

SCOPE OF WORK

1. Scope of the Work/Job includes Supply, Installation and commissioning of VPS system as per technical specification and scope of work at three Sub-SLDCs (Jambuva-Jetpur-Gandhiangar).
2. The bidder shall deliver and implement the technologies in conjunction with a set of best practices guidelines & industry standards.
3. Bidder has to integrate the VPS system (latest laser based technology) with existing GE Make SCADA system as well as upcoming SCADA system at all control centre without any cost implication.
4. Bidder has to Upgrade Video wall of 3x2 from LED based Technology to Laser Technology with Latest Video Wall Controller, including 6 Years comprehensive cover at Jambuva Control Room.
5. Bidder has to Upgrade Video wall 2x2 from LED based Technology to Laser Technology with Latest Video Wall Controller setup and Expansion of existing VPS of 2x2 to 3x2 Configuration by adding 1x2 New Display Cube with Latest Video Wall Controller, including 6 Years comprehensive Cover at Gandhinagar Control Room.
6. Provide the details of specification and features of offered laser technology, video wall controller and other parts of the system along with catalogue.
7. All materials will be inspected before dispatch at site and same will be inspected after receive at site. Bidder has to raise the inspection call for the material before delivery at site.
8. Bidder has to depute experienced man power to install and commission the laser based engine along with controller at respective locations.
6. The contractor shall provide his contact no., email address, office address for correspondence during supply & commissioning period to Engineer incharge at SLDC & THREE SUB-SLDC (JAMBUVA-JETPUR-GANDHINAGAR).
7. If supplied materials found faulty or damaged then it should be replaced by the bidder without any cost within 15 days within warranty period.

8. Bidder has to carry out quarterly visit for the supplied VPS system at three Sub-SLDCs and maintenance report shall be submitted before submission of quarterly invoices.
9. The bidder has to submit the original manuals for offered system. Necessary accessories and tools for maintenance should be provided by bidder without any extra cost.
10. Bidder has to provide support and service during the warranty period as and when required by SLDC and three Sub-SLDCs without any additional cost.
11. Bidder has to explain the complete features, technical details and working of VPS system to SLDC and three Sub-SLDCs, local training has to be given by bidder at free of cost.
12. Acceptance test reports, performance test reports of quoted items should be submitted if applicable.
13. Loading / Unloading will be in the scope of bidder. No man power will be provided by three Sub-SLDCs.
14. Bidder has to carry tools and necessary equipment for installation and maintenance of VPS system at SLDC and three Sub-SLDCs.
15. Bidder has to carry out Installation, Testing & commissioning of VPS system as per technical specification at three Sub-SLDCs between working hours only which is 9 to 6 PM. Sunday will be official holiday. Works will not be carrying out on public holidays.
16. Bidder has to submit the drawings and manuals of offered Laser engine system and video wall controller for final approval of SLDC GETCO.
17. Bidder has to provide necessary tools and accessories as per BOQ of the tender.
18. The OEM/ Bidder should give an undertaking that service & spare support will be provided for at least 6 years of warranty period.
19. Undertake that the support including spares, patches, upgrades/updates, etc. for the quoted products/software shall be available for next 6 years from the date of successful supply & acceptance of the project.
20. Bidder shall be responsible for Maintenance support and phase wise upgrade of all the sites of SLDC as per above details and ensure

Maximum uptime. Bidder shall ensure by the end of 6 years all the VPS systems shall be on latest Laser Based Technology.

21. Contract period is 6 years and same can be extended for further 2 years with same rate, terms and conditions of contract.

Warranty Period:

All system Supplied as per BOM should be under warranty of 6 Years. Bidder will ensure that all SLDC LVS(VPS) being upgraded with Laser Make will operate smoothly for a Period of 6 years.

Warranty Period will start from date of Supply/ Invoice. Faulty parts/items of the supplied VPS System shall be replaced/repair withing pre-define time line as mentioned herewith.

1. All system Under AMC for 6 Years, 2 years' Standard warranty + 4years extended warranty
2. Extended warranty will start after 2 years of Date of Supply /Invoice.
3. Schedule Quarterly Preventive Maintenance visit for all 3 SLDC sites during 6 Years Warranty/AMC period
4. Breakdown visit / Emergency Failure visit within 2-3 NBD
5. Remote/Telephonic support. Within 4 Hrs

SCOPE OF WARRANTY/AMC

Bidder maintains warranty data track for each product supplied to the customers on the basis of unique serial number mentioned on the product/ PO terms/ warranty certificates.

Bidder provides warranty against manufacturing defects on products supplied.

The period of warranty for the products shall be valid as per the sales agreement between GETCO and the concerned parties or as per the warranty certificate document provided along with the product supplied.

Bidder shall provide warranty support in two ways:

- **Onsite support**

Onsite warranty support for product related faults. Upon receipt of complaint from the customer, Bidder shall provide onsite warranty support to the Customer by sending its service personnel to customer's site. The Service personnel will resolve the issue at customer's site.

All efforts would be made to rectify all the defects/faults in the products on site only. However, if the product complaint is not resolved on site, it will be carried to Delta/Bidder service center.

After repair and resolving issue, the products will be sent back to Customers' site. Bidder liability shall be restricted only to provide warranty support service as per the agreed terms. Bidder shall not be liable for any lost profit, indirect and consequential damage/loss occurring due to malfunction of the products supplied by Bidder.

COMPLAINT LOGGING:

Bidder has to provide ticket logging services i.e official customer support email, contact and contract person for making complaint and it shall be resolved within pre-defined time, failing to which penalty may be imposed as per tender terms and conditions.

