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**THIRUVANANTHAPURAM REGIONAL CO-OPERATIVE MILK
PRODUCERS' UNION LTD. KSHEERA BHAVAN, PATTOM,
THIRUVANANTHAPURAM -695 004**

Bid Ref. No. TRU/MIS/17/2025-26

TENDER FOR
Supply, Installation and Testing of LED display and its
accessories

2025-26

BID FORM

1. Registered Name of Bidder :

2. Address :

3.Contact details

i. Land phone :

ii. Mobile :

iii. E-mail :

iv. Fax :

**THIRUVANANTHAPURAM REGIONAL CO.OPERATIVE MILKPRODUCERS'
UNION LTD.**

KSHEERA BHAVAN, PATTOM, THIRUVANANTHAPURAM -695 004

Phone Nos. 2558850, 2446845 Fax: 2449567,

E-mail ID - trcmpuplmg@gmail.com/trcmpumis@milma.com

NOTICE INVITING TENDER

The Managing Director, Thiruvananthapuram Regional Co-operative Milk Producers Union Ltd (TRCMPU Ltd) invites bids from reputed Manufacturers / Authorized dealers for the supply, installation and Testing of LED Display with software and related accessories at billing addresses as per the specification attached

1	Tender No. & Date	TRU:MIS:17:2025-26 dated 11.12.2025
2	Item of Supply	LED Display with software and its accessories
3	Specification	Attached
4	Quantity Required	10 Nos
5	Estimated Amount	10 Lakhs Approximate
6	Bid Submission Fee	Rs. 1000/-
7	Earnest Money Deposit	Rs.50000/-(Rupees Fifty Thousand Only)
6	Date of Publication of tender.	12.12.2025
7	Last Date of Submission of etender	23.12.2025 5.00 PM
8	Date and time of opening of etender	24.12.2025 11.00 AM
9	Place of Opening	TRCMPU Ltd., KsheeraBhavan, Pattom Thiruvananthapuram-695004.
10	Bid Validity	30 Days
11	Delivery time	Within 5 weeks from the date of issue of Purchase order.

RARARAJ R KA!
MANAGING
DIRECTOR

Terms & Conditions for e-Procurement

This tender is an e-Tender and is being published online for work / supplying of equipment as mentioned in the Invitation to bid. The tender is invited in two cover system from the registered and eligible manufacturers / suppliers through e-procurement portal of Government of Kerala (<http://www.etenders.kerala.gov.in>). Prospective bidders willing to participate in this tender shall necessarily register themselves with above mentioned e-procurement portal.

The tender timeline is available in the critical date section of this tender published in www.etenders.kerala.gov.in.

A. Online Bidders registration process:

Bidders should have a Class II or above Digital Signature Certificate (DSC) to be procured from any Registration Authorities (RA) under the Certifying Agency of India. Details of RAs will be available on www.cca.gov.in. Once, the DSC is obtained, bidders have to register on www.etenders.kerala.gov.in website for participating in this tender. Website registration is a one-time process without any registration fees. However, bidders have to procure DSC at their own cost.

Bidders may contact e-Procurement support desk of Kerala State IT Mission over telephone at 0471-2577088/188/388 or 0484-2336006, 2332262 or 0497-2764788, 2764188 or 0483-273294 or through e-mail: etendershelp@kerala.gov.in or helptender@gmail.com for assistance in this regard.

B. Online Tender Process:

The tender process shall consist of the following stages:

- i. **Downloading of tender document:** Tender document will be available for free download on www.etenders.kerala.gov.in from the date & time of publication of e-tender, till the last date & time for online submission of e-tender. However, tender document fees shall be payable at the time of bid submission as stipulated in this tender document. Downloading of tender documents will not be possible after the date specified above.
- ii. **Pre-bid meeting:** Refer page 3 of the tender document
- iii. **Publishing of Corrigendum:** All corrigenda shall be published on www.etenders.kerala.gov.in and shall not be available elsewhere.
- iv. **Bid submission:** Bidders have to submit their bids along with supporting documents to support their eligibility, as required in this tender document to www.etenders.kerala.gov.in. No manual submission of bid is allowed and

manual bids shall not be accepted under any circumstances.

- v. **Opening of Technical bid and bidder short-listing:** Technical bids will be opened, evaluated and shortlisted as per the eligibility and technical qualification. All documents in support of technical qualification shall be submitted online as well as offline within the due date and time. Failure to submit the documents will attract disqualification. Bids shortlisted by this process will be taken up for opening the financial bid.
- vi. **Opening of financial bids:** Bids of the qualified bidders shall only be considered for opening and evaluation of the financial bid on the date and time mentioned in the critical date section

B. Documents comprising bid:

- i. **First Stage (Pre qualification or Technical cover based on 1 cover or 2 cover tender system):**

Pre-Qualification or Technical proposal shall contain the scanned copies of the following documents which every bidder has to upload.

