

Special Conditions

Name of Work: Supply and installation of digital hoarding at selected 32 public hospitals in various parts of Kerala. Total number of item required 32.

The bidder must have prior experience in implementing a similar solution. Documents should be uploaded along with the tender document to substantiate.

1. The bidder/manufacturer should have a service set up in all the 14 districts for rendering after-sales service with qualified engineers and service personnel should be available round the clock, 365 days a year.
2. The bidder should submit product data sheets for all the products quoted with detailed technical specifications.
3. **Warranty for the project shall be for 5 years.** After that, the firms will enter into three years Annual Maintenance Charge (AMC) with the concerned hospital at the rate quoted along with this tender. **AMC amount shall not be greater than 8% of the quoted amount. If it is greater than 8%, it will be limited to 8% and the contractor shall be liable to execute AMC at that rate.**
4. The contractor is expected to inspect the site before quoting the rate to have an overall idea of work such as location, and routing of cables without affecting the aesthetic look of the building and to work out a time frame for completing the work in a specified period. (List of the hospital shall be provided by the State Health Agency)
5. For items in the schedule of equipment, payment will be made to the actual quantity of material used.
6. **Bidder should demonstrate the equipment including software if any, during technical evaluation time if the committee desires so. The demonstration should be conducted at the State Health Agency office, Thycaud, Thiruvananthapuram**
7. Samples of all cables, conduits, connectors etc should be supplied to the undersigned/authorized officers and got approved before commencing the work.
8. Unit rates for equipment, wiring, labour and condition work shall remain valid till the completion of work in all respects and shall be free from variations due to increase or decrease in the cost of materials, labour or any other reason whatever. Unit rates shall

become applicable to variations in qualities due to changes and modifications in the installation.

9. The contractor shall guarantee that all equipment shall be free from any defect due to defective materials and bad workmanship and that the equipment shall operate satisfactorily and that the performance and efficiencies of the equipment shall not be less than the guaranteed values.
10. During the warranty period, the bidder shall be fully responsible for the manufacturer's warranty in respect of the proper design, quality, and workmanship of all the equipment, accessories, etc.
11. During the warranty period/AMC period, the bidder shall attend to all the hardware problems on-site and shall replace the defective parts at no extra cost to ensure uninterrupted office functioning. Failure of it will charge a penalty to the contractor and the authority will fix the amount at moment in time.
12. Wiring shall conform to IS 732 wiring shall not cross room through roof slab.
13. Average sales turnover should be above 25 lakhs for the last three years (ie 2018 to 2022). The bidder should submit the last 3 years' audited balance sheet for each year or a certificate from a competent statutory auditor should be submitted as proof.
14. The bidder should have the experience of a minimum of three projects in display systems for government or non-governmental firms for the last five years. The bidder should have to submit the work completion certificate certified by the client.
15. The bidder shall not be blacklisted by any centre or state government institution or bodies. The bidder should attach a self-declaration duly signed by the authorized authority.

Contractor

**Executive Director,
State Health Agency, Kerala**