

GENERAL RULES AND INSTRUCTIONS

1. Definition of terms / interpretation:

- Employer/Owner/Bank /Indian Bank/ Accepting Authority shall mean Indian Bank with their Corporate Office at No. 254-260, AvvaiShanmugamSalai, Royapettah, Chennai – 600 014 inter-alia having their Zonal Office at 1st floor, Office Complex, C-Block, Gautam Nagar, RAIPUR – 462023 and any of its employee's representative authorized on their behalf.
- Throughout these bidding documents, the terms "bid" and "tender" and their derivatives ("bidder"/"tenderer"), "biddered /tendered", "bidding"/"tendering", etc. are Synonymous.
- Day means calendar day. Singular also means plural
- "Contractor" means the person whose Tender has been accepted by the Employer and the legal successors in title to such person, but not (except with the consent of the Employer) any assignee of such person.
- Tenderer: The term 'Tenderer' shall mean the individual or firm or company whether incorporated or not, undertaking the work and shall include legal representative(s) of such individuals or persons composing such firm or company or successors of such firm or company as the case may be and permitted assigns of such individual or firm or company.

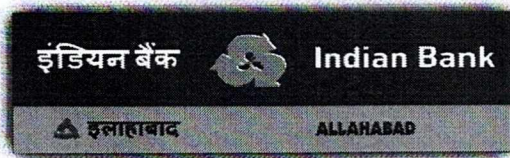
2. Submission of Tender

The Tender must be submitted at Indian Bank Zonal Office RAIPUR. The rates shall be filled in the schedule given in Price Bid section attached with this document

3. The bidder is advised to inspect the site and satisfy himself on his own responsibility and his own expenses all the following information and data which may be required for the purpose of preparation and submission of bid :
- Location of the proposed site.
 - Required Civil Work and scaffolding work for fixing the LED Board.
 - Feasibility for fixing LED Display Board which includes necessary permissions from BMC, Traffic Department.
 - Any Other Adverse Condition or hindrance to the installation

4. Site Visit

- The tenderer is advised to visit (upon prior approval), and examine the Site of Works and its surroundings and obtain for itself on its own responsibility and cost all information that may be necessary for preparing the bid and entering into a contract for the Works as mentioned in tender document.
- Before submitting the Bid, the Tenderer shall be deemed to have satisfied himself by actual inspection of the site and locality of the works, BMC regulations, Traffic conditions / restrictions, Availability of parking space, Transportation of materials that all conditions liable to be encountered during the execution of the works are taken into account and that the rates entered in the Price Bid document are adequate and all-inclusive for the completion of work to the entire satisfaction of the Employer/Owner.



- The site will be available for inspection on all working days between 10:00 am to 5:00 pm between 13/02/2026 to 26/02/2026. Hence, the tenderers are advised to inspect the site in this regard before quoting for the job.

4. SCOPE OF WORK –

- **Supply, Installation, Testing and Commissioning of P4 or higher OUTDOOR Active LED Digital signage with technical and software support & display with cloud integration, wiring, all necessary fabrication works, MS steel work, civil work as per site condition from where LED screen to be install with all necessary approval, liaison works, obtain various approval/permission by local / State Govt. Authority etc as per site condition complete in all respect. Along with 5 year warranty & 5 Year CAMC(Comprehensive Annual Maintenance Contract), cloud based remote control for ON/OFF, brightness control, scheduling and video content uploading etc.**
 - **Providing technical support and software support during 5 Years warranty period and 5 years Comprehensive Annual Maintenance Contract.**
 - **The scope of work includes all civil work, Bi-pole/ Single pole structure, canopy, ACP sheet covering compatible/suitable for outdoor open sun/rain conditions, controller, SIM Card, Power card, software, remote controller, electrical wiring / power supply, data cabling, necessary power stabilizer for protection of LED system as per site condition, onsite maintenance, statutory approvals viz. Municipal Corporation / Traffic Department or any other Department clearance etc. as a package.**
 - **The scope of work also includes controller, SIM card, power card, media box, cloud based Software, cloud based remote control ON/OFF brightness control, splitting screen, onsite maintenance, statutory approvals from respective municipal etc.**
 - **Design and drawing of boxing, internal and external supports for fixing of digital signage to be prepared by the bidder for approval from the Bank.**
 - **Upload Content by vendor which is received from Indian Bank Corporate Office Team till 5 years' warranty period & 5 Years CAMC. Schedule the layouts as directed by the Bank. Send daily report of uptime to Dedicated Officials**
5. The time allowed for commencing the works is seven days (7 days) from the date of written orders to commence work or handing over the site whichever is late.
 6. During evaluation of the bids, the Bank may, at its discretion, seek clarification from the Bidder/s. The request for clarification and the response shall be in writing.
 7. **Earnest money amounting to Rs.25,000/- (Rupees Twenty Five Thousand Only) in the form of Demand Draft drawn in favour of "Indian Bank", payable at RAIPUR must accompany each bid. EMD amount will not carry interest. Bids without earnest money will be summarily rejected. *Please note that firms registered with MSME / NSIC under single point registration with valid certificates issued by GOI are exempted from submitting EMD. Necessary Certificates must accompany bid. No other type of certificate is acceptable. The exemption and relaxation in EMD is subject to the validity & acceptance of their registration certificate on the date of opening of Tender.***
 8. The Indian Bank does not bind itself to accept the lowest bid or any bid and reserves to itself the right of accepting the whole or any part of the bid and the bidder shall be bound to perform the same at the rate quoted.