- A. Copies of original documents defining the constitution or legal status, place of registration and principal place of business of the company or firm or partnership or if a joint venture, of each party there to constituting the bidder.
- B. Copies of GST registration certificate.
- C. Details of experience and past performance of the bidder (or of each party to a joint venture) on works of similar nature, and details of current work in hand and other contractual commitments shall be submitted. Customer's full address, contact persons, contact telephone number and e-mail ID are to be furnished.
- D. The bidder should be in same business as Supplier / manufacturer for which the bid is invited for a minimum period of twenty years at the time of bid opening. If an authorized dealer participates in the bid they should produce documentary evidence for establishing that their principal supplier should be in the same business for a minimum period of 5 years. Copy of authorized dealership certificate issued by the principal supplier or manufacturer should also be uploaded along with bid document.
- E. The bidder's annual financial turnover during any one of the last two years shall not be less than twice the estimated cost as specified in the Invitation to Bid.
- F. The bidder shall have completed at least 4 number of similar installations for which this invitation to bid is issued during the last twenty years.
- G. The bidder shall furnish a copy of the Income tax Returns for the previous year in original or certified true copies.

The department doesn't take any responsibility for any technical snag or failure that has taken place during document upload.

- ii. **The Second Stage (Financial Cover or as per tender cover system):**

The Bidder shall complete the Price bid as per format given for download along with this tender.

Note: - The blank price bid should be downloaded and saved on bidder's computer without changing file-name otherwise price bid will not get uploaded. The bidder should fill in the details in the same file and upload the same back to the website.

Fixed price: Prices quoted by the Bidder shall be fixed during the bidder's performance of the contract and not subject to variation on any account. A bid submitted with an

adjustable/variable price quotation will be treated as non-responsive and rejected.

D. Tender Document Fees and Earnest Money Deposit (EMD)

A. Internet Banking Options (Retail)			
1	Allahabad Bank	29	Janata Sahakari Bank
2	Axis Bank	30	Karnataka Bank
3	Andhra Bank	31	Karur Vysya Bank
4	Bandan Bank	32	Kodak Mahindra Bank
5	Bank of Bahrain and Kuwait	33	Lakshmi Vilas Bank
6	Bank of Baroda	34	Mehasana urban Co-op Bank
7	Bank of India	35	NKGSB Co-operative Bank
8	Bank of Maharashtra	36	Oriental Bank of Commerce
9	Bassein Catholic Co-operative Bank	37	Punjab and Maharastra Co-operative Bank
10	BNP Paribas	38	Punjab National Bank
11	Canara Bank	39	Punjab and Sind Bank
12	Catholic Syrian Bank	40	RBL Bank
13	Central Bank of India	41	Saraswat Cooperative Bank
14	City Union Bank	42	Shamrao Vithal Cooperative Bank
15	Corporation Bank	43	South Indian Bank
16	Cosmos Bank	44	Standard Chartered Bank
17	DCB Bank	45	State Bank of India
18	Dena Bank	46	Syndicate Bank
19	Deutsche Bank	47	Tamilnadu Mercantile Bank
20	Dhanalaxmi Bank	48	Tamilnadu Cooperative Bank
21	Federal Bank	49	The Kalyan Janatha Sahakari Bank
22	HDFC Bank	50	TJSB Bank(erstwhile Thane Janata Sahakari Bank)
23	ICICI Bank	51	UCO Bank
24	IDBI Bank	52	Union Bank of India
25	Indian Bank	53	Vijaya Bank
26	Indian Overseas Bank	54	YES Bank
27	Indus Ind Bank	55	United Bank of India
28	Jammu & Kashmir Bank		
B. Internet Banking Options (Corporate)			
1	Bank of Baroda	19	Karur Vysya Bank
2	Bank of India	20	Kodak Bank
3	Bank of Maharashtra	21	Lakshmi Vilas Bank
4	BNP Paribas	22	Oriental Bank of Commerce
5	Canara Bank	23	Punjab and Maharastra Coop Bank
6	Catholic Syrian Bank	24	Punjab and Sind Bank
7	City Union Bank	25	Punjab National Bank
8	Corporation Bank	26	RBL Bank
9	Cosmos Bank	27	Shamrao Vithal Cooperative Bank
10	Deutsche Bank	28	South Indian Bank
11	Development Credit Bank	29	State Bank of India
12	Dhanalaxmi Bank	30	Syndicate Bank
13	Federal Bank	31	UCO Bank
14	HDFC Bank	32	Union Bank of India
15	ICICI Bank	33	UPPCL
16	Indian Overseas Bank	34	Vijaya Bank

17	Janata Sahakari Bank	35	Axis Bank
18	Jammu & Kashmir Bank		

The Bidder shall pay a tender document fee and Earnest Money Deposit or Bid Security as given in the Tender Inviting Notice. The Bid security is required to protect the purchaser against risk of Bidder's conduct, which would warrant the forfeiture of security.

Online Payment modes: The tender document fees and EMD can be paid in the following manner through e-Payment facility provided by the e-Procurement system:

State Bank of India Multi Option Payment System (SBI MOPS Gateway): Bidder are required to avail Internet banking facility in any of the below banks for making tender remittances in e-Procurement system.

During the online bid submission process, bidder shall select SBI MOPS option and submit the page, to view the **terms and condition** page. On furtherer submitting the same, the e-Procurement system will redirect the bidder to MOPS Gateway, where two options, mainly **SBI and other banks*** will be shown. Here, bidder may proceed as per below.

(a). SBI Account holders shall click **SBI** option to with its Net banking facility, where bidder can enter their internet banking credentials and transfer the tender fee and EMD amount.

(b). Other bank account holders may click **other banks** option t view the bank selection page. Here bidder can select from any of the 54 banks to proceed with its net banking facility, for remitting the tender payments.

*Transaction charges for other banks vide SBI Letter No. LHO/TVM/AC/2016-17/47- 1% of transaction value subject a minimum of Rs.50/- and maximum of Rs.150/-

Any transaction charges levied while using any of the above modes of online payment has to be borne by the bidder. The supplier/contractor's bid will be evaluated only if payment status against bidder is showing "Success" during bid opening.

E. SUBMISSION PROCESS:

For submission of bids, all interested bidders have to register online as explained above in this document. After registration, bidders shall submit their Technical bid and financial bid online on www.etenders.kerala.gov.in along with online payment of tender document fees and EMD. For page-by-page instructions on bid submission process, please visit www.etenders.kerala.gov.in and click "Bidders Manual Kit" link on the home page.

It is necessary to click on "Freeze bid" link/icon to complete the process of bid submission otherwise the bid will not get submitted online and the same shall not be available for viewing/opening during bid opening process.

SPECIAL TERMS & CONDITIONS

Thiruvananthapuram Regional Co-operative Milk Producers Union Ltd (TRCMPU Ltd) invites bids from reputed Manufacturers / Authorized dealers for the supply, installation and commissioning of LED Display with software and related accessories at billing addresses as per the specification attached

1. Eligibility and qualification requirements:

- The bidder should be a manufacturer or authorized dealer/reseller of reputed brands of quoted items
- The bidder should provide Manufactures Authorisation Form (MAF) from the OEM for the BOQ items
- The email address and phone number for verification of the MAF should be the representative of the OEM and should not be of any other distributor or dealer.
- The bidder must be in the business of items & the experience of supplying similar products for more than 10 years
- The Bidder needs to have GST registration in Kerala
- The bidder needs to have Sales and Service Office in Kerala.
- The bidder should quote for all items specified in the price bid, else bid will be treated as incomplete and will stand invalid.
- BOQ Line items are to be from the same OEM
- Bidder's offer is liable to be rejected if they don't upload any of the certificates/documents sought in the Bid document and Corrigendum if any before technical evaluation.
- The Bidder should give an undertaking on legal stamp paper that the bidder & OEM has not been blacklisted with any of the Central Government Department and any State Department / PSU / Banks & Financial institutions on account of corrupt or fraudulent practices from F.Y. 2011-12 till date

2. Tender Fee & Earnest Money Deposit

- a. The Tender fee and EMD as given in the invitation to bid shall be accepted through online NEFT transaction through the site www.etenders.kerala.gov.in.
- b. The EMD of the successful bidder shall be released after the signing of the agreement and submission of performance security.
- c. EMD of the unsuccessful tenderer shall be released after the award of the contract and execution of agreement by the successful tenderer.
- d. No interest shall be paid for the EMD for the period for which it lies in deposit.

3. **Delivery and Billing Address:**

SI No	Billing Address with GST	Standing Display	Wall Mount Display
1	The Managing Director Milma, TRCMPU LTD, Ksheera Bhavan, Pattom, Thiruvananthapuram - 695 004. GST: 32AAAAT9795J1ZX	1	1
2	The Unit Head, MILMA Dairy, TRCMPU Ltd., Ambalathara, Poonthura P.O. Thiruvananthapuram-695026 PH: 0471 - 2381228, 2382562 GST No. 32AAAAT9795J3ZV	1	1
3	The Manager, Kollam Dairy, Thevally Kollam-691009 PH-2794556,2797991 GST No.32AAAAT9795J4ZU	2	0
4	The Senior Manager, Pathanamthitta Dairy Mammoodu Jn. Nariyapuram.P,O, Pathanamthitta-689513,Kerala. PH.0468 2350089,2350099 GST No. 32AAAAT9795J5ZT	2	0
5	The Manager Alappuzha Marketing Cell Milma Marketing Cell, Punnapra, Alleppey - 688 004. PH:04772286935 GST No. 32AAAAT9795J6ZS	1	0
6	The Assistant Manager, P&I Office Mannar, Kuttiyil, Alappuzha - 689 622. PH:0479-2312562 GST No. 32AAAAT9795J2ZW	1	0

4. **Terms of payment: Payment shall be made from TRCMPU as follows**

- I. 100% Payment shall be released by TRCMPU Ltd within 15 days after successful installation and commissioning of supplied machine.

5. **The Tender should be submitted as follows**

Online Cover I

1. Details of Tender fee and EMD details.
2. Documents to prove the qualifying criteria as mentioned in clause 1 above.
 - Scanned copy of Sales Tax & Service Tax registration certificates.
 - Scanned copy Income Tax returns filed for last two years.
 - Details of previous executed orders along with address of clients, contact person, contact no, e-mail ID etc.

- Details of contracts on hand and other contractual commitments.
- Filled copy of Compliance Statement

Online Cover - II

Price bid in the prescribed form available as BOQ in the website www.etenders.kerala.gov.in

B. Note to Bidders:

- i. Bidders are advised to note the Tender Id and Tender No. & Date for reference.
- ii. All uploaded documents should contain the signature and the office seal of the bidder/authorized persons.
- iii. The Managing Director, TRCMPU Ltd., is empowered to reject any or all the bids without assigning any reason.
- iv. The price should remain same during the contract period.
- v. Verification of tax is applicable during the contract period.
- vi. TRCMPU Ltd does not bind itself to accept the lowest offer and reserve the right to accept any offer without assigning any reason. The bidders shall not have any claim in this regard.
- vii. Hard copies of the documents mentioned under cover 1 and copy of this tender document duly signed on all pages to be submitted within two days from the date of tender opening. Non submission of hard copies in time by the bidder shall lead to rejection of their offer.

SPECIFICATION FOR LED DISPLAY

Large Format Professional Display	Details
Screen Size	50
Technology	LED Backlit-VA
Native Resolution (Pixels)	3840 x 2160 (UHD)
Aspect Ratio	16:09
Brightness	350 cd/m2
Native Contrast Ratio (Minimum)	4000:1
Viewing Angle (Horizontal: Vertical)	178:178
Depth	less than 30mm
Bezel	11.5mm even
Response Time (G to G)	8ms
Color Gamut	72%
Orientation	Portrait and Landscape
Haze	2%
Speaker	Inbuilt 10 W + 10 W
MTBF	50,000 hrs
Input Connectivity	
HDMI (2.0)	3 Ports
USB Port	2 Ports
LAN RJ45 (Required)	1 Port
External control	1 Port
WiFi	Embedded
Web Browser	Available
Media Player	Embedded
Built In Storage	8 GB
Signage Software	Inbuilt
Other Features	Multiple devices can be displayed wirelessly (up to 4) in quad view without the need for third-party devices.
Duty Cycle	16x 7
IP Rating	IP5x
Mounting arrangement	Standard Wall Mount
Certifications	BIS, UL, FCC,EMC-Class B,Safety-60950-1, Energy Star 8.0, EPEAT

Power Supply	AC 100 - 240 V, 50/60 Hz
Power Consumption- Typical[W/h]	82 or below
Operating Temperature Range (Degree C)	0 °C ~ 40 °C
Operating Humidity (%RH)	10 % ~ 80 %
Accessories to be supplied : AC Power cord, remote control, user manual, wall mount bracket	Quick Setup Guide, Warranty Card, Power Cord RS232C(IN) Gender Remote Controller & Batteries.
On Site OEM Warranty (Year)	3 years

RARARAJ R KAS
MANAGING
DIRECTOR

COMPLIANCE STATEMENT

Technical compliance of every component should be marked and in case of any deviation ,it shall be entered in the "Remarks" column. The bidder must furnish the make and model of the product quoted without fail

Features	Specifications / Parameters	Compliance (Yes/No & remarks)
CMS System	On-premise CMS system shall include the following:	
Software Server	(i) central application software server (including operating system) that shall facilitate storage, upload and download of contents and schedule and drive displays connected across the signage network. [Server hardware / Server Virtual Machine necessary for the installation in VM-mode shall be made available by IIST for the purpose.]	
Media Player Application	(ii) fully compatible media player software applications that's installed in the LED Displays that are connected	

	through an IP LAN network.	
External Set-top Media Player Device	(iii) fully compatible external set-top media player devices that shall connect through the IP network to the central software server, and display contents on non-compatible LED Displays.	
System Architecture	Shall preferably be built on Free & Open-Source Operating System platform using suitable micro- services architecture for performance, easy updates and upgradation.	
Licenses	Licenses, if required for installation or operation of the CMS software server, media player applications installed in the LED display, and external set-top media player devices, shall be included and provided as part of the CMS Software system.	
	Licenses for operation of the CMS software shall preferably be perpetual for all displays. Alternatively, licenses provided shall be valid for at least 5 years.	
Additional Licenses	Licenses required for additional external set-top media player/devices, if applicable, shall be provided, and its costs quoted and included as part of cost of the additional external set-top media player devices,	
	OEM shall provide regular software maintenance, including updates and upgrades for a period of at least 5 years as part of the licenses supplied.	
	Licenses shall be in the name of IIST, and verifiable at any point of time for audit purposes. If not perpetual, the licenses supplied shall be renewable after expiry of the period.	
Scalability	Shall be scalable to support display of content in least 500 LED display monitors/media players within the network.	
Server mode	Server shall support operation as virtual and physical instance, in load balancing and replication modes etc.	
Clustering & Load Balancing	Shall have clustering and load balancing features that allows content to be replicated on secondary servers to create multiple nodes for content distribution resulting	

	in load balancing & high availability failover mechanism.	
	Clustering/load balancing shall be implemented in an additional server/virtual Machine that shall be provided by IIST, without requirement of additional license or costs, as part of the system.	
Web Based Remote Management	Shall be able to control the signage display devices / media players / external set-top media player devices via web interface through any PC-based browser within the signage network without installing any additional software from any remote or central location.	
	Shall also be able to perform the above over the network using mobile and tablet browsers	
Integration	Shall integrate together as a one-stop solution for the proposed Digital Signage System, fully supported by the System Integrator and the OEM.	
Inter-Operability	Shall support future inter-operability with LED displays of multiple brands/OEMs through external set-top media player devices for display of all contents pushed by the Signage CMS Software.	
Offline Synchronization	Displays shall have feature to synchronize media and schedule content offline through USB when not connected to the Signage Network.	
Signage Dashboard	Shall have a dashboard view of all display device status, network connectivity status between the media players and the central server, user summary, errors, warnings, notifications etc.	
Display Modes	Shall display in Portrait & Landscape Modes	
Display Resolution	Shall support display upto 4K pixels	
Content Support	Shall support playback of all popular media formats	
	Supported Video Formats shall include : wmv, avi, mpg, mpeg, flv, mov, mp4, mkv, vob, 3gp	
	Supported Image Formats shall include : jpg, bmp, png, gif, tiff,tif	
	Shall support display of Pdf documents	

	Shall support display of Text: Show static as well as scrolling text (Tickers)	
	Audio formats supported shall include: mp3, wav	
Preview	Shall have provision to preview content (layout) before scheduling	
Content Scheduling	Shall schedule content to single display.	
	Shall schedule content to multiple displays.	
	Shall schedule content to play in future date/time.	
	Shall have location based user rights to upload the content to a particular display	
	Shall be capable of running specific no. of occurrences of any content/campaign during any specific time schedule, daily, weekly, monthly or customized	
	Shall recursively schedule for repetitive display in future on hourly, daily, weekly or monthly basis	
Schedule Dynamic Sources / Data	Shall schedule and display Live video-streaming of Local Content from Camera or other sources from streaming encoder to all the displays on the network, utilizing standard UDP/HLS protocols	
	Shall schedule and display video-feed of live events received via a streaming server or from any HDMI source like set-top box, DVD or Blu-ray player.	
	Shall support schedule and display RSS (Really Simple Syndication) Feed with changeable interval based updating.	
	Shall schedule and display HTML / HTML5 + JavaScript Webpages	
Playback Schedule	Shall have provision to schedule multiple layouts simultaneously along with their order of playback	
Local Playback	Shall download, store and play content & schedules locally on the media player	
Display ON/OFF Schedule	Shall be capable of Scheduled Turn Display On / Off of LED Displays	

