



REQUEST FOR EMPANELMENT (RFE) FOR

**Empanelment of Agencies for Digital Wall Printing and Wall
Writing in Punjab**

April 2025

Reference no.: 2025_IPR_RFE_Digital Wall_1

Department of Information and Public Relations (DIPR),

Government of Punjab

Fifth Floor, Punjab Civil Secretariat,

Chandigarh – 160001

Request for Empanelment (RFE) for Empanelment of Agencies for Digital Wall
Printing and Wall Writing in Punjab

Notice Inviting Bid

Government of Punjab
Department of Information & Public Relations

RFE reference no.: 2025_IPR_RFE_Digital Wall_1

Online bids are invited from the interested Agencies for empanelment for DigitalWall Printing and Wall Writing in Punjab.

Interested bidders may download the RFE document from the e-tendering portal, i.e. www.eproc.punjab.gov.in, from 26.04.2025 5pm onwards and submit their bids latest by 19.05.2025 before 5pm on the e-tendering portal.

Corrigendum (if any) related to this RFE will be published online at www.eproc.punjab.gov.in.

Additional Director,
Information and Public Relations, Punjab

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Disclaimer

The information contained in this Request for Empanelment (RFE) or information provided subsequently to Bidder(s) or Agencies whether verbally or in documentary form by or on behalf of the Department of Information and Public Relations (**Purchaser**), is provided to the Bidder(s) on the terms and conditions set out in this RFE document and all other terms and conditions subject to which such information is provided.

This RFE document is not an agreement and is neither an offer nor an invitation to offer by Purchaser. This RFE is to invite proposals from Agencies who are qualified as per the criterion mentioned in this RFE document. The purpose of this RFE is to provide the Bidder(s) with information and to assist them in the formulation of their proposals (Bids).

The information contained in this RFE document is selective and is subject to update, expansion, revision, and amendment. Purchaser reserves the right of discretion to change, modify, add, or alter any or all the provisions of this RFE and/or the bidding process, without assigning any reasons whatsoever. Such change will be made accessible to all the Agencies through the website of State eProcurement Portal (www.eproc.punjab.gov.in). Any information contained in this RFE document will be superseded by any later written information on the same subject made available/accessible to Bidder(s) by Purchaser. Purchaser reserves the right to reject any or all the Bids received in response to this RFE at any stage without assigning any reason whatsoever and without being liable for any loss/injury that Bidder might suffer due to such reason. The decision of Purchaser shall be final, conclusive, and binding on all the Agencies /parties directly or indirectly connected with the bidding process.

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1. Abbreviations and Definitions

1.1 Abbreviations

S.No	Abbreviations	Full Form
1.	CA	Chartered Accountant
2.	DIPR	Department of Information and Public Relations
3.	EMD	Earnest Money Deposit
4.	FY	Financial Year
5.	GoI	Government of India
6.	GoP	Government of Punjab
7.	GSTN	Goods and Service Tax Number
8.	INR	Indian Rupee
9.	PAN	Permanent Account Number
10.	PBG	Performance Bank Guarantee
11.	PR	Public Relations
12.	PSU	Public Sector Undertaking
13.	RFE	Request for Empanelment
14.	SLA	Service Level Agreement
15.	T	Date of Signing of Contract
16.	TCV	Total Contract Value
17.	TEC	Tender Evaluation Committee
18.	UDIN	Unique Document Identification Number

1.2 Definitions

S.No	Acronym	Definition
1.	Agency	“Agency” shall mean any legal entity — including a proprietorship, partnership firm, Limited Liability

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		<p>Partnership (LLP), or company — that has been successfully empanelled by the Department of Information and Public Relations, Government of Punjab, through this Request for Empanelment (RFE) process.</p> <p>Once empanelled, the Agency shall be eligible to receive specific assignments through subsequent Requests for Quotation (RFQs) issued by the Department during the validity of the empanelment, subject to meeting the terms and conditions of each assignment.</p>
2.	Authority	Secretary, Department of Information and Public Relations, Government of Punjab
3.	Authorized Representative	This means any person authorized by either of the Parties i.e. Bidder or Purchaser.
4.	Bidder	Agency that submits the bid in respect of this RFE document.
5.	Contract	“Contract” means the Empanelment Contract signed by the Parties i.e. Empanelled Agency and the Purchaser including all the attached documents listed in respective clauses of this RFE document, Annexures, Corrigendum (if any), Letter of Empanelment etc.
6.	Department	Department of Information and Public Relations, Government of Punjab
7.	Instructions to Bidders	“Instructions to Bidders” means the Instructions defined in this document for providing Bidders with all information needed to prepare their proposals.
8.	Law	This means any Act, notification, bye laws, rules and regulations, directives, ordinances, orders or instructions