9. Price basis –

- The unit rates mentioned in the schedule of rates shall remain firm and shall not be subjected to any escalation throughout the currency of the contract
- The quoted rates shall be inclusive of supply of all the materials required for completion of works
- Payment shall be made on the actual quantum of work executed, duly certified by Engineer-In- Charge. The size of the LED Board may vary depending upon the site condition and permissions.
- Income Tax, GST TDS, etc at applicable rates, shall be deducted from the Contractors' bill, as per Income Tax Act and GST regulations.

10. Terms of Payment –

- No Advance Payment will be done.
- Full and Final Payment will be done after completion of the entire work and based on the actual measurement at the site.
- "Defect liability period (DLP) is 5 Years from date of completion of works & certified by the bank. The retention amount shall be 5% of the total bill value and it shall be payable after completion of 5 years, upon submission of bank guarantee obtained from Scheduled Bank for the amount of Comprehensive AMC of subsequent YEAR."
- Employer may withhold payment on account of any defect / deficiency in the work already executed and payment released, based on subsequently discovered evidence, failure to make payments to Sub-Contractors, damage caused by the Contractor to Employer's property, properties of other agencies within the premises, unfulfilled statutory obligations, etc.

11. LIQUIDATED DAMAGES –

During execution: 0.50% of contract amount per week of delay subject to the max. of 5% of the accepted contracted sum.

After Execution: Based on the down time (Day/ Night) of the LED Board as follows and amount will be deducted from the Retention amount /AMC.

a. Up to 4 Hours –Nil

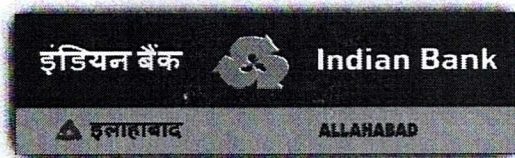
b. For 4-8 Hours – 0.2% of security deposit

c. For 8-12Hours – 0.3 % of security deposit

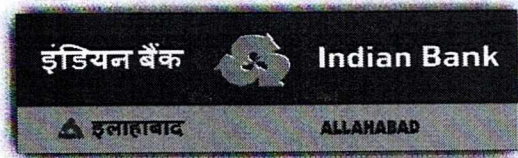
d. 12- 24 Hrs – 0.4% of security deposit

e. >1 day – 0.5% of security deposit X number of days

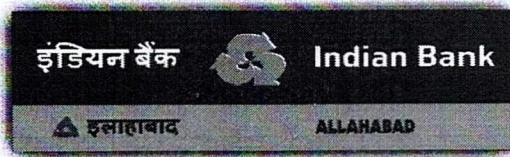
12. The retention amount will be refunded to the Vendor 30 days after the end of defect liability period provided they have satisfactorily carried out all the work and attended to all defects in accordance with the condition of the contract. No interest is allowed on retention money.