Text Scroll / Image Scroll	Shall support texts in multilingual character set – Unicode	
	Shall support formatting of Font Colour, Font size, Bold, Italic etc	
	Shall support right to left, left to right, top to bottom and bottom to top Scroll Directions.	
	Shall support addition of Image along with text	
	Shall support Image Transitions	
Transparency	Shall support Image Transparency	
	Shall support Video Transparency	
	Shall support Text / Scroll Transparency	
Display Regions/Zones	Shall be able to divide the display screen into as many regions as required and populate with multi-media images, videos etc in these regions using drag-and-drop interface	
Touch-Interactive Mode	Shall be capable of driving touch-interactivity mode on a custom-made webpage when scheduled and displayed as the initial signage content. If touch interactivity is not sensed/performed, shall display normal signage content after elapse of pre-configured time.	
Extensible	Shall be able to add gadgets like clock, calendar etc as extensibles	
Audio Files	Shall have option to play/mute audio for each media file in the playlist. Shall also be able to add background audio file.	
Content Download	Shall be able to stop / resume downloads in case of connectivity issues. Shall divide bigger files into smaller chunks for transfer to display devices in order to prevent full repeat of download cycle. In case of connectivity issues only the last chunk is lost.	
	Shall display Progress Bar for content download	
	Data transfer of content between server and player through network shall be done over a 1024 bit encrypted connection	
	Shall support download of content during predefined intervals	
	Server shall be able to push content to display when content for the display changes and is re-scheduled.	

	Media players shall download content from server at predefined intervals	
	Shall download content to one display node and distribute locally to other media players	
Bandwidth management	Shall be able to manage display wise bandwidth limits during content transfer for remotely connected low-bandwidth locations.	
Security	Shall employ File hash (MD5) validation before playback	
Emergency/Instant Messages	Shall override scheduled data & current playback on the displays with emergency messages	
Play Multiple Screens in Sync and Time Syncing	Shall have ability to play content in sync across multiple screens. CMS Software automatically checks the lag and adjusts itself to get in sync with other screens. Each player shall keep its system time in sync with server	
USB Support / Offline Mode	Shall support sync of media, schedule content, report, etc through USB for displays without connectivity.	
Access Levels and User management	Shall have capability to create any number of users based on need.	
	Role-based Access configurable for any number of users as content creator or approver or both based on needs. Shall have customizable approval levels.	
	Shall have inbuilt supervisory media approval mechanism to allow supervisors to approve the content before publishing to the players	
	Administrator shall have rights to create users/ user- groups and assign rights to multiple users.	
Live Monitoring	Shall be able to view content being played on any display in real time from any remote location.	
	Shall have capability to schedule the screenshot event for any screen, which will upload screenshots of that screen to the central server taken at the pre-defined interval	
Remote Media Player Management	Shall be able to upgrade and update software and patches remotely from the central server to the media players	

	Shall provide technical email alert for any media player that fail to get updated to newer version of app,	
	Shall have provision to view active media players connected in the signage network and enable or disable any media player on the network at any time.	
	Shall manage display storage remotely. Shall have provision to manually delete content on any player remotely via server. If the display storage crosses the assigned storage limit, it can smartly delete the content that is archived.	
	Shall provide technical email alert if there is certain limit of space is available at the media player.	
	Shall have provision to set different shutdown time and reboot time for all days of a week for remote players. Shall also have reboot on a button click available	
	CMS Application should be capable of showing the real time number of online & Offline devices and report can be fetched with the device detail	
	Shall have ability to change all display specific settings from signage server	
Reporting, Logs & Audit Trail	Shall log and provide proof-of-play plus comprehensive report of content/media being played on the displays, at what time and for how much duration.	
	Shall log and provide report for each display to get the information about its online and offline duration.	
	Shall keep track of user activity on the CMS	
	Shall log and report about problems or issues occurring in media player.	
Watchdog	CMS keeps track of player status and restarts it or reboots the system if required in case the system hangs	
Notifications and Alerts	CMS shall be equipped with auto generated mails & notifications for Device ON-OFF Status, Content Playback, App	

	Updates, Threshold Storage Alert, Content Download etc.	
Security	Shall have AES 256 encryption- for data at transit. Rest over SSL based encryption	
Service Support	OEM of the CMS Software Solution shall provide helpdesk support as a 8x5 service on request over mail, phone or web-portal, during office hours, any day of the week. Support shall include :	
	1) On-boarding of devices on CMS software - defining the names and location of the end devices in the software	
	2) Signage Display Layout creation	
	3) Schedule layouts as per customer required then and send them for approval from the approval authority	
	4) Generation of reports (If/when required)	
	OEM of the CMS shall have required service support facility and trained personnel available in Kerala, preferably in Thiruvananthapuram, for helpdesk support or on premises service.	
	OEM of the CMS shall provide the details of the facility and service support manpower available in Kerala along with the bid.	
	OEM of the CMS / Solution Provider should provide one stop solution that fully integrates with the display quoted, the media player/media player devices, cables, CMS software.	
Installation	OEM of the CMS Software / Solution Provider shall undertake installation and maintenance of the entire system in order to achieve complete compatibility of hardware and software and seamless SITC services, including upgrades / augmentations at a later stage.	