MECHANISM TO RESOLUTION OF CUSTOMER COMPLAINTS ONLINE SUPPORT

Providing first level of warranty or AMC support over the phone to the customers to the extent possible. Online Support is made available to the customer to seek help regarding any malfunction or failure in the product supplied and to log-in the complaint.

This consists of remote support over the phone to the customer by the engineer who attends the first level problem at the site. BIDDER shall nominate an engineer to attend to the complaints. In case the customer fails to get in touch with the nominated person, a substitute for the same shall be made available by BIDDER.

The contact details of this concerned person shall be made available to the customer in the complaint logging and escalation matrix. In case the complaint is not resolved over the phone, a site visit is planned with the customer at a mutually agreed time

• ONSITE SUPPORT

It means support at customer site where the product is installed by authorized service engineer of BIDDER. This is to be carried out in the event of malfunction of the products which prevents the operation of the products system. The customer site will be visited by BIDDER's service personnel within a timeframe as prescribed below. Onsite support includes fault finding, repair or replacement of defective parts, functional checking to bring the products to the normal condition. After the problem is resolved, a site visit report shall be prepared by the BIDDER service engineer and the same shall be duly signed by the customer in token of availing the support services and a copy of this report will be given to the customer. The following mentioned Turnaround Time (TAT) will be applicable only in case the fault is in the product and is not any site related fault.

Preventive Maintenance: Quarterly Maintenance visit under warranty period of 6 years for Supplied items.

Table-1:-

Scope of Work & Coverage under 6 years warranty Period				
S. No	Activity	GETCO	Bidder/ Delta	Remarks
1	Quarterly Preventive Maintenance		✓	As per Standard Checklist (Table#2)
2	Breakdown calls - Telephonic Support/ Remote Support (between 9am-6pm Monday to Saturday.)		✓	First Response Time Within 4 Business Hrs.
3	Breakdown calls - On Site Support (Intervention Time between 9am-6pm Monday to Friday.		✓	Within 1-3 NBD
	Breakdown calls - On Site Support (Intervention Time between 9am-6pm Saturday and Holiday)			Within 2-3 NBD
4	Spare Part Replacement	✓		Bidder Scope
5	Technical Update (Software)		✓	Under maintenance contract FOC basis if available.
6	Wear& Tear Item (Screen, Mirror Structure, Cables	✓		Wear Tear and consumables

	and Light Source – Laser Diode)			Items are excluded from AMC
8	Defective return to Bidder /Delta Repair /Gurugram - Logistics Paperwork	✓		Not Applicable
9	Operator Training		✓	During PM Activity (Operator Level Training)

Table-2

During Preventive Maintenance Job below activity performed

- Cleaning of the Screen (from front & rear side)
- Cleaning of the Mirror
- Cleaning of the Projector Lens
- Cleaning of cabinet Fan/Filter
- Geometrical Grid alignment of the display wall if required
- System Health Check of LVS
- Color & brightness adjustment if required / as per best possible level
- Operating system maintenance if required (for LVS/Video wall controller Only)
- Source Configuration as require / Graphics Status (for LVS/Video wall controller only)
- Cleaning of Controller filters (for LVS/Video wall controller only)
- Operational training to users.

Penalty:

Bidder Will ensure the system availability up to 98% as per agreed the SLA terms. in the event that the complete LVS (VPS) System ie. all laser engine and video wall controller experiences unforeseen downtime due to a covered warranty defect, the

warranty period shall be **extended by the total number of days** the product was non-operational and undergoing repair.

The penalty terms shall be bidding to the bidder and bidder has to provide support till the warranty period expire.

Future Stability:

LVS (VPS) Controller have the Option for future scalability to expansion of LVS like up to 4x2 without any additional hardware

i.e currently SLDC Jetpur, Gandhinagar and Jabbua site have 3x2 configuration, in future can be made to 4x2 configuration, supplied VPS Controller should be capable to configure the 4x2 VPS sys

General Scope of work:

1. Up gradation of SLDC Jambuva Central Control Room Video wall of 3x2 from LED based Technology to Laser Technology with Latest Video Wall Controller, including 6 Years comprehensive cover.
2. Up gradation of Gandhinagar SLDC Control Room Video wall 2x2 from LED based Technology to Laser Technology with Latest Video Wall Controller setup and Expansion of existing VPS of 2x2 to 3x2 Configuration by adding 1x2 New Display Cube with Latest Video Wall Controller, including 6 Years comprehensive Cover.
3. Latest Video Wall Controller at SLDC Jetpur Site including 6 Years comprehensive Cover.
4. Spare Laser engine and Video wall controller for above sites.

SOW: Laser Engine Upgrade kit 8350, VIDEO WALL Controller

1. Bidder will supply the Upgrade kit 8350 and Video wall controller of Delta make with accessories to respective Location.
2. Dismantling of existing LED Based engine with accessories
3. Laser Engine Upgrade kit installation
4. Brightness adjustment as per requirement.
5. Video wall controller installation & configuration and server rack installation
6. HDMI Cable laying
7. Configuration of Input source or SLDC Graphics with help of GE Engineer for SCADA Application.
8. Operator Level Training and handover

SOW: NEW DLP cube for LVS Expansion

1. Bidder will supply the new DLP cube in 1x2 Configuration with Base stand to make Gandhinagar SLDC LVS system 2x2 to 3x2 (SLDC Gandhinagar Location)
2. Installation of DLP Cube with Older LVS system
3. Geometric alignment
4. Brightness adjustments per Requirement.
5. Operator Level Training and handover