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		having the force of law enacted or issued by the Government of Punjab.
9.	Letter of Empanelment (LOE)	“LOE” means the Letter of Empanelment issued by the Purchaser to the Agency outlining the general plans of an agreement between parties before a legal contract is finalized.
10.	Parties	This means Purchaser/Department and Bidder, collectively
11.	Party	This means Purchaser/Department or Bidder individually
12.	Purchaser	Department of Information and Public Relations, Government of Punjab
13.	RFE (Request for Empanelment)	This means this complete document and its annexures and any other documents provided along with this RFE or issued during the course of the empanelment seeking a set of solution(s), services(s), materials and/or any combination of them.
14.	Similar Works/ Similar Business Line	<p>This shall refer to activities that include one or more of the following services executed directly by the bidder:</p> <ol style="list-style-type: none"> 1. Digital Wall Printing, including large-format solvent or eco-solvent printing work for outdoor applications; 2. Wall Writing or Outdoor Hand-Painted Signage for publicity, awareness, or advertisement campaigns; 3. Execution of Out-of-Home (OOH) Media Campaigns, such as billboards, hoardings, wall murals, flex installations, or street furniture advertising; 4. Visual Communication Installations for Government or Public Sector clients related to awareness, outreach, or branding; 5. Printing and Installation of Publicity Material on

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		permanent or semi-permanent outdoor mediums.
15.	Technical Evaluation Committee	Departmental Officials Committee which will evaluate the bids submitted by the bidder as per the criteria defined in the RFE document.

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2. Document Control Sheet

Summary of the important information is defined in the table below:

#	Particulars	Timeline
1.	Name of the Department	Department of Information and Public Relations, Punjab
2.	Document reference number	2025_IPR_RFE_Digital Wall_1
3.	Name of the Work	Request for Empanelment (RFE) for Empanelment of Agencies for Digital Wall Printing and Wall Writing in Punjab
4.	Publishing date and time on the e-tendering portal www.eproc.punjab.gov.in	26-04-2025 by 05:00 PM
5.	Document/ Tender Fees	Rs 1,000 (One Thousand) to be paid on the State eProcurement Portal i.e. www.eproc.punjab.gov.in . In case of any portal processing fees, it has to be paid extra.
6.	Earnest Money Deposit (EMD)/ Bid Security	Bidders must submit the Bid Security Declaration as per the form provided in this RFE (Annexure-A) addressed to The Director, Department of Information and Public Relations, 5 th Floor, Punjab Civil Secretariat, Chandigarh – 160001

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7.	Date and time for submission of queries via email	02-05-2025 by 10:00 PM Note: In case bidder asks the query verbally, he/she shall be requested to submit the same in writing by 01-05-2025, 05:00 PM.
8.	Date, Time and Venue for pre-bid meeting	02-05-2025 at 1:00 PM Venue: DIPR Office, 5 th Floor, Main Secretariat, Chandigarh. Note: 1. Bidders may also join the Pre-bid meeting through Video Conferencing link: https://meet.google.com/heu-yxqp-hau 2. Bidders who wish to be present physically are requested to send the details of the persons who will be joining the pre bid meeting anytime before 30 th April via email at jdfielddpr@gmail.com .
9.	Release of corrigendum (if required) on the e-tendering portal www.eproc.punjab.gov.in	Any time before opening of the bids
10.	Last date and time for submission of bids on the e-tendering portal www.eproc.punjab.gov.in	19-05-2025 by 05:00 PM

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11.	Date, Time and Venue for opening of Technical Bids	<p>20-05-2025 at 11:00 AM</p> <p>Venue: DIPR Office, 5th Floor, Main Secretariat, Chandigarh.</p> <p>Note: Bidders may also join through Video Conferencing link: Technical Bids opening Wall Painting 2025</p> <p>link: https://meet.google.com/uvb-uqch-dpq</p>
12.	Key Contact details/ Nodal Officer and address for communication	<p>Key Contact Person: Sh. Varun Bhardwaj</p> <p>Designation: IT Manager</p> <p>Email: Socialmediaprpb@gmail.com</p> <p>Contact no: 9814586955</p> <p>Address for Communication: 5th Floor, Main Secretariat, Chandigarh</p>
13.	Performance Bank Guarantee	PBG will be obtained from the successful empanelled Agencies only as specified in the RFE
14.	Process of Empanelment	<p>The process of empanelment of Bidder (s) would be as follows:</p> <ul style="list-style-type: none"> i) Issue of RFE ii) Pre-Bid Meeting/ Clarification /Corrigendum (if any) iii) Submission of Bids in the e-Procurement portal, for empanelment as per the Technical