13. Shop drawings shall be prepared by the Vendor for approval of Bank before the commencement of the fabrication.
14. **COMPREHENSIVE WARRANTY –**
The Bidder should give 5 year's comprehensive warrantee from the date of completion of the work. During the warrantee period, the Vendor should attend the fault at this own cost and risk including content management. The warranty period would cover comprehensive maintenance of supplied LED board included all the components along with periodical maintenance visits. The contractor shall immediately make free replacement of any of the parts or components that may go out of order within this period and Bank / Employer / Engineer-In Charge's decision in this regard will be final and binding on the Contractor.
15. **COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT –**
- After completion of DLP of 5 years, the vendor must excise Annual Comprehensive Maintenance as per the rate provided in the Price Bid. It shall be renewed every year till the completion of 5th Year (5 years from the date of installation).
 - AMC Cost will be released upon submission of bank guarantee obtained from Scheduled Bank for the amount of Comprehensive AMC of subsequent year.
 - The AMC is payable on yearly basis, after completion of each service period of the year and proper submission of service report carried out in the period duly authorized by Branch Manager. The Successful Vendor should agree to provide comprehensive maintenance of all the items, which shall include Content management, preventive and corrective maintenance at the location.
 - The vendor shall provide maintenance service to keep the LED Digital signage in good and efficient working condition covered under this contract. In addition to this, the vendor should provide preventive and corrective maintenance of LED Digital signage and should get verified from authorized official of the concerned firm. He should also carry out necessary repairs and provide Suitable replacement (equivalent or higher configuration) of defective part(s) / equipment as required.
 - The AMC is comprehensive i.e. no cost of parts replaced by vendor will be borne by Indian Bank.
 - The break down calls registered by users must be attended promptly and if they are not rectified within one day, the vendor shall provide a suitable replacement for the defective LED Digital signage.
 - LED Digital signage at new location if Branch shifted to new location with extra cost. The equipment however will continue to be under AMC at the new location.
 - The firm has to provide a new equivalent parts / items with higher specifications available in the market as standby of the faulty items inside the Indian Bank premises. No LED Digital signage will be allowed to go outside the premises for repair.
 - If the LED Digital signage is not repaired within 1 working day after reporting the complaint, the LD charge will be levied at the rates specified in Clause No 11 and thereafter, it can be repaired from outside at the risk and expense of the firm.
 - The vendor will be responsible for any mishap or accident or untoward incidence during the maintenance of machine which may occur due to negligence of the service engineer. The vendor shall be responsible for the discipline and good conduct of their service engineers.
 - Vendor should have enough spare parts of LED Digital signage at their service center so that LED Digital signage could be repaired timely. Vendor has to maintain the service center in Bilaspur till end of the 5 years' warranty and CAMC period.



- The firm shall not take any advantage of any misinterpretation of the conditions due to typing or any other error and if any in doubt shall bring it to the notice of the Indian Bank authorities without delay. In case of any contradictions, only the printed rules and books should be followed and no claim for the misinterpretation shall be entertained. The administration's decision in such cases shall be final and binding.
 - The preventive maintenance (PM) to be carried out once in 3 month. The preventive maintenance includes following:
 - i. Cleaning of LED Digital signage
 - ii. Checking fitment of internal and external hardware and heating of the system.
 - iii. Cleaning of PCBs if any and operating power parameters.
 - iv. Break up call shall be attended immediately.
 - v. Checking of input /output voltage of batteries Checking of fabricated structure, civil work etc in which LED Digital Signage fitted and do necessary rectification/repairing/replacement if required for perfect operation of Digital Signage Board as per site condition.
 - Service engineer should submit JOB COMPLETION CERTIFICATE certified by user at each complaint. The one copy of certificate to be retained by user group and another to be given to the officer nominated for compilation of job work and to release the payment.
 - Service engineer has to display their phone numbers at Branch under C-AMC under intimation to in- charge officer for preparing necessary security clearance.
 - Engineers must be fully equipped with maintenance tool kit and accessories.
 - Any Untoward incidents / accidents in respect of service engineers will be the sole responsibility of the service provider. Engineers should be suitably covered for insurance.
16. Bank reserves the right to down size the project or add some works in the project to suit the completion or cancel the entire project or in part depending on their administrative reasons. In such case, the value of works done upto that stage will be measured and paid at the tender rates. Bank also reserves the right to terminate the contract after giving a notice of 10 days to the contractor in case the contractor could not produce good / considerable progress in work execution within the contract period or in the extended period.
17. The bidder shall give a list of his relatives working with the Indian Bank along with their designations and addresses.
18. No employee of the Indian Bank is allowed to work as a contractor for a period of two years of his retirement from Indian Bank service, without the previous permission of the Indian Bank. The contract is liable to be cancelled if either the contractor or any of his employees is found at any time to be such a person who had not obtained the permission of the Indian Bank as aforesaid before submission of the bid.
19. This bid shall remain open for acceptance for a period of 90 days from the date of opening of bid. If any bidder who withdraws his bid before the said period, then the Indian Bank shall be at liberty to forfeit Earnest Money paid along with the bid.



