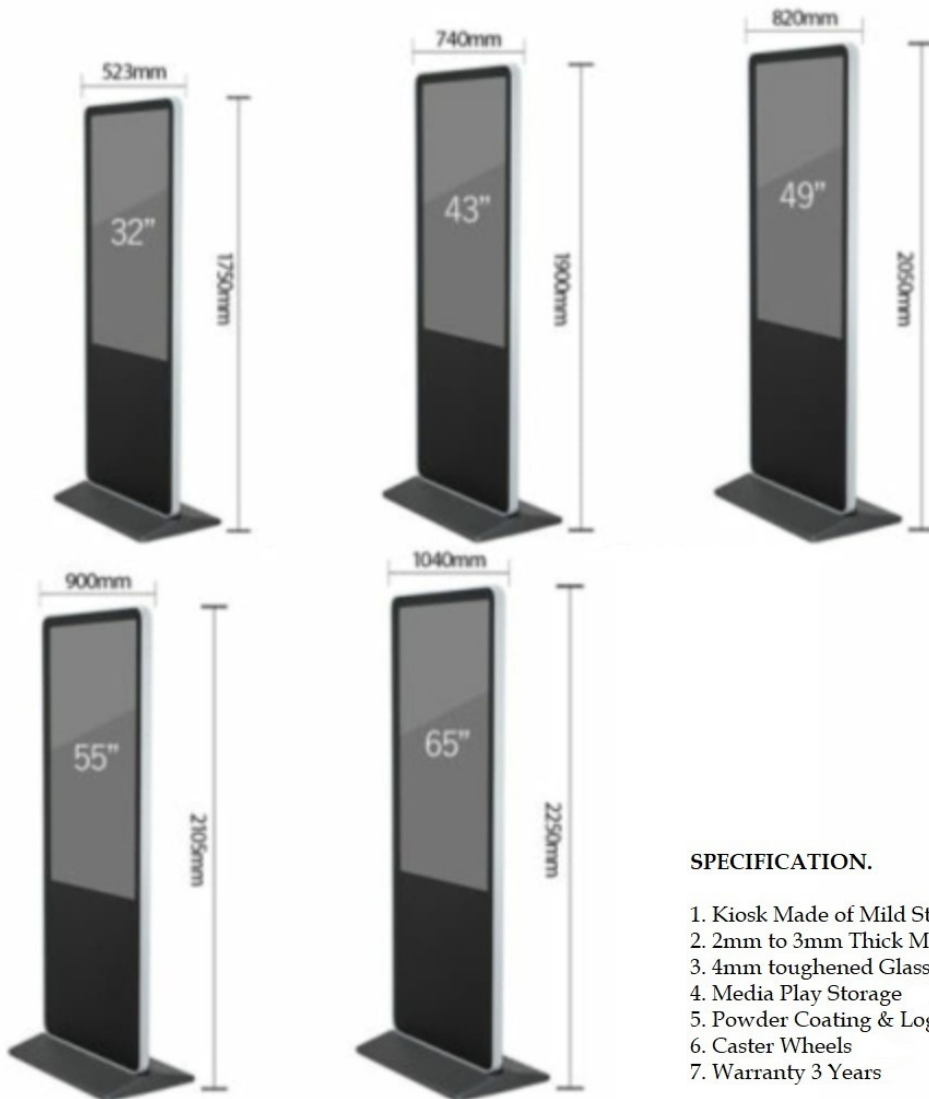
Please attach the following documents only and put a tick mark against the corresponding item on the list and submit it as the First page along with other tender documents.

1	EMD (DD/FD/BG/UTR details in case of NEFT) or copy of MSME certificate	
2	Offer letter on your company letterhead with stamp and sign	
3	Copy of Registration of Firm Certificate of Incorporation of company or Partnership deed.	
4	Copy of Registration of Goods & Service Tax and PAN	
5	Copy of last 3 years' audited balance sheet and profit loss account or CA certification. <b>if asked in Pre Qualification (PQ)</b>	
6	OEM certificate/ authorization letter related to the tender	
7	Reference Purchase order / Work order copy of clients for similar work if asked in PQ	
8	Declaration certificate (not blacklisted) as per Annexure -A	
9	Stamped/Signed copy <b>of this tender document</b>	
10	Technical bid documents with stamp and sign, product data sheets wherever applicable	
11	Company profile and client list , Certification ( ISO Certification) , if any Copies to be attached.	
12	Financial bid on company letterhead with stamp and sign <b>enclosed in E-mail</b> as per general instruction in the tender.	

## Annexure - E

Digital Signage Standee (65 " ) image with specification

---



### SPECIFICATION.

1. Kiosk Made of Mild Steel
2. 2mm to 3mm Thick Metal
3. 4mm toughened Glass
4. Media Play Storage
5. Powder Coating & Logo
6. Caster Wheels
7. Warranty 3 Years

LOGO STICKER:



INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH