

GREATER HYDERABAD MUNICIPAL CORPORATION (GHMC)



E-TENDERS FOR

PROVIDING OF COMPREHENSIVE AMC TO LED VIDEO WALL AT COMMAND CONTROL ROOM, 7TH FLOOR, GHMC FOR A PERIOD OF (1) YEAR (1ST RECALL).

Tender No: 13/IT/GHMC/2025-26/1st Recall, Dt: 17.02.2026

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Prepared by

GREATER HYDERABAD MUNICIPAL CORPORATION

Tank Bund Road, CC Complex, Hyderabad-500063.

HOW TO APPLY ON e-PROCUREMENT PORTAL

- a. Applications can be downloaded from Government of Telangana e-Procurement Website <https://tender.telangana.gov.in/> under login for suppliers. Aspiring parties who have not registered in e-procurement should register before participating through the website <https://tender.telangana.gov.in/>
- b. The details of the process of registration and obtaining the digital signature certificates are available on the website: <https://tender.telangana.gov.in/> Necessary hands on training could be obtained from the center for M/s Vupadhi Techno Services Pvt. Ltd. and could also be obtained over telephone at +91-4040-44426250/51 Fax +91-40-44426252 **or mail to** tseprosupport@vupadhi.com. can access the application on the website, fill them with all relevant information, and submit the completed application and supporting documents
- c. **Read the complete document, carefully** PDF versions or scanned copies of the required documents are to be uploaded on the website.
- d. The system will generate an acknowledgement with a unique offer submission number on successful completion of the above process.
- e. For any help or technical support on e-Procurement, Bidders may contact M/s Vupadhi Techno Services Pvt. Ltd over phone or in person or their helpdesk at: e-Procurement Help Desk. +91 40-33762222, 23 / tseprosupport@vupadhi.com .

Letter of Undertaking on Company Letter head

To
The Addl. Commissioner (IT)
3rd Floor, GHMC Head Office,
Tank Bund Road,
Hyderabad. 500029

Sir,

Reg.: Tender for Providing of Comprehensive AMC to LED Video wall at Command Control Room, 7th Floor, GHMC for a period of (1) Year (1st Recall). we submit our Bid Document herewith.

We understand that

- You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.
- If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the purchaser to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.
- If our bid is accepted, we are to be jointly and severally responsible for the due performance of the contract
- You may accept or entrust the entire work to one vendor or divide the work to more than one vendor without assigning any reason or giving any explanation whatsoever.

(Vendor means the bidder who is decided and declared so after examination of commercial bids.)

Yours faithfully

For _____

Signature: _____

Name: _____

GREATER HYDERABAD MUNICIPAL CORPORATION: HYDERABAD

O/o Additional Commissioner (IT),
3rd floor, IT Section, Head Office,
Tank Bund, Hyderabad.

(FORWARDING SLIP TO ACCOMPANY TO THE TENDER SCHEDULE)

1)	Tender Notice No. & Date	:	13/J1/IT/GHMC/2025-26/1 st Recall, Dt: 17.02.2026
2)	Name of the Work	:	Providing of Comprehensive AMC to LED Video wall at Command Control Room, 7th Floor, GHMC for a period of (1) Year(1 st Recall).
3)	Bid Processing Fee (By the way of DD drawn on or after 19.02.2026 from any scheduled Bank)		Rs. 2,000/- online payment at https://tender.telangana.gov.in (Non-refundable under any circumstances).
4)	Earnest Money Deposit		EMD - Rs. 21,000. shall be paid while submitting bids through online payment at https://tender.telangana.gov.in/ and the balance amount of the tender value should be paid at the time of agreement in favour of Commissioner, GHMC. @ 2.5% of the bid value
5)	Bid Document Down Load start Date	:	19.02.2026 @ 11.00 AM
8)	Last date & time of receipt of bids	:	23.02.2026 @ 04:00 PM
9)	Opening of Technical Bids	:	23.02.2026 @ 04:05 PM
10)	Opening of Financial Bids	:	Will be intimated to TQ qualified bidders.
11)	Address	:	O/o Additional Commissioner (IT), 3rd floor, IT Section, Head Office, Tank Bund, Hyderabad.
12)	Contact Number:	:	6309999458 & 7331189765

Section A

NOTICE INVITING TENDERS

Tenders are invited on e-Procurement platform from the OEMs/Authorized Dealers/Authorised Partners for Annual Maintenance Contract (AMC) for Existing Micro LED Video Wall along with Accessories, Controller & Processor GHMC Head Office for 1 Year. A complete set of tender document can be downloaded from the website of <https://tender.telangana.gov.in/> on payment of non refundable amount As mentioned in the Tender Document, Non-refundable (under any circumstances) Bid Processing fee through D.D. drawn in favor of the Commissioner, Greater Hyderabad Municipal Corporation, Hyd.

Time schedule of various tender related events:

Tender Notification/Bid calling date	19.02.2026
Last of Receipt of Queries if any	21.02.2026
Bid Submission Due date and time	23.02.2026 @ 04:00 PM on e-Procurement portal
Opening of the Prequalification & Technical bids	23.02.2026 @ 04:05 PM
Bid Document Price	Rs. 2,000/-
Contact Email	Deeit-ghmc@gov.in 6309999458/7331189765
Reference No.	13/IT/GHMC/2025-26/1 st Recall, Dt: 20.01.2026

The interested bidders should read the tender document carefully along with Corrigendum (if any). The Tender Participant must fulfill the qualification criteria mentioned in the tender document. All tender offers must be uploaded on or before 23.02.2026 at 04:00 PM duly uploading the copies of DDs along with other documents as per terms and conditions as stipulated.

Introduction & Scope of Work

1. The Background, Solution, Service or Material required:

1.1. Introduction & Background:

The Commissioner - GHMC issues RFP for Annual Maintenance Contract (AMC) for Existing Micro LED Video Wall along with Accessories, Controller & Processor GHMC Head Office from the experienced and reputed firms / agencies including Original Equipment Manufacturers (OEM), Solution Providers, and System Integrators having proven expertise in the proposed work. The firms / agencies should have after sales & service facilities at Hyderabad City and should have technical competency in using latest available technologies.

Bidders are advised to study the Tender document and Terms & Conditions carefully and completely. Submission of Bids shall be deemed to have been done after careful study of Tender document and examination of Terms & Conditions with full understanding of its implications.

1.2. The Scope, Solution, Service or Material required:

The Successful Bidder will be responsible for providing Annual Maintenance Contract (AMC) for Existing Micro LED Video Wall along with Accessories, Controller & Processor GHMC Head Office. The configuration the same is detailed below;

- Free maintenance services including spares shall be provided by the vendor during the period of warranty. User, at its discretion may ask the vendor to provide maintenance services after warranty period, i.e. Annual maintenance and repairs of the system at the rates indicated by bidder in its proposal and on being asked so, the vendor shall provide the same. The cost of annual maintenance and repairs cost, which will include cost of spares replaced, shall be paid in equal quarterly instalments at the end of each quarter.
- The maximum response time for maintenance complaint from any of the destination (i.e. time required for supplier's maintenance engineers to report to the installations after a request call/telegram is made or letter is written) shall not exceed 24 hours.
- The vendor will accomplish preventive and breakdown maintenance activities to ensure that all hardware, and firmware execute without defect or interruption for at least required up time.
- In case up time is less than the stipulated up time, penalty as indicated in the bid document shall be imposed on the vendor.
- The amount of penalty if any, will be recovered at source from the quarterly invoice of the annual maintenance charges payable as the case may be.

1.3 Payment Terms

Payment would be done on Quarterly basis to the bidder after submission of invoice and Monthly inspection report and satisfaction certificate from the GHMC. Payment will be subject to deduction of tax (TDS) as per applicable law as detailed below;

- a. All remittance charges will be borne by the supplier/ selected bidder.
- b. Advance Payments will not be made.
- c. Any penalties/liquidated damages, as applicable for delay and non-performance, as mentioned in this bidding document, will be deducted from the from the quarterly invoice of the Annual maintenance charges payable.
- d. Taxes (GST.), as applicable, will be deducted at source, from due payments, as per the prevalent rules and regulations.

Section B

2. General Instructions to Bidders

Definitions:

- **Tender call or invitation for bids** means the detailed notification seeking a set of solution(s), service(s), materials or any combination of them.
- **Specification** means the functional and technical specifications or statement of work, as the case may be.
- **Firm** means a company, authority, co-operative or any other organization incorporated under appropriate statute as is applicable in the country of incorporation.
- **Bidder** means any firm offering the solution(s), service(s) and/or materials required in the tender call. The word vendor when used in the pre award period shall be synonymous with bidder and when used after award of the contract shall mean the successful bidder with whom GHMC signs the contract for rendering of goods and services.
- **Pre- qualification and Technical bid** means that part of the offer that provides information to facilitate assessment by GHMC, professional, technical and financial standing of the bidder, conformity to specifications etc.
- **Financial Bid** means that part of the offer, that provides price schedule, total project costs etc.
- **Three part Bid** means the pre-qualification bid, technical and financial bids
- **Goods and services** mean the solution(s), service(s), materials or a combination of them in the context of the tender call and specifications.
- **The word goods** when used singly shall mean the hardware, firmware component of the goods and services.
- **Maintenance period** means period mentioned in bid document for maintaining the systems beyond warranty period.

General Eligibility

- This invitation for bids is open to all firms both from within and outside India, who are eligible to do business in India under relevant Indian laws as is in force at the time of bidding subject to meeting the pre qualification criterion.
- Bidders marked/considered by GHMC to be ineligible to participate for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices shall not be eligible. Bidder/Consortium Member debarred/ blacklisted by any Central or State Govt. / Quasi – Govt.
- Departments or organizations as on bid calling date for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices shall not be eligible.
- Breach of general or specific instructions for bidding, general and special conditions of contract with GHMC or any of its user organizations may make a firm ineligible to participate in bidding process.

2.1 Pre-Qualification criteria

Bidders should have sufficient experience in the field of implementation of Networking / IT Hardware projects and should meet the following Pre-qualification criteria:

#	Pre-Qualification Criteria	Supporting Documents to be submitted
1	Legal Entity OEM Authorized partner must be a corporate in India, firm should be registered with the GST	Copies of GST Registration certification Copy of PAN Card
2	OEM/Bidder should be a Manufacturer/ Authorized representative of an OEM and should be in business of manufacture and or supply and maintenance of the offered items in India as on bid calling date.	The valid Manufacture Authorization / OEM Form for all the items to be submitted in PQ Bid along with the details of manufacturing unit.
3	Financial Turnover Bidder should have minimum turnover of Cumulative Rs. 1.00 crore in the last 3 years of business. i.e., Financial Years 2022-23, 2023-24 & 2024-25 from supply, installation of Networking solutions/ IT hardware/IT-ITES	Audited Balance sheet for each financial year. or Certificate from the Statutory Auditor.
4	Past Experience Bidder should have experience minimum 40 Lakhs worth of orders from the Similar projects i.e, from Central/ State Government Departments/PSU's/Private and in supply & maintenance of Networking Equipment viz- Active Components, Passive Components, Wireless Access points during the last 3 years of business. i.e., Financial Years 2022-23 & 2023-24, 2024-25.	Bidder should submit any of the following: Work order & work completion certificate from client. Performance certificate duly signed by the authorized signatory from the client end. Work satisfactory certificate from the client.
5	Service Centre OEM/ Bidder should have Service Centre in Hyderabad with technical team as on date of bidding.	Self-certified Address on Letter head to be submitted.
6	Blacklist Bidder and OEM shall not be black listed by any State / Central Government departments, Ministry or Agency for breach of Contractual conditions as on Bid Calling date. The Applicant should also not be entangled in any legal disputes with any Govt./PSU body.	Self-Declaration Certificate on Letter Head by authorized signatory that the Applicant/ OEM is not black listed and is not in any legal disputes as on the bid calling date to be submitted in the bid duly signed by the authorized signatory.
7	Product Declaration: The products quoted should not be declared as end of life at the time of delivery and OEM should support the products quoted for at least 5 years	A letter to this extent from OEM to be attached as a confirmation. The bidder to submit the declaration letter as per format in PQ forms.