20. It will be obligatory on the part of the bidder to bid and sign the documents for all the component parts.
21. Transfer of bid documents purchased by one intending Bidder to another is not permitted.
22. The Bidder must pay the amount of Earnest Money as mentioned in the form of Demand Draft payable to Indian Bank at RAIPUR. No interest on Earnest Money deposited by the Bidder shall be allowed. The Bidder should attach the Bank Draft along with the bid failing which the technical bid will not be considered. No other mode of payment shall be accepted.
23. The Earnest Money Deposit of unsuccessful bidders shall be refunded within two weeks of award of contract to the successful bidder or within one week of actual commencement of work whichever is earlier and in any case not later than two weeks.
24. The Earnest Money Deposit of the successful bidder shall be refunded on the acceptance by the Employer of the Contractor's Demand Draft towards Initial Security Deposit.
25. The EMD of the bidder, whose bid is accepted, shall be forfeited in full in case he does not start the work by stipulated date mentioned in the award letter.
26. The acceptance of a bid will rest with the Indian Bank and the Indian Bank reserves to itself the authority to reject any or all of the bids received without the assignment of a reason. Bids in which any of the prescribed conditions are not fulfilled (or) are incomplete in any respect are liable to be rejected. The Indian Bank reserves the right to accept the bid in full or in part and the bidder shall have no claim for revision of rates or other conditions if his bid is accepted in parts.
27. Canvassing in connection with bids is strictly prohibited and the bids submitted by the bidders who resort to canvassing will be liable to rejection.
28. All rates shall be quoted on the proper form. **All the entries to be made legibly in ink only.** Rates written in pencil or any other mode shall not be considered for evaluation and will be rejected.
29. On acceptance of the bid the name of the accredited representative(s) of the firm who would be responsible for taking instructions from the Indian Bank shall be communicated to the Indian Bank.
30. Special care should be taken to write the rates in figures as well as in words and the amounts in figures only, in such a way that interpolation is not possible. The total amount should be written both in words and in figures.
31. The Contractor shall within 7 days of receiving the WORK ORDER submit **INITIAL SECURITY DEPOSIT of 2% of the contract value in the form of a Demand Draft.** On acceptance of the Demand Draft, the Earnest Money Deposit shall be refunded to the Contractor.
32. During evaluation of bids, the Bank may, at its discretion ask the bidders for clarification of its bid. The request for clarification shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted. No post bid clarification at the initiative of the bidder shall be entertained.
33. Award of Works
- Bank will award the Contract to the successful bidder whose bid is the lowest evaluated bid. However, it is not bound to accept the Lowest (L1) bid and reserves the right to accept or reject any or all the bids without assigning any reason whatsoever.

- The Bank reserves the right at the time of award of Contract to increase or decrease the quantity of goods and / or services from what was originally specified in the Schedule of Quantities without any change in unit price or any other terms and conditions.
34. The Contractor shall comply with and give all notices required under any law, rules, regulations, or bye-law of Parliament, State Legislature or Local Authority relating to works. The Contractor shall before commencing the execution of work issue a certificate to the Employer that he has obtained all the permissions Registrations and give all the notices as are required to be obtained or given under law.
 35. The Contractor shall be required to maintain the site and the building areas in a neat and clean condition at all times to the satisfaction of the Employer.
 36. Debris and items removed from the building have to be neatly stacked at site and then periodically removed (maximum of one week), carried away by the Contractor and disposed off as per the rules and regulations of the Local Authorities concerned. No debris shall be thrown loose from upper floors. No floor, roof or other part of the building shall be over-loaded with debris or materials as to render it unsafe.
 37. Employer reserves the right to insist on selection of material, workmanship, detailing and finishes, which they consider, is appropriate, and suitable for the intended use. The contractor is not eligible to claim extra on this account.
 38. Employer will require the contractor to produce, samples of all the materials, accessories/ finishes prior to procurement/ manufacture. The samples of the materials for the work shall be got approved from the Employer. Failure to comply with these instructions can result in rejection of the work/ materials.
 39. The Bidder should note that he should execute his part of work without causing any damage to any component of the building and also without disturbing the occupants. Any damage so caused shall be made good at the cost & risk of the bidder.
 40. The quoted rate should be inclusive of all, installation, supports, software, maintenance, Levies, transport, transit insurance, loading-unloading, supports, all charges & taxes , cost of the insurances covering all risk policies, cost towards testing of materials supplied, wastages, Octroi, machinery, temporary works such as scaffolding, cleaning, overheads, profit, incidental charges and all related expenses to complete the work including cost of repairs, replacement of the spare parts, conversion of video to desired pixel and loading of software and maintenance of software etc. all allied civil works such as chasing in wall, drilling holes etc to support the frames, partitions, make the surface good after grouting, scaffolding required if any to load/ unload the materials etc.
 41. The successful bidder shall also be responsible for the safety and security of all their materials and also for ensuring fire prevention steps at all times in the working premises including their part of the work. The successful contractor has to place full time representative at site, the representative should have thorough subject knowledge.
 42. The work shall be carried out with minimal disturbance to the existing Branch / Office. Necessary barricading of the area, if required from the rest of the area shall have to be arranged by the successful contractor at no extra cost. The work is to be organized and executed so as to have least disturbance to the occupants of other offices.



43. The contractor should ensure payment of minimum wages + VDA to all labourers / workmen staff employed by him in line with central/ state labour wage act whichever higher. The Contractor shall at all times indemnify and keep indemnified the Employer against all losses, claims, damages or Compensation including under the provisions of the payment of the Wages Act 1936, Minimum Wages Act 1948, Employer's Liability Act 1938, Workman's Compensation Act 1923, the Maternity Benefit Act 1961, the Bombay Shops and Establishments Act 1947, Industrial Disputes Act 1947, and Contract Labour (Regulation and Abolition) Act 1970 and Employees State Insurance Act 1948, Motor Vehicles Act 1988 or any modifications thereof or under any other law relating thereto and rules made thereunder from time to time or as a consequence of any accident or injury to any workman or other person in or about the work whether in the employment of the Employer or Contractor or not, and also against all costs, charges and expenses of any suit, action or proceedings whatsoever out of such accident or injury or combination of any such claims.
44. From commencement to completion of works, the Contractor shall take full responsibility for the care of the work and for taking precautions to prevent loss or damage to the work to the maximum extent possible and shall be liable for any damage or loss that may arise to the works or any part thereof from any cause whatsoever including causes of fire, lightning, explosion, earthquake, storm, hurricane, floods, inundation, subsidence, landslides, rock slides, riots (excluding civil war, rebellion, revolution and insurrection) or any latent defect or damage and shall at his own cost repair and make good the same so that at all times the work shall be in good order and condition and in conformity in every respect with the requirements of the Contract.
- For the purpose of this condition this expression "from commencement to completion of works" shall mean the period starting with the date of issue of Work Order or date of handing over of site whichever is later and ending with issue of Virtual Completion Certificate.
45. The Contractor shall take all precautionary measures to ensure the safety of the workmen employed by it. The contractor shall be fully responsible for the any injury or damage caused to the workmen deployed by him at site for carrying out the work and Bank has nothing to do with such happenings and in no way shall be held responsible for the same.
46. The contractor shall maintain all registers as required by the Regional Labour Commissioner and should furnish the same to the Bank or its representative as and when required.
47. If the work is not started within 7 days from the date of issue of work order then Employer may terminate the work order without assigning any reason. If during the execution of the work, the progress of work is not considered to be satisfactory and is not consistent to be in contingent with the period of the completion of the work then the Bank may terminate the work order by giving a 5-day notice to the contractor. In such case the contractor shall be liable to pay the employer any extra cost involved for the completion of the said work and will not obstruct any way in completing the work through other agency. After completion of entire work, the contractor shall be paid for the actual work executed by him at the quoted rates after deducting any claims, damages.
48. The time allowed for completing the works is 30 days to be reckoned from the date of Work Order / date of handing over site whichever is later.
49. **Extension of time:** If in the opinion of the Employer, the works be delayed (a) by reason of any exceptionally inclement weather or (b) by reason of instructions from the employer in