GENERAL TERMS & CONDITIONS

1. Inspection:

The equipment under the purview of your supply should be inspected by your own technical experts at your works, and such Inspection Report should be forwarded to us in triplicate. However, the TRCMPU reserves its right to inspect at any stage of fabrication / manufacture of the equipment / material. You should intimate TRCMPU without fail when the equipment is ready for inspection, including the stage wise inspection. You should not proceed with further manufacture and / or dispatch of equipment, without obtaining a clearance certificate after inspection or our written permission. You should forward to us the Test Certificates wherever applicable, obtained from concerned authorities / principal manufacturers either regarding quality of any other details of the items utilized in the process of manufacture / fabrication.

2. Dispatch Instructions:

The materials are to be dispatched to the project site by the mode of transport specified in the order under intimation to us. Depending on the type of material, you shall have to carry out proper packing / crating to avoid breakages in transit. Other details of dispatch such as marking consignee's particulars etc. are mentioned in the Purchase Order. For using any mode of transport other than the specified one, prior concurrence from us in writing should be obtained. All consignments should be dispatched on freight paid basis irrespective of price basis. In the event of freight payable extra by us, you shall have to obtain our prior approval and produce necessary documentary evidence in support of your claims. Unless otherwise stated, the original RR/LR should be sent by Registered Post directly to the consignee along with a copy of invoice and 2 copies of Delivery Challan / Packing List.

3. Insurance

You shall have to arrange all transit risk insurance, warehouse to warehouse basis including storage risk coverage for a period of 6 months from the date of arrival of goods at destination for the items to be supplied by you. In cases where orders are placed on ex-works basis, the premium shall be paid by us at actual to you against production of documentary evidence. In the event of any damage to / loss of consignment in transit, it will be your responsibility to lodge necessary claims with the carriers / underwriters and pursue them till settlement. Since the insurance policy will be obtained in our name, we shall, if required, give you necessary authorization letter authorizing you to lodge and pursue claims on our behalf with the carriers / underwriters. You shall also have to make good the losses / damages occurring in transit by making replacement / payment to us in the first instance; if claims are settled by the underwriters and any amounts are realized by us, the amounts thus realized in settlement of claims shall be reimbursed to you. In other words, the prima facie responsibility for getting compensation for the damages / losses incurred, due to all transit hazards, if any, rests with you.

In cases where the purchase order is placed on "free delivery at site" basis, no insurance premium will be paid by us. However, in such cases also, all transit risk insurance policy must be obtained to safeguard your own interest and to protect the material against transit hazards.

4. Delivery

The stipulated delivery time given in the Purchase Order is the essence of this contract. You must therefore, strictly add here to the delivery schedule mentioned in the Order.

5. Demurrage

You shall bear and reimburse to us full demurrage if any, paid by reason of delay on your part in forwarding the original dispatch documents at the destination mentioned in the Purchase Order.

6. Rejection:

We reserve the right to reject the goods either in part or full if at the time of delivery, if it is noticed that the goods supplied do not conform to the specifications / description given in the Purchase Order. The rejection, if any, will be intimated to you in writing within a reasonable time. You will be liable to repair / replace the rejected goods within the stipulated time. Till the repair / replacement is made, the rejected goods shall be lying at your risk, cost and responsibility. If you do not arrange to repair / replace the rejected goods within the period stipulated by us, we may dispose of such goods at your risk and in the manner which we think fit. We shall be entitled to retain the proceeds of disposal either in part or full towards the expenses incurred on storage, handling and disposal of the rejected goods. We shall also be entitled to recover the expenses made by us on storage and handling of such rejected goods till the goods are removed from our premises/stores.