Important Points:

1. Consortium bid not allowed.
2. GHMC reserves their right in not considering the bid of a bidder, if such bidder is a previous supplier and had a past bad track record or their earlier performance was unsatisfactory on any count or they do not possess required experience in undertaking the work.

Any bidder who offers discounts/ benefits suomoto after opening of commercial bid(s) will be automatically disqualified from the current bidding process without any prior notification and also may be disqualified for future bidding processes in GHMC.

- a. The bidder should upload all the required documents with clear visibility, avoid missing documents and avoid bidding mistakes. In such cases, GHMC reserves its right in seeking clarification from the bidder and may disqualify the bidder for the bidding mistakes, missing documents and for the documents that are not clear.
- b. Application Fee, Earnest Money Deposit, etc. shall be submitted by the lead member Firm.
- c. The tender is invited for Annual Maintenance Contract (AMC) for Existing Micro LED Video Wall along with Accessories, Controller & Processor for GHMC Head Office for a period of (1) Year and may be extended for another (1) year based on the satisfactory performance.

2.2 Cost of Bidding

1. The bidder shall bear all costs associated with the preparation and submission of its bid, and GHMC will in no case be responsible for those costs, regardless of the conduct or outcome of the bidding process.
2. Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the bidder's risk and may result in the rejection of its bid.

2.3 Clarification of bidding documents

1. A prospective vendor requiring any clarification of the bidding documents may notify GHMC contact person. Written copies / e-mail of the GHMC response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective bidders that have received the bidding documents.
2. The concerned person will respond to any request for clarification of bidding documents which it receives no later than bid clarification date mentioned in the notice prior to deadline for submission of bids prescribed in the tender notice. No clarification from any bidder shall be entertained after the close of date and time for seeking clarification mentioned in tender call notice. It is further clarified that GHMC shall not entertain any correspondence regarding delay or non-receipt of clarification from GHMC.

2.4 Amendment of bidding documents

1. At any time prior to the deadline for submission of bids, GHMC, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the bidding documents by amendment.

2. All prospective bidders those have received the bidding documents will be notified of the amendment and such modification will be binding on all bidders.
3. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the GHMC, at its discretion, may extend the deadline for the submission of bids.

2.5 Period of validity of bids

1. Bids shall remain valid for their duration specified in the bid document, after the date of bid opening prescribed by GHMC. A bid valid for a shorter period shall be rejected as non-responsive.
2. In exceptional circumstances, the GHMC may solicit the bidders' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The bid security shall also be suitably extended. A bidder granting the request will not be permitted to modify its bid.

Submission of bids : The bidders shall submit all the bids i.e., Pre-Qualification, Technical and Financial Bids on e- Procurement website only.

2.6 Deadline for submission of bids

1. Bids must be submitted on e-procurement website not later than the bid submission date and time specified in the tender call notice.
2. The GHMC may, at its discretion, extend this deadline for the submission of bids by amending the tender call, in which case all rights and obligations of the GHMC and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
3. Any bid not received by the GHMC by the deadline for submission of bids will be rejected

2.7 Modification and withdrawal of bids

- No bid can be modified subsequent to the deadline for submission of bids.
- No bid can be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity. Withdrawal of a bid during this interval will result in the forfeiture of its bid security (EMD).

2.8 General Business information:

The bidder shall furnish general business information to facilitate assessment of its professional, technical and commercial capacity and reputation.

2.9 Bid Security i.e. Earnest Money Deposit (EMD)

1. The bidder shall furnish, as part of its bid, a bid security for the amount specified in the tender call notice.
2. The bid security is required by GHMC to:
 - a. Assure bidder's continued interest till award of contract and
 - b. Conduct in accordance with bid conditions during the bid evaluation process.
3. The bid security shall be in Indian rupees and shall be a Demand Draft/ Banker Cheque/Bank Guarantee. The validity period should be 3 months from the date of issue. The DD/Banker Cheque issue date shall be later than bid calling date. In case of BG the valid it should be as per

Section C - Bidder's bid security will be discharged or returned as promptly as possible but not later than thirty (30) days after the expiration of the period of bid validity prescribed by GHMC.

4. Unsuccessful bidder's bid security will be discharged or returned as promptly as possible but not later than thirty (30) days after the expiration of the period of bid validity prescribed by GHMC.
5. The successful bidder's bid security will be discharged upon the bidder signing the contract, and furnishing the performance security,
6. **The bid security may be forfeited:**
 - a. If a bidder withdraws its bid during the period of bid validity or quoted conditional bids deviating from the tender terms and conditions.
 - b. in the case of a successful bidder, if the bidder fails:
 - i. To sign the contract in time; or
 - ii. To furnish performance security.
7. This EMD does not carry any interest
 - It may be noted that no tendering party is exempted from payment of this Earnest Money Deposit. Tenders submitted without EMD shall be summarily rejected. EMD in respect of parties that are not selected shall be returned within one month.

2.10. Bid Validity

The Commercial bid should be valid for minimum 3 months from the date of opening of qualification bid. GHMC may ask bidders to extend the period of validity. Commercial Bids of qualified bidders only shall be opened. The quote must be valid at least for three months from the date of opening of the commercial bid.

The tender is invited for Annual Maintenance Contract (AMC) for Existing Micro LED Video Wall along with Accessories, Controller & Processor for GHMC Head Office for a period of (1) Year and may be extended for another (1) year based on the satisfactory performance.

Bid Submission & Evaluation:

The bid should be submitted in 3 parts- PQ, TQ and Commercial bid as per the Formants/Annexures enclosed in the Tender document.

The bid evaluation shall be undertaken in 2 stages – PQ+TQ : Stage 1 evaluation and Commercial bid :Stage 2.

2.11. Pre Qualification + Technical bid (Stage-1)

It shall include the following information about the firm and/or its proposal.

1. (1%) EMD Online payment at <https://tender.telangana.gov.in/>
2. Process Fee (Cost of Tender Schedule)
3. GST Online Payment Receipt
4. Firm Registration
5. GST Registration.

6. PAN Card
7. Declaration of Bidder (Annexure-I)
8. Record of Arbitration & Litigation (Annexure-II)
9. Bidder Information (Annexure-III)
10. Manufacturer Authorizations (Annexure-IV)
11. Experience Details & Materials Details (Annexure-V)
12. Technical Specifications Compliance (Annexure –VI)
13. Check List (Annexure-VII)

3. Standard Procedure for Bid Opening and Evaluation

Bids will be in three parts (pre-qualification, technical and financial) indicated in the tender call. There will be three bid opening events, i.e., PQ, TQ and Commercial.

Following guidelines will generally be followed by GHMC officers at each such event. However GHMC may deviate from these in specific circumstances if it feels that such deviation are unavoidable, or will improve speed of processing and consequent project execution.

3.1 Opening of bids

Bids will be opened on the e-Procurement web site at the scheduled time & date.

The bidders names, bid modifications or withdrawals, discounts, and the presence or absence of requisite bid security and such other details as the GHMC officer at his/her discretion, may consider appropriate, will be announced at the opening. No bid shall be rejected at bid opening, except for late bids, which shall be returned unopened.

3.2 Preliminary examination of Bids

- a) Preliminary scrutiny will be made to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.
- b) Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the vendor does not accept the correction of the errors, its bid will be rejected and its bid security may be forfeited. If there is a discrepancy between words and figures, the amount in words will prevail.
- c) GHMC may waive any minor informality, nonconformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.
- d) Prior to the detailed evaluation, GHMC will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these clauses, a substantially responsive bid is one which conforms to all the terms and conditions of the bidding documents without material deviations.
- e) If a bid is not substantially responsive, it will be rejected by the GHMC and may not subsequently be made responsive by the bidder by correction of the nonconformity.

3.3 Clarification of bids : During evaluation of the bids, the GHMC may, at its discretion, ask the bidder for clarification of its bid.

3.4 Evaluation of Pre – qualification bids

Pre – qualification bid documentation shall be evaluated in two sub-steps.

- a. Firstly, the documentation furnished by the vendor will be examined prima facie to see if the technical skill base and financial capacity and other vendor attributes claimed therein are consistent with the needs of this project.
- b. In the second step, GHMC may ask vendor(s) for additional information, visit to vendors site and/or arrange discussions with their professional, technical faculties to verify claims made in technical bid documentation.
- c. GHMC may also obtain the confirmation of the supporting documents from the issuing authority for verifying the authenticity of the submitted documents.

3.5 Evaluation of Technical bids.

Technical bid documentation shall be evaluated in two sub-steps.

- a. Firstly, the documentation furnished by the vendor will be examined prima facie to see if the offer made, technical skill base and other vendor attributes claimed therein are consistent with the needs of this project.
- b. In the second step, GHMC may ask vendor(s) for additional information, visit to vendors site and/or arrange discussions with their professional, technical faculties to verify claims made in technical bid documentation.

3.6 Evaluation of Financial Bids

Financial bids of those vendors who satisfy all phases of the pre-qualification and technical bid and corresponding to chosen technical bid choices will only be opened. All other financial bids will be ignored. GHMC will assess the nature of financial offers and may pursue any or all of the options mentioned under financial bid GHMC may at its discretion discuss with vendor(s) available at this stage to clarify contents of financial offer.

3.7 Evaluation and Comparison of Financial bids

1. Evaluation of financial bids will exclude and not take into account any offer not asked for or not relevant to the present requirements of user.
2. Evaluation of financial bid will take into account, in addition to the basic bid price, one or more of the following factors
 - a.) The projected costs for the entire contract Period;
 - b.) Past track record of bidder in supply/ services and
- c.) Any other specific criteria indicated in the tender call and/or in the specifications.

3.8 Preparation of Financial bid:

3.8.1. Overview of financial bid

The financial bid should provide cost calculations corresponding to each component of the project.

3.8 Contacting GHMC:

Bidder shall not approach GHMC officers outside of office hours and / or outside GHMC office premises, from the time of the tender call notice to the time the contract is awarded.

Any effort by a bidder to influence GHMC officers in the decisions on bid evaluation, bid comparison or contract award may result in rejection of the bidder's offer and bidder may also be marked as ineligible for future bids. If the bidder wishes to bring additional information to the notice of the GHMC, it should do so in writing.

3.10 Award Criteria:

Final choice of firm to execute this project shall be made on the basis of conformity to technical requirements, appropriateness of the product/services offered, appropriateness of financial offer from the point of view of cost-effectiveness, total cost of ownership over entire contract period for the product/services and past track record of bidder.

The overall evaluation is based on L1 (Least Cost) method. The bidder who quotes the least price (incl. taxes) will be ranked & declared as L1 bidder.

3.11 Other Conditions:

1. GHMC reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.
2. GHMC reserves the right to decide which ever plan is feasible as quoted in Annexure IV. Whatever plan is finalized, the bidder who stands as L1 will be selected.
3. Prior to expiration of the period of bid validity, GHMC will notify the successful bidder in writing, that its bid has been accepted.
4. Upon the successful bidder's acceptance to, GHMC will promptly notify each unsuccessful bidder and will discharge its bid security on e-procurement portal only.
5. GHMC will reject a proposal for award and also may debar the bidder for future tenders in GHMC, if it determines that the bidder has engaged in corrupt, fraudulent or unethical practices in competing for, or in executing a contract.