consequence of proceedings taken or threatened by or disputes, with adjoining or neighbouring owners or (c) by the works, or delay of other contractors nominated by the employer and not

referred to in the specification or (d) by the reason of authorized extra and additions or (e) by reason or any combination or works men or strikes or lock-out affecting any of the building trade or (f) from other causes which the employer may consider are beyond the control of the contractor, the employer at the completion of the time allowed for the contract shall make fair and reasonable extension of time for completion in respect therefore. In the event of the employer failing to give possession of the site upon the day specified above, the time of completion shall be extended suitably.

In case of such strikes or lockouts as are referred to above, the contractor shall, immediately give the employer, written notice thereof. Nevertheless, he shall use his best endeavours to prevent delay, and shall do all that may be reasonably required, to the satisfaction of the employer for any extension of time for completion hereunder (which shall be final and binding on the contractor) shall be promulgated at the conclusion of such strike or lock-out and the employer shall then, in the event of an extension being, granted, determine, and declare the final completion date. The provision in clause 41 with respect to payments of liquidated damages shall be construed as if the extended date fixed by the employer was substituted for and the damages shall be deducted accordingly.

50. The successful bidder shall be required to execute an Agreement in the proforma attached with this document within 7 days from the date of receipt of the notice of acceptance of bid. In the event of failure on the part of the successful bidder to sign the agreement within the above stipulated period, the earnest money will be forfeited and the acceptance of the tender shall be considered as cancelled.
51. At any stage i.e. during the execution of work, any kind of change required, whether it is in design or specification, the contractor must inform the concerned Department of the Bank and after getting the approval, the same has to be incorporated by the contractor.
52. The contractor shall give due notice to the Employer whenever any work is to be concealed or otherwise becoming inaccessible later on, in order that the work may be inspected and correct dimensions taken before such burial, in default whereof the same shall, at the opinion of the Employer/Architect be either opened up for measurement at the Contractor's expense or no payment may be made for such materials. Should any dispute or differences arise after the execution of any work as to measurements etc., or other matters which cannot be conveniently tested or checked, the notes of the Employer/Architects shall be accepted as correct and binding on the contractor.
53. Single Power point & Water for work will be provide by bank at free of cost
54. The contractor shall not directly or indirectly sublet the work to other party without written permission of the bank.
55. The Bank reserves the right to distribute the work for which this tender has been called, among more than one parties, if found necessary. No claim in this respect shall be considered and the contractor agrees to cooperate with other agencies appointed by the Bank.
56. Bank shall not be responsible for any loss or damage to the contractor/ labour due to any natural calamity during the course of construction. Contractor is liable to make good all the damages if any, till the work is completed and handed over to the Bank authorities
57. The quantities mentioned in schedule are provisional and likely to increase /decrease to any extent or may be omitted thus altering the aggregate value of the contract. No claim for loss of profit/business shall be entertained on this account.

58. The contractor /vendor failed to carry out the works as per schedule/Quality, the same shall be carryout with different agencies and the actual amount will be deducted from the contractor bills.
59. Payment to the contractor shall be made as per actual work done of site.
60. The contractor agency shall keep particular vigil on his workers to maintain very good workmanship of all items, failing which no payment shall be made and no claim of material/labour used shall be made to him in any case, and the same work shall be executed by him again without charging any extra cost.
61. The Bank reserves the right to accept/reject any quotes without assigning any reasons.
62. Any work got executed in poor workmanship as pointed out by the Bank' Official will have to be dismantled and redone by the Contractor on his own cost.
63. Any addition, alteration or correction in the tender document shall be signed and stamped properly by the contractor.
64. All other terms and conditions mentioned in the GeM Bid Document related to warranty, CAMC, Class – I & II Supplier, certificates, turnover and other financial statements, etc shall be binding upon the bidder. In case of any conflict between the terms and conditions mentioned in ATC and those in GeM Bid Document, the terms and conditions mentioned in the GeM Bid Document shall prevail.

DECLARATION:

I / We hereby declare that I / We read and understood the above terms and conditions and that we shall abide by them if the work is awarded to us.

Signature & Seal of the Bidder