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		criteria mentioned in this RFE document. iv) Evaluation of Technical Bids v) The Agency(ies) qualifying the technical evaluation will be eligible for empanelment. vi) Based on the requirements at a later stage, the specific ToR /RFP/RFQ will be issued to empanelled Agency(ies).
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Note: All corrigendum /addendums /clarifications regarding this RFE shall be posted on the above-mentioned e-tendering portal only. No other communication or advertisement will be given. Purchaser shall not be responsible in case any bidder fails to upload the bid on the eProcurement portal www.eproc.punjab.gov.in in stipulated time for any reasons.

3. Instructions to Bidders

3.1 Submission of the Proposal

The bidders should consider all amendments and clarifications to this RFE document that may have been published by Purchaser before submitting their Proposals. The Proposal is to be submitted as per the terms mentioned in this RFE.

The contents of the proposal should be as under:

S.No	Document Name	Contents
1	Bid Security Declaration	Scan copy of Bid Security Declaration to be uploaded on eProc Portal as per the format given in this

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		RFE
2	Technical Proposal	Technical Proposal as per the requirement of this RFE is to be uploaded on eProc Portal

1. All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any material deficiency in the documentation may result in the rejection of the proposal.
2. Each of the pages of the proposal must be signed by Authorized Signatory.
3. The proposals are to be submitted electronically on eProc Portal on or before the last date and time of proposal submission as per the schedule mentioned in this RFE. Proposals received in any other form will not be accepted and may lead to rejection.
4. The instructions given below are meant to assist the Bidders in the preparation of their proposals in accordance with the requirements of this RFE and in submitting their proposal online on the eProc portal.
5. Purchaser, in any case, will not be liable for any corrupted/error file in format upload. Therefore, it is advised that the Bidder should check cautiously the uploaded files/formats. Please check the documents and upload them carefully. If any error i.e., the file is found to be corrupted, not readable, etc., the proposal will be rejected. Purchaser, in no case, shall be liable for the same.
6. The RFE and corrigendum thereof should be read in entirety before submitting proposal, so that proposal submission captures all required documents in line with the given formats.

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3.2 Clarification on RFE document

The bidders requiring any clarification on the RFE document may submit its queries via email as mentioned in the Document Control Sheet in the following format:

SN	RFE Clause No.	Page No.	RFE Clause detail	Amendment Sought / Suggestion	Justification

3.3 Preparation of Bid

1. The bidder is expected & deemed to have carefully examined all the instructions, guidelines, forms, requirements, appendices and other information along with all terms and conditions and other formats of the bid. Failure to furnish all the necessary information as required by the bid or submission of a proposal not substantially responsive to all the requirements of the bid shall be at bidder's own risk and may be liable for rejection.
2. The bid shall be uploaded on the www.eproc.punjab.gov.in website by the bidder or duly authorized person(s) to bind the bidder to the contract.
3. The bidder shall be responsible for all costs incurred in connection with participation in the bid process.
4. The bids submitted by fax / e-mail / envelope etc. shall not be accepted. No correspondence will be entertained on this matter.
5. All correspondences between the bidders and Purchaser shall be written in the English language.
6. All information supplied by bidders shall be treated as contractually binding on the bidders on successful award of the assignment by Purchaser on the basis of this RFE document.
7. Failure to comply with the below requirements shall lead to the bid rejection

- a) Comply with all requirements as set out within this RFE document.
- b) Submission of the forms and other particulars as specified in this RFE document and respond to each element in the order as set out in this RFE document.
- c) Submission of all supporting documentations specified in this RFE document, corrigendum or any addendum issued.

3.4 Deviations

Bids submitted with any deviations to the contents of the RFE document will be considered as non-responsive. No deviation(s) / assumption(s) / recommendation(s) shall be allowed with the bid. Bidders will have option to seek any clarification as per the timelines given in the Document Control Sheet of this RFE.

3.5 Validity of Bids

1. Bids shall remain valid till 90 days from the date of submission of bids. Purchaser reserves the right to reject a proposal valid for a shorter period as non-responsive.
2. If required, Purchaser may solicit the bidder's consent to extend the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the bidder shall be unconditional. A bidder may refuse the request of the Purchaser. A bidder granting the request will not be permitted to modify its bid.
3. Purchaser reserves the right to annul the RFE process, or to accept or reject any or all the bids in whole or part at any time without assigning any reasons and without incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

4. Purchaser may, at its own discretion, extend the date for submission of proposals.

3.6 Amendment to the RFE document

1. Amendments / corrigendums / addendums / clarifications necessitated due to any reasons, shall be made available on website only as provided in the document control sheet. No separate communication either in writing or through email will be made to any interested/ participating bidders. It shall be the responsibility of the bidders to keep on visiting the website to amend their bids incorporating the amendments so communicated through the website.
2. In order to provide prospective bidders reasonable time for taking the corrigendum(s) or addendum(s) into account, Purchaser, at its discretion, may extend the last date for the receipt of bids.

3.7 Bid Opening

1. Purchaser will constitute an Evaluation committee to evaluate the bids submitted by bidders. No correspondence will be entertained outside the process of evaluation with the Committee.
2. The bids submitted will be opened at time & date as specified in the document control sheet by Committee or any other officer authorized by Committee, in the presence of bidders or their representatives who may wish to be present at the time of bid opening.

3.8 Bid Evaluation Process

1. The bid evaluation shall be carried out in a single stage process i.e. Technical Evaluation only.
2. During process of evaluation of the bids, Purchaser may, at its discretion, ask bidders for clarifications on their bids. The bidders are required to

respond within the prescribed time frame given for submission of such clarification otherwise Committee shall make its own reasonable assumptions at the total risk and cost of the bidder and the bid may lead to rejection.

3.9 Disqualifications

1. Purchaser may at its sole discretion and at any time during the evaluation of bids, disqualify any bidder, if the bidder has:
 - 1.1 Made misleading or false representations in the forms, statements and attachments submitted in bid documents.
 - 1.2 Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three Financial years.
 - 1.3 Failed to provide clarifications related thereto, when sought;
 - 1.4 Submitted more than one bid (directly / indirectly);
 - 1.5 Declared ineligible by the Government of India / State / UT Government / PSU's / any Government Society/Board/Corporation for corrupt and fraudulent practices or blacklisted.
 - 1.6 Documents are not submitted as specified in the RFE document.
 - 1.7 Suppressed any details related to bid.
 - 1.8 Submitted incomplete information, subjective, conditional offers and partial offers submitted.
 - 1.9 Submitted bid with lesser validity period.
 - 1.10 Any non-adherence/non-compliance to applicable RFE document content.

3.10 Issue of Letter of Intent (LOI)

Purchaser will issue a Letter of Empanelment (LoE) to notify all the technical qualified bidders in writing about acceptance of their bid. The LoE will constitute the formation of the contract.

3.11 Performance Security/ Performance Bank Guarantee

The Bidder(s) shortlisted for empanelment will be required to provide an unconditional and irrevocable Performance Bank Guarantee of Rs. 50,000 for empanelment from Scheduled Commercial Bank in India towards the due performance of the contract in accordance with the specifications, terms, and conditions of RFE document, within 15 days of intimation from the Purchaser. The same shall be kept valid for up to 60 days, beyond the empanelment period. If the Bidder(s) fails to furnish Performance Bank Guarantee within 15 days from the date of issue of the empanelment letter by Purchaser for any reason whatsoever, the Bidder may be penalized with suspension from participation in future procurement processes for a period of up to one year. The cost of Performance Guarantee would have to be borne by the Bidder(s) only. In case, the empanelment is extended for any reason, the PBG needs to be extended accordingly by the Bidder(s) keeping the validity up to 60 days, beyond the extended empanelment period. The format for Performance Guarantee is provided in this RFE document as Annexure D.

3.12 Signing of the Contract

The Bidder(s) shall sign the contract with Purchaser within 15 days from the issue of letter of Empanelment to the Bidder. After signing of the contract, no variation in or modification of the term of the contract shall be made except by mutual written amendment signed by both the parties.

3.13 Fraud and Corruption

All the bidders must observe the highest standards of ethics during the process of selection of Selected Bidder and during the performance and execution of contract.

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For this purpose, definitions of the terms are set forth as follows:

1. "Fraudulent practice" means a misrepresentation of facts, in order to influence a selection process or the execution of a contract, and includes collusive practice among bidders (prior to or after Proposal submission) designed to establish Proposal prices at artificially high or non-competitive levels and to deprive the Purchaser of the benefits of free and open competition.
2. "Unfair trade practice" means supply of services different from what is ordered, or change in the Scope of Work.
3. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the Purchaser or its personnel in contract executions.
4. "Coercive practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the selection process or execution of contract.

Purchaser shall reject a proposal for award, if it determines that the bidder recommended for award, has been determined to having been engaged in corrupt, fraudulent or unfair trade practices.

Purchaser shall declare a bidder ineligible, either indefinitely or for a stated period of time, for award of contract, if bidder is found to be engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract at any point of time.

3.14 Duties, Taxes and Statutory Levies

1. All taxes, duties and any statutory levies etc. payable during the currency of the contract shall be the sole responsibility of the Bidder

- only including Stamp duty on Registration of the agreement with the Purchaser.
2. In case of any statutory change in the Duties and taxes, the onus will lie on the Purchaser to accept the same from the date of its notification; however, the complete tax liability shall remain with the Bidder only.

3.15 Joint Venture and Sub-letting

Joint Venture and Sub-Letting is not allowed and failure to abide by the said condition shall lead to the penalties as defined in the agreement. This may also lead to cancellation of the contract.

4. Scope of Work

4.1 Introduction

The Department of Information and Public Relations (DIPR), Government of Punjab, invites proposals from eligible and experienced firms/agencies to be empanelled for executing Digital Wall Printing and Wall Writing work across rural and urban areas of Punjab. The empanelment aims to streamline the process of disseminating government messages through durable and visible wall-based displays.

The empanelment shall be valid for a period of two years from the date of empanelment. The Competent Authority may extend the empanelment further, with mutual consent, by one year at a time, subject to a maximum total extension of two years.

4.2 Purpose of the RFE

To create a panel of competent and qualified agencies that can execute digital wall printing and wall writing work in accordance with specifications and quality

standards defined by the department, and to ensure quick response to future Requests for Quotation (RFQ) from the empanelled agencies.

4.3 Background

The Department of Information and Public Relations (DIPR), Government of Punjab, functions as the nodal agency for disseminating government policies, programs, and achievements to the public through various media including print and electronic platforms. The department also provides media coverage for government events, official visits, and undertakes campaigns that ensure the flow of accurate government communication to citizens. As part of its outreach strategy, DIPR aims to expand its footprint through digital wall printing and wall writing initiatives.

4.4 Project Summary

To enhance visibility and communication of government schemes, DIPR proposes to empanel agencies for the execution of digital wall printing and wall writing works across Punjab. This involves deploying high-quality, durable wall graphics and textual communication at identified government sites in rural and urban areas to ensure maximum outreach.

4.5 Statement of Work:

A. Broad Scope of Work

The Department plans to execute publicity campaigns across all districts of Punjab via Digital Wall Printing and Wall Writing in rural and urban areas, including selected locations such as government buildings. The key scope of services to be rendered by the agency is detailed below:

S.	Particulars	Details
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No		
1	Digital Wall Printing and Wall Writing	The agency will print, install, and execute wall writing activities to publicize various government schemes. Minimum wall size: 6x4 ft (subject to change). Approximate total area: 15,00,000 sq. ft. (subject to change). The prints and writings will be multi-colored. At least one wall per village in government buildings/schools/Panchayat Bhawans/private Buildings etc. Media should be high-quality, self-adhesive, tear-resistant, and suitable for all wall types. All background and slogan writing to be done in multi-color as per DIPR Punjab guidelines.

Additional Requirements:

- The agency must submit an execution plan for prior approval.
- DIPR may alter the execution plan as per requirements, and agencies must comply.

B. Technical Specifications of Materials & Workmanship

All works and materials shall conform to prescribed specifications. In absence of such standards, industry best practices shall apply.

Sr. No	Technical Specification	Description
1	Site Clearance	Minimum 2 feet clearance from ground level before starting work. If private property ,then vendor has to take no

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		objection certificate(NOC) from the owner for digital wall printing/wall writing before completing the job
2	Material	Digital Wall Printing: Silicon-coated CCKL inner, non-PVC coating with water-based adhesive. Wall Writing: Acrylic exterior paint with double coating. Background and lettering as per DIPR Punjab design
3	Logos & Fonts	To match the approved DIPR Punjab specifications
4	Slogans	To be provided and approved by DIPR Punjab
5	Procedure	Media must adhere to all surface types. Wall surface to be cleaned with iron brush/sandpaper, primed with turpentine oil only, followed by background coats and artwork as per specifications
6	Hindrance Removal	Any visual obstructions like bushes/branches must be cleared by the vendor for proper visibility of wall printing

The above mentioned Scope is indicative in nature and not exhaustive.

4.6 Suspension of the Empanelment

If any empanelled Agency telecasts/ draws/ showcase any content which violates the terms and conditions on this empanelment such as hate speech, violent content, adult nudity and sexual activity, intoxicants (liquor), cruel and insensitive content, personal disputes, false news, misrepresentation, promotional interviews or any other objectionable material leading to loss of reputation of the State Government or any of its bodies, then it shall lead to-

- a. Immediate suspension of empanelment of the Agency by the Competent

Authority; and

- b. Blacklisting of the Agency for a period as may be specified, but not less than 1 Year, by the Competent Authority.

4.7 Cancellation of the Empanelment

The empanelment of the Agency shall be cancelled by the Competent Authority if the empanelled Agency is found to be non-compliant with the eligibility criteria defined in this RFE during the course of the empanelment.

5. RFE Evaluation

5.1 Technical Bid Evaluation:

5.1.1 Eligibility / Pre-Qualification Criteria

The evaluation of the bidders shall be carried out by the Technical Evaluation Committee as per the Pre-Qualification/ Eligibility criteria defined in this RFE document. Bids of the bidders, who do not meet the required Eligibility / Pre-Qualification criteria mentioned in this RFE shall be treated as non-responsive and shall not be considered further. The Eligibility criteria is given as below:

SN	Eligibility Criteria	Supporting documents
1.	The bidder must be a registered entity under Indian laws.	Certificate of Incorporation/ Registration: • For companies: Certificate issued by the Registrar of Companies under the Companies Act, 2013. • For partnerships: Registered partnership deed.

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SN	Eligibility Criteria	Supporting documents
		<ul style="list-style-type: none"> • For sole proprietors: GST Registration or Trade License. • For other entities (e.g., cooperative societies or trusts): Certificate of Registration under the respective act
2.	The bidder must ensure to deposit the tender document fees on the e-Tendering portal i.e. www.eproc.punjab.gov.in	Any relevant proof
3.	The signatory signing the bid on behalf of the bidder should be duly authorized by the Board of Directors / Partners of the bidder to sign the bid on their behalf.	Authorization letter as per Annexure B
4.	The bidder should have valid GST registration certificate and PAN.	Self-certified copy of relevant valid certificates.
5.	Scanned copy of this RFE document, corrigendum (if any), clarification issued by Purchaser (If any), duly signed and stamp on each page by the bidder as a mark of acceptance of all conditions of this RFE.	Signed and stamped copy by the Bidder.

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SN	Eligibility Criteria	Supporting documents
6.	The Bidder must have an average annual turnover of at least Rupees 40 Lakhs from any of the similar business line only for last three audited financial years FY 2021-22, 2022-23 and 2023-24.	<ul style="list-style-type: none"> • Audited Balance sheet and Profit & Loss account statement of the Bidder for each of the last 3 audited financial years FY 2021-22, 2022-23 and 2023-24. • Certificate duly signed by Statutory Auditor/ CA/ Company Secretary of the Bidder mentioning the turnover from catering or any similar line of business in each of the 3 given financial years. • UDIN
7.	<p>The Bidder must have Minimum 3 years of experience in Outdoor Media (OOH) from the date of submission of bid.</p> <p>Note: Bidder needs to submit atleast one work order for each year.</p>	<p>Copies of the Work Orders along with the Completion/ Satisfaction Certificate from the client.</p> <p>In case of any ongoing work, bidder needs to submit transaction statement showing that atleast one payment has been received against the said work order.</p>
8.	The Bidder must have the following infrastructure to ensure quality large-format digital wall printing:	Purchase invoice / other proof of procured printing equipment by clicking pictures at site.

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SN	Eligibility Criteria	Supporting documents
	<ul style="list-style-type: none"> At least one 10-feet wide solvent or eco-solvent printer suitable for outdoor media; Media lamination or coating unit to improve print durability (optional but desirable); Cutting and finishing equipment capable of handling media up to 10 feet width. 	
9.	The Bidder should have executed at least 50,000 Sq. feet area of Similar works in any of the last three years from the date of submission of bid.	<p>Copy of Work Order(s) and Completion/ Satisfaction Certificates from the client.</p> <p>In case of an ongoing work, bidder needs to provide the work order along with the transaction statement clearly showing that at least one payment has been credited to his account against the submitted work order.</p>
10.	The bidder should not be blacklisted or debarred or banned from participating or carrying out business by any state government, central government departments, PSUs, local bodies or municipalities, any other government	Self-Declaration/ Certificate from the bidder entity as mentioned in Annexure C

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SN	Eligibility Criteria	Supporting documents
	entity/ statutory bodies or cooperatives at the time of the submission of the bid. An undertaking from the bidder, in this regard, should be submitted. A similar ban subsequent to the submission of the bid, but before the award of the contract shall also disqualify the bidder.	

Note: All the above-mentioned documents have to be scanned and uploaded on the State eProcurement portal i.e. eproc.punjab.gov.in only.

Technical Evaluation Committee shall evaluate the supporting documents received in respect of this RFE document. Upon completion of the evaluation, technically qualified bidders shall be empaneled with the Department for the purpose of Digital Wall Printing and Wall Writing for a period of 2 years.

6. Request for Quotation (RFQ) Process Post-Empanelment

Upon successful empanelment, the Department shall invite financial quotations from the empanelled agencies through a Request for Quotation (RFQ) process as and when specific assignments are identified.

Each RFQ shall specify the scope, deliverables, timeline, evaluation criteria, and financial format. Work orders shall be awarded based on the selection criteria defined in the RFQ. Empanelment does not guarantee award of work. Agencies are expected to actively participate in RFQs and ensure timely quote submission.

7. General Contract Conditions

7.1 Standards of performance

The Bidder shall deliver the services and carry out its obligations under the contract with due diligence and efficiency in accordance with generally accepted professional standards and practices. The Agency shall always act in respect of any matter relating to this contract as faithful Agency to the Purchaser. The Agency

shall always support and safeguard the legitimate interests of the Purchaser, in any dealings with a third party. The Agency shall conform to the standards laid down in the RFE document in totality.

7.2 Confidentiality

1. Confidential information shall mean and include any and all confidential or proprietary information furnished, in whatever form or medium, or disclosed verbally or otherwise by the Agency and/ or the Purchaser to each other including, but not limited to, the services, plans, financial data and personnel statistics, whether or not marked as confidential or proprietary by the parties.
2. The Agency shall ensure that while providing services, all the details and information created/ designed/ developed/ shared/ exchanged for the project is kept confidential.
3. During the execution of the project except with the prior written consent of the Purchaser, the Agency or its personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the contract.
4. The Agency will maintain the confidentiality of the data stored on the computer systems of Purchaser. The Agency will be required to take appropriate actions with respect to its personnel to ensure that the obligations of non-use & non-disclosure of confidential information are fully satisfied. In case of failure, the Purchaser has right to take legal action against the firm.

7.3 Force Majeure

1. For purposes of this clause, “Force Majeure” means an event beyond the control of the Agency and not involving the Agency’s fault or negligence,

and not foreseeable. Such events may include, but are not restricted to, wars or revolutions, riot or commotion, earthquake, fires, floods, epidemics, and quarantine restrictions.

2. If a Force Majeure situation arises, the Agency shall promptly notify the Purchaser in writing of such condition and the cause thereof. Unless otherwise directed by Purchaser in writing, the Agency shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
3. The PBG of the Agency shall not be forfeited or the contract shall not be terminated for default if and to the extent that delays in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

7.4 Resolution of disputes

If any dispute arises between parties, then these would be resolved in following ways:

- a. Amicable Settlement: Either party of the contract may send a written notice of dispute to the other party. The party receiving the notice of dispute will consider the Notice and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, then the second Sub-clause of resolution of disputes shall become applicable.
- b. Arbitration: In case dispute arising between the Purchaser and the Agency, which has not been settled amicably, the Agency can request

the Purchaser to refer the dispute for Arbitration under Arbitration and Conciliation Act, 1996 and amendments thereof. The Indian Arbitration and Conciliation Act, 1996 and any statutory modification or re-enactment thereof, shall apply to these arbitration proceedings. Arbitration proceedings shall be held only in Chandigarh. The decision of the arbitrator shall be final and binding upon both the parties. All arbitration awards shall be in writing and shall state the reasons for the award. The expenses of the arbitration as determined by the arbitrator shall be borne equally by the Purchaser and the Agency. However, the expenses incurred by each party in connection with the preparation, presentation and litigation shall be borne by the party itself.