3.17 Corrupt or Fraudulent Practices:

It is essential that the Purchaser as well as Bidder / supplier / contractor for the purposes of this provision, the terms set forth below as follows:

- (i) "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.
- (ii) "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the purchaser, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the purchaser of the benefits of free and open competition;
- (iii) "Unethical practice" means any activity on the part of bidder which try to circumvent tender process in any way. Unsolicited offering of discounts, reduction in financial bid amount,

upward revision of quality of goods etc after opening of financial bids will be treated as unethical practice

- (iv) Will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;
- (v) Will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at anytime determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, a contract.

Section C

Terms & Conditions of Proposed Contract

- i. That the company agrees to undertake for the purpose of Annual Maintenance contract of Existing Micro LED Video Wall along with Accessories, Controller & Processor of GHMC Head Office.
- ii. That this agreement relates to repairs/ replacement of the breakdowns as well as taking preventive measures of the aforesaid Micro LED Video Wall along with Accessories, Controller & Processor at GHMC Head Office & other Offices for annual maintenance contract.
- iii. That both the parties hereby agrees that this Annual Maintenance contract is for a period one year from the date of entering into the agreement.
- iv. That (L1) Bidder shall rectify any of the problems in LED Video Wall along with Accessories, Controller & Processor maintenance in Head office within the time of reporting the issue within 12 hrs and rectify the issue within 24 hours 24 x 7 365 days and shall send (1) Call Attended Report and (2) Rectification Reports to the Deputy Executive Engineer (IT), GHMC immediately after attending the complaint duly consolidating as well as Service Consumer Report copy.
- v. (L1) Bidder shall maintain a Log Book and shall send Preventive Maintenance Service Report once in a month duly taking the signatures of the Deputy Executive Engineer (IT), GHMC.
- vi. Repairs of the LED Video Wall along with Accessories, Controller & Processor complaints shall be attended within 12 hours from the time of Complaint either by call or mail or written.
- vii. In the event of the company failing to carry out the repairs on site within the time stipulated as above the company shall at its own cost provide a standby and the same shall be used until the repairs to the faulty parts / accessories are completed and the same have become operational. If standby is not provided, suitable penalty will be imposed depending upon the gravity of the inconvenience caused.
- viii. It is further agreed that the (L1) Bidder shall not claim any expenses that it may occur on its employees who are provided for this purpose by the company to the GHMC & its other Offices for repairs / rectifications/ replacements to the above mentioned LED Video Wall along with Accessories, Controller & Processor.
- ix. That the liability of the (L1) bidder under this annual maintenance agreement is restricted to maintenance and satisfactory working of LED Video Wall along with Accessories, Controller & Processor (as mentioned in the schedule) by the bidder and does not include any liabilities.
- x. That the Company shall seal the component after inspection / repair, otherwise the Corporation will not be held responsible for unsealed of the above components which are found to be damaged, that occurs to the components as a result of misuse of any sort made to the components.
- xi. That both the parties further hereby agree that this contract is not valid and enforceable under the law if (L1) Bidder permits a third party to undertake repairs/servicing, etc., without obtaining a prior consent to do so by the Corporation to this effect in writing. If (L1) bidder fails to maintain contract according to the rates quoted in tenders or fails to comply with any of the conditions specified in tender schedule or in this agreement then the GHMC reserves the rights to cancel/ terminate the agreement in force by giving (7) seven days time duly forfeiting the EMD/Security Deposit apart from imposing penalties as detailed in the Para (viii) supra.
- xii. That the both parties hereby agree that this contract shall be renewed one month before its expiry for another period of one year on mutually agreed terms and conditions. However, if the same is not renewed before the expiry of the above-stipulated period, the company shall ensure

- that the LED Video Wall along with Accessories, Controller & Processor are fully operational before entering into new maintenance agreement. If the Video Wall or its accessories in maintenance are not operational, then it will be the responsibility (L1) Bidder to pay the actual repair cost quoted by the company before concluding the agreement of the fresh Annual Maintenance contract commences.
- xiii. That the company agrees to undertake for the purpose of Annual Maintenance contract of Existing LED Video Wall along with Accessories, Controller & Processor GHMC Head Office.
 - xiv. That this agreement relates to repairs/ replacement of the breakdowns as well as taking preventive measures of the aforesaid LED Video Wall along with Accessories, Controller & Processor at GHMC Head Office & other Offices for annual maintenance contract.
 - xv. That both the parties hereby agrees that this Annual Maintenance contract is for a period one year from the date of entering into the agreement
 - xvi. That (L1) bidder further agrees that the AMC amount agreed upon is inclusive of all taxes. Any additional taxes levied by the government during contract period are to be borne by (L1) bidder itself and the Corporation will not bear any such kind of enhanced taxes during the enforcement period of the agreement.
 - xvii. For any disputes arising thereof shall fall within the jurisdiction of Hyderabad.
 - xviii. The components, which are burnt due to the High voltage, are not covered under AMC.
 - xix. All the Components of the LED Video Wall along with Accessories, Controller & Processor under the contract with spares liability includes replacement of all electronic spares.
 - xx. The agency should maintain the Video Wall & its accessories in original good and efficient running condition and should not tamper with its technical specifications.
 - xxi. The agency shall depute qualified engineer to attend the preventive and corrective maintenance calls to GHMC.
 - xxii. The complaint for maintenance shall be attended within 12 working hours. If the complaint is not attended within 12 working hours, a penalty of Rs.250/- per hour would be imposed per subsequent 1 hour.
 - xxiii. The GHMC will not however, after acceptance of rate, pay any extra charges under any circumstances, whatsoever the reason may be, raised by the agency during the contract period.
 - xxiv. No part of the contract shall be sublet without written permission of the AC(IT) / DE(IT), GHMC nor shall transfer be made by power of attorney authorizing others to receive payment on behalf of the agency.
 - xxv. The work shall be carried out strictly as per the GHMC requirement and instructions of AC(IT)/DE(IT), GHMC duly using genuine spares and consumables only.
 - xxvi. In case of failure by the agency to complete the work within the period specified , the Commissioner or AC(IT)/DE(IT), GHMC or any other Officer authorized by him shall have the powers to cancel the contract and to get work done from any other agency and excess of cost if any so incurred by the Greater Hyderabad Municipal Corporation over the contract price together with all charges and expenses pertaining to this work and any other losses incurred by GHMC shall be recoverable by the Corporation from the agency.
 - xxvii. A register showing the complaints received and attended and spare parts fixed shall be maintained in a prescribed format.
 - xxviii. In the event of any breach of agreement at any time by the agency, the contract shall be terminated by the AC(IT) / DE (IT), GHMC for and on behalf of the Greater Hyderabad Municipal Corporation, without any compensation to the agency. The Greater Hyderabad Municipal Corporation may also put the contract to an end at any time.