7. Liquidated Damages and Recovery of Advance:

The accepted delivery schedule of supply and/or installation shall be governed by the Liquidated Damages and Recovery of Advance clause. Each unit of an item shall be delivered to destination and ready for operation not later than the delivery date specified in the purchase order. If you fail to deliver any of the goods or perform the services within the time period(s) specified in the purchase order, TRCMPU shall without prejudice to its other remedies under this purchase order, deduct from the order price as liquidated damages, a sum equivalent to 0.5% of the full Purchase order value for each week of delay. The total amount so deducted shall not exceed 5% of the purchase order value. Once the maximum is reached the TRCMPU may consider cancellation / termination of purchase order.

In case you fail to supply the equipment within the stipulated delivery period plus 20% of the same as grace period, subject to a minimum of 15 days, the purchase order shall stand cancelled and the supplier shall refund the advance, if paid, along with interest at the rate of 18% per annum compounded quarterly on the last day of March, June, September and December, on the advance paid, for the entire period for which the advance was retained by the supplier. This will be without prejudice to other remedies like risk purchase etc. Any incremental taxes, duties and levies on account of the delay in the execution of the purchase order by you will be to your account.

8. Guarantee

The supply of equipment as well as installation, if entrusted, shall have to be carried out by you to the entire satisfaction of TRCMPU. You shall also guarantee to repair / replace without any extra cost, the items or parts thereof, if found defective due to bad designing, workmanship or substandard material brought to your attention within 12 months from the date of putting

on use / commissioning or 18 months from the date of receipt of material at site whichever is earlier. If it is necessary to send the defective equipment or parts thereof to you works for repair / replacement, without forming any precedence, the cost of repacking, loading, unloading, transportation from the site to your works and back to site shall have to be borne by you.

The guarantee however does not cover any damage resulting from normal wear and tear or improper attendance or mishandling of the equipment during repairs by personnel other than the supplier or his authorized agents.

In case of installation jobs you shall have to guarantee the complete installation for satisfactory performance for a minimum period of 12 months from the date of commissioning of the plant / equipment. Any defect arising out of faulty erection / installation or use of substandard material or workmanship shall have to be rectified by you at your cost.

9. Warranty

You must provide a warranty for a minimum period of 3 years from the date of commissioning of the equipment for satisfactory performance of the supplied equipment according to the designed / rated / installed capacity or any other norms fixed by TRCMPU.

10. Specifications & Manuals:

Operation and maintenance manuals and service instructions along with the drawings showing details of part list against each item of your supply be sent to us in triplicate. **You should also furnish us service requirements like water, electricity, lubricant, air etc., for each equipment wherever applicable.**

You shall provide a list of spare parts, which will be required for the equipment supplied by you for at least one year of normal operation with the names and the addresses of the manufacturers from whom they can be procured. The list should contain the code numbers of the parts which are required to be procured, in addition to the machine number, models etc.

13. Sub- Contract

In the event of awarding sub contract to any party / parties by you for the manufacture / supply /erection of any parts / spares / components that will be used in the ordered equipment, you must furnish us details about your sub signature of bidders, their experience, specialization etc. The sub-contract can be awarded by you only after obtaining written approval from us. In the event of sub-contract also the prima facie responsibility rests on you regarding quality, quantity, guarantee / warranty of the materials supplied by the sub-signature of bidders.

14. Force Majeure

The terms and conditions mutually agreed upon shall be subject to Force Majeure Clause. Neither the supplier nor the purchaser shall be considered in default in performance of his / their obligations here under if such performance is prevented or delayed because of war, hostilities, revolution, civil commotion, strike, epidemic accident, fire, wind, flood, earthquake or because of any law order proclamation, regulation or ordinance of any Government or of any act of God or any other cause whether of similar or dissimilar nature, beyond the reasonable control of the party affected. Should one or both the parties be prevented from fulfilling his / their contractual obligations by a state of Force Majeure lasting continuously for a period of six

months, the two parties should consult each other regarding the future implementation of the contract / purchase order.

15. Power

Power will be supplied free of cost at one point. The bidder shall make his own arrangements to provide necessary cables isolators etc to tap the power to the point of requirement during erection work, as per standards.

16. Arbitration

In case of any dispute, the Registrar of Co-operative Societies of Kerala State shall be the sole Arbitrator as per the provisions of Kerala Co-operative Societies Act 1969.

17. Employees state insurance

The contractor shall arrange for insurance etc. of his people employed for erection and installation work as per ESIC act workman compensation and any other provision to meet statutory requirement of various labour Act / Rules. In case of accident to any of the workers during the period of installation, TRCMPU shall not bear any liability what so ever, the entire responsibility primary and final in this respect will be that of contractor.

18. Jurisdiction

Thiruvananthapuram, Kollam , Pathanamthitta ,Alappuzha Only.

RARARAJ R KAL
MANAGING
DIRECTOR