Special Conditions:

1. The Contract is for a period of one year w.e.f. the date of agreement.
2. Periodic Maintenance will be carried over once in 1 month regularly.
3. The Contract covers all spares.
4. EMD will be returned to the Vendor after completion of AMC period.

Section D

D.1 LED VIDEO WALL SPECIFICATIONS

Manufacturer: MIC Electronics Limited		
#	Parameter	Specification or Equivalent / Better
1	Make & Model	MIC & MLS156
2	Size	7.87 feet x 4.43 feet
3	Display area	34.86 sft
4	Cabinet quantity	4 x 4 = 16
5	Screen resolution	1536 x 864
Module Specifications		
1	Pixel pitch	1.875mm or better
2	Pixel configuration	3-in-1 SMD
3	Module size	240mm W x 240mm H
4	Module resolution	128 x 128 or better
5	Module pixels	16384
6	Module weight	0.4Kg or Less
Cabinet Specifications		
1	Cabinet Size (WxHxD)	480mm x 480mm x 77mm
2	Cabinet Resolution	256 x 256
3	Cabinet surface area (m ²)	0.2304 m ²
4	Physical pixel density	2,84,444 dots / m ²
5	Module Qty per Cabinet	2 x 2
6	Cabinet weight	30 Kg / m ²
7	Flatness of cabinet	<= 0.2 mm
Screen Parameters		
1	Color /brightness calibration	Yes
2	White balance brightness (NITs)	> = 600 ~ 800 NITs
3	Color Temperature	3200 K ~ 10000K adjustable
4	Light Center deviation	< 3%
5	Brightness Uniformity	> = 97%
6	Color uniformity	Within +/- 0.003 Cx, Cy
7	Contrast Ratio	3000 : 1
8	Viewing Angle	Horizontal 160 ⁰ and Vertical 140 ⁰
9	Refresh rate	> = 1920 Hz
10	Frame frequency	50Hz & 60Hz
11	Power supply	AC 100 ~ 240V (50/60 Hz)
12	Driving mode	Constant Current Drive
13	Power consumption	Max 750 W/m ² Avg 217 W/m ²
14	Life Span	50,000 Hrs
15	Temperature - Operating	-10 ⁰ C ~ 40 ⁰ C
16	Humidity-Operating	10 - 80% RH
17	Certifications	FCC, RoHS, CE

D.2 Video wall Processor & Hardware Configuration

#	Parameter	Specification or equivalent / Better
1	Basic function	To make the display systems behaves as a single logical screen and provide functionalities of display of windows through LAN, video inputs as per specifications below.
2	Support for input signal	DVI / HDMI / DP
3	Video inputs	4 x HD video capture (DVI, HDMI, DP); HDCP compliant
4	Video outputs	4 x Display port outputs, 2560 x 1600 @ 60 Hz Or 2 x Display Port outputs 3840 x 2160 @ 30Hz each
5	Processor	Intel Core i7 processor or better with clock speed 3.4GHz
6	Memory (RAM)	Minimum 8GB DDR3
7	DVI port	Integrated DVI output for control screen
8	Ethernet	2 x RJ45 (10/100/1000)
9	USB ports	2 x USB3.0 (back) + 4 x USB2.0 (front)
10	RS-232	1 via USB to Serial adapter
11	HDD	2 x 750GB removable SATA hard drives with RAID1
12	Compliance	CE, FCC-ClassA, RoHS, IEC60950
13	Power Supply	2 x 600W, Redundant
14	Power consumption (Max)	227W
15	Operating temperature	0 to 35 deg C
16	Storage Temperature	-20 to 70 deg C

SECTION – E / Annexure – I

Bid Letter Form

(to be filled in and submitted Mandatory)

From:

(Registered name and address of the bidder.)

To:

The Commissioner,
Greater Hyderabad Municipal Corporation,
GHMC Building, Tank Bund Road, Hyderabad

Sir,

Having examined the bidding documents and amendments there on, we the undersigned, offer to provide services/execute the works including supply, delivery installation of hardware, firm wares and software as the case may be, in conformity with the terms and conditions of the bidding document and amendments there on, for the following project in response to your tender call dated

Project title:

We undertake to provide services/execute the above project or its part assigned to us in conformity with the said bidding documents in accordance with the schedule of prices attached herewith and coverage options made by GHMC or its user organization.

- Provide services/ execute the work according to the time schedule specified in the bid document,
- Obtain the performance guarantee of a bank in accordance with bid requirements for the due performance of the contract, and
- Agree to abide by the bid conditions, including pre-bid meeting minutes if any, which remain binding upon us during the entire bid validity period and bid may be accepted any time before the expiration of that period.
- We do hereby undertake that in the event of acceptance of our bid, and the work shall be started at designated places within as per the time lines from the date of Award of Contract.
- We enclose the complete Bid enclosing all documents / information as required in the tender document.
- We agree to abide by our offer for a period of << >>days from the date fixed for opening of the tenders and that we shall remain bound by a communication of acceptance within that time.

- We have carefully read and understood the terms and conditions of a tender and the conditions of the Contract applicable to the tender and we do hereby undertake to the project as per these terms and conditions. The deviations from the above Technical specifications, Services and Terms & Conditions are only those mentioned in RFP.

We understand that you are not bound to accept the lowest or any bid you may receive, nor to give any reason for the rejection of any bid and that you will not defray any expenses incurred by us in bidding.

Place:

Bidder's signature

Date

and seal.

Annexure – II

Ref. No.....

Bid Security (EMD) Form

(To be issued by a bank scheduled in India and having at least one branch in Hyderabad in case bidder is submitting EMD in form BG)

Whereas..... (Here in after called “the Bidder”) has submitted its bid Dated (Date) for the execution of..... (Here in after called “the Bid”)

KNOW ALL MEN by these presents that WE of having our registered office at..... (hereinafter called the “Bank”) are bound unto the Greater Hyderabad Municipal Corporation. (hereinafter called “The GHMC”) in the sum of for which payment well and truly to be made to the said GHMC itself, its successors and assignees by these presents.

The conditions of this obligation are:

1. If the bidder withdraws its bid during the period of bid validity or
2. If the bidder, having been notified of the acceptance of its bid by the GHMC during the period of bid validity:
 - a. fails or refuses to execute the contract form if required; or
 - b. fails or refuses to furnish the performance security, in accordance with the bid requirement;

We undertake to pay the GHMC up to the above amount upon receipt of its first written demand, without the GHMC having to substantiate its demand, provided that in its demand the GHMC will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 45 days after the period of the bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

Place:

Signature of the Bank

Date:

and seal.

Pre-Qualification Bid Forms

Form P1-Bidder Information

Name of the Bidder:

Name of the Project:

#	Description	Supporting Documents with Page Nos
1	Name of the Company/ Firm	
2	Date of Incorporation (Registration Number & Registering Authority) VAT No., CST No., PAN No.	
3	Legal Status of the Company in India & Nature of Business in India	Public Ltd / Private / Partnership Firms
4	Address of the Registered Office in India	
5	Date of Commencement of Business	
6	Name & e-mail id, phone number, fax of the Contact Person	
7	Web-Site	
8	EMD details (Amount, DD No. & Date, Name of the bank, Valid upto)	
9	Certification details if any	
10	Proof of purchase of bid document (Receipt No. & Date of purchase)	

Place & Date

Bidder's signature and Seal

Form P2- Financial Turnover Details

(To be submitted bidders letter head)

Name of the Bidder:

Name of the Project:

Financial Information of Bidder (in Crores)				
#	Financial Year	Turnover of the Firm in		Net worth
		Total Turnover	Turnover from Similar Business	
	(1)	(2)	(3)	(4)
1	2022-23			
2	2023-24			
3	2024-25			

1. *Audited Balance sheet and Profit & Loss account statement of the Bidder for each of the last 3 audited financial years shall be submitted as supporting evidence.*
2. *The bidder should submit certificates from CFO of the Company duly audited by the Chartered Accountant and certified by the Company Secretary for all the above stated three financial years.*
3. *Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor).*

Place:

Bidder's signature

Date :

Bidder's seal

Form P3- Past Similar Project Experience

Name of the Bidder:

Name of the Project:

#	Description	Details	Reference to attached sheets if any
1	Client Name, Address and Phone/Mobile		
2	Consortium / JV Arrangement and Partnership Ratio		
3	Brief Project Details		
4	Period / Date of Contract and Tenure		
5	Solution Details (but not limited to): <ul style="list-style-type: none">• Equipment Make, Type & Quantity• Platform & Technology details• Networking Technology details• Software & Tools details• Any other (Specify in details)		
6	Total Value of the Contract		
8	Enclosed the Supporting Documents		

NOTE:

- Supporting documents to support the claim and the certificates must be signed by the authorized signatory of the organization clearly indicating his/her name, designation and contact details such as Telephone Number, Fax number, email-id etc.
- Separate sheets may be attached to elaborate the projects undertaken
- Necessary project completion certificate / satisfactory progress certificate must be provided as documentary evidence of the projects executed

Place:

Bidder's signature & seal

Date:

Form P4- Major Past Projects/Supplies

S.No	Customer Full Address	Year of supply	Items supplied to the Customer
A	B	C	D

Place:

Bidder's signature

Date:

Bidder's seal

Form P5-Details of Service Centers

S.No	Full Address of service center	Contact person with phone No.	No. of support engineers
A	B	C	D

Place:

Bidder's signature

Date:

Bidder's seal

Form P6 - Declaration Regarding Clean Track Record

To,
The Commissioner,
GHMC, Tank Bund Road,
Hyderabad, 500063

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document [No._____]. I hereby declare that my company has not been debarred/ black listed as on Bid calling date by any State Government, Central Government, Central & State Govt. Undertakings/enterprises/Organizations and by any other Quasi Government bodies/Organizations, World Bank and any other major Enterprise/Organizations in India for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices. Further, declaring that no cases pending against the firm/organization either in Government (State or Union) or as mentioned above for involvement in cases for supply of sub-standard goods/material or track record of supply of inferior quality or no enquiries on past supplies are being conducted or underway. I further certify that I am competent officer in my company to make this declaration.

Yours faithfully,

(Signature of the
Bidder) Printed
Name Designation

Seal Date:

Business Address:

Form-P7-Manufacturer Authorization Form

Date:

To,
The Commissioner,
GHMC, Tank Bund Road,
Hyderabad, 500063

Sir,

Reference No.: _____ Dated _____ for

*The authorization should be in the nature of a letter, memorandum or certificate latest issued by the manufacturer/OEM to its channel partners, authorized distributors or a specific letter issued for purposes of this bid. **The MAF should clearly specify the item/material for which the MAF is being issued by OEM.** Such communication should include statements / undertakings from the said manufacturer to the following effect:*

1. Warranty coverage in respect of the goods and services manufactured by the said manufacturer shall be honored by that manufacturer, their channel partners, distributors, and authorized service centers as the case may be.
2. The manufacturer updates the bidder and their technical personnel with relevant technical literature, training and skill transfer workshops etc. on a regular basis.
3. The manufacturer provides back to back technical support to the said bidder on a continuing basis.
4. The said bidder is authorized to provide service and solutions using hardware, firmware and / or software as the case may be.

The products supplied are not declared as end of life at the time of delivery and (parts and spares) are supported for at least 5 years from the date of supply of items.

Note: The letter of authority should be signed and sealed with date by the competent authority having the power of attorney by the manufacturer.

Form P8- Undertaking On Genuineness of Equipment's

{To be filled by the bidder & submitted on bidder's letterhead}

To,
{The Commissioner, GHMC},

Tender Ref. No: Dated

This has reference to the items being supplied /quoted to you vide our bid Ref. No. Dated_____. We hereby undertake that all the components / parts/ assembly/ software used in the equipment shall be genuine, original and new components/ parts/ assembly/ software from respective OEMs of the products and that nor furbished/ duplicate/ second-hand components/ parts/ assembly/ the quoted product should not be declared End of Life at the time of delivery and OEM should support the product quoted at least 5 years / software are being used or shall be used. All the licenses (if applicable) shall be sourced from the authorized source for use in India.

In case, we are found not complying with above at the time of delivery or during installation, for the equipment already billed, we agree to take back the equipment already supplied at our cost and return any amount paid to us by you in this regard and that you will have the right to forfeit our EMD/PBG for this bid or debar/blacklist us or take suitable action against us.

Authorized Signatory Name:

Designation:

Note: The signing Authority should be no lower than Managing Director/VP/CFO of the Bidder Organization.

Technical Bid Forms

Form T1-Technical Compliance Sheet

Item wise technical compliance statement as per technical specifications mentioned in Section-D of this document (taking in to consideration all the amendments issued to this document, if any) is to be submitted in the following format:

Item Code:

Item Name:

Sl. No.	Parameter/ Feature	Specification Required as per of RFP & amendments, if any given	Specification of proposed item along with Part Code, Qty. & Description if any (Part code details must be provided if available)	Compliance (Complied/ Higher/Lower)	Reference for proof of compliance (Required documents to be uploaded along with technical bid)
A	B	C	D	E	F
		<< Make & Model>> to be clearly mentioned			(Detailed reference such as doc name, para no. page no. etc. should be provided)

The bidder should submit relevant technical documentation viz- Brouchers, leaflets for supporting the product quoted in the tender.

Place & Date:

Bidder's signature and seal

Form-T2 -Certificate of Conformity/No Deviation

{To be filled by the bidder & submitted on bidder's letterhead}

To,

{The Commissioner, GHMC},

_____,

CERTIFICATE

This is to certify that, the specifications of Hardware &Software which I/We have mentioned in the Technical bid, and which I/ we shall supply if I/We am/ are awarded with the work, are in conformity with the specifications of the Tender/bidding document and that there are no deviations of any kind from the requirement specifications and are supported by the OEM.

Also, I/we have thoroughly read the Tender/ bidding document and by signing this certificate, where by submit our token of acceptance to all the Tender terms &conditions without any deviations.

I/We also certify that the price I/ we have quoted is inclusive of all the cost factors involved in the end-to-end implementation and execution of the project, to meet the desired Standards set out in the Tender/ bidding Document.

Thanking you,

Name of the

Bidder:

Authorized Signatory -----

Seal of the Organization-----

Date-----

Place-----

-

Form –T3 - Un-priced Bill of Material

ANNEXURE A – Firewall

SNO	ITEM DESCRIPTION	UOM	QTY
1	AMC for 1.6 mm LED Video Wall Display along with accessories	NOS	1
2	AMC for Video Wall Controller & Processor along with Wall management software with 32 DVI/HDMI/DP inputs	NOS	1

Date:

(Seal and Signature of Bidder)

Check List

Compliance/Agreed/Enclosed/ Deviation Statement

The following are the particulars of compliance/deviations from the requirements of the tender specifications.

Bid document reference	Submitted/Agreed/Remarks
1. Bid Letter Form	
2. Form P-1	
3. Form P-2	
4. Form P-3	
5. Form P-4	
6. Form P-5	
7. Form P-6	
8. Form P-7	
9. Form P-8	
14. Form T1	
15. Form T2	
16. Form T3	
19. Form-C1	
20. General instruction to bidders	
21. General condition of proposed contract(GCC)	
22. Special Condition of proposed Contract(SCC)	

The specifications and conditions furnished in the bidding document shall prevail over those of any other document forming a part of our bid, except only to the extent of deviations furnished in this statement.

Place & Date

Bidder's signature and Seal

NOTE: For every item appropriate remarks should be indicated like 'no deviation', 'agreed', 'enclosed' etc. as the case may be.

Commercial Bid Forms

Detailed Commercial Form-C1

Sl. No	Item details (specifications as per section D of the tender document) with <u>make and model</u>	Unit Price without taxes	Taxes on unit price	QTY (Nos)	Total price without taxes	Total price (incl Taxes)
<i>a</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>e</i>	<i>f</i>	<i>G</i>
1	Annual Maintenance Contract (AMC) for 1.6 mm LED Video Wall Display along with accessories for 1 year			1		
2	Annual Maintenance Contract AMC for Video Wall Controller & Processor along with Wall management software with 32 DVI/HDMI/DP inputs for 1 year			1		
	Grand Total (including GST) (in Rs.)					

In Words _____

Place & Date

Bidder's signature and Seal

Note:

- a) The L1 bidder shall be arrived on least cost of Form C1 and overall evaluation based on L1 method on grand total of Form C1 The prices quoted are inclusive of all the incidental services related to the AMC even if not specified explicitly.
- b) All unit rates indicated shall be inclusive of installation, duties, transport, packing and transit insurance charges etc.
- c) Deduction of taxes at source will be made as per applicable laws from the payments to be made to the selected Vender.