7.5 Legal Jurisdiction

All legal disputes between the parties shall be subject to the jurisdiction of the Courts situated in Chandigarh only.

7.6 Amendment to the contract

The contract signed thereof can be amended by mutual consent of both the parties, provided such amendment is made in writing and signed by both the parties.

7.7 Exit Management

During the exit period, the Agency shall:

- Complete all ongoing assignments unless otherwise instructed;
- Submit all pending reports, designs, materials, and documentation related to completed and ongoing work;
- Return any property, data, or materials provided by the Department;
- Cooperate with any new agency or department representatives for handover, if applicable.

No Disruption in Services: The Agency shall ensure that there is no disruption in services or quality degradation during the transition period.

Final Settlement: The final payment, if any, shall be released only after successful handover of deliverables and clearance of dues by the Department.

Confidentiality & Non-Disclosure: Even after the conclusion of empanelment, the Agency shall remain bound by the confidentiality obligations mentioned in this RFE for a period of 6 months.

7.8 Miscellaneous Provisions

7.8.1 Governing Law and Jurisdiction

This Contract shall be construed and interpreted in accordance with and governed by the laws of India, and the Courts of Chandigarh only and shall have jurisdiction over all matters arising out of or relating to this Contract.

7.8.2 Applicability of RFE and Corrigendum

The terms and conditions provided in the RFE and corrigendum's issued in this regard from time to time, which are not explicitly mentioned in this contract, shall be deemed to be part of this contract.

7.8.3 Waiver

Waiver by either Party of any default by the other Party in the observance and performance of any provisions of or obligations under this Contract:

- (a) Shall not operate or be construed as a waiver of any other or subsequent default hereof or of other provisions of or obligations under this Contract.
- (b) Shall not be effective unless it is in writing and executed by a duly authorized representative of the Party.
- (c) Shall not affect the validity or enforceability of this Contract in any manner.

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Neither the failure by either Party to insist on any occasion upon the performance of the terms, conditions and provisions of this Contract, any obligation there under nor time or other indulgence granted by a Party to the other Party shall be treated or deemed as waiver of such breach or acceptance of any variation or the relinquishment of any such right hereunder.

8. Annexures

8.1 Annexure A- Format for Bid Security Declaration

(To be submitted on Non-Judicial Stamp paper of minimum Rs. 100)

Date: XX/XX/XXXX

To,

Director,

Department of Information and Public Relations, Punjab

Room No 7, Fifth Floor, Punjab Civil Secretariat,

Chandigarh – 160001

Subject: Bid Security Declaration (RFE Reference Number - <Enter Number>)

Dear Sir/Madam,

I/We, _____(Name of Bidder) understand that, according to Bid condition, bids must be supported by a Bid Security Declaration, therefore rather than submitting the EMD, We render the declaration that: We, the Bidder hereby declare that, we will automatically be suspended from being eligible for bidding in any contract with the DIPR (herein referred as Purchaser) for the period of 3 years, starting on bid submission closing date if we are in

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breach of any of the following obligation (s) under the bid conditions: -

- a. If, after the bid opening for empanelment, we withdraw the proposal.
- b. During the Bid process, if a bidder indulges in any act as would jeopardize or Unnecessarily delay the process of bid evaluation and finalization.
- c. If, we do not accept the correction of arithmetical errors in the Bid prices during the empanellment process defined in this RFE or selection process defined in the RFQ.
- d. If we fail to sign the Agreement in accordance with the terms and conditions (including timelines for execution of the Agreement) of this RFE or fails to furnish the Performance Bank Guarantee in accordance with the terms and conditions (including timelines for furnishing PBG) of this RFE.
- e. In any other case specifically provided for in RFE.

Sincerely Yours,

(Signature of Authorized Signatory)

Name:

Title:

Note: Scan copy to be submitted in eProcurement portal with authorized signature and official seal.

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8.2 Annexure B- Letter of Authorization

(On Company Letter Head)

Date: XX/XX/XXXX

To,

Director,

Department of Information and Public Relations, Punjab

Room No 7, Fifth Floor, Punjab Civil Secretariat,

Chandigarh – 160001

Subject: Letter of Authorization (RFE Reference Number - <Enter Number>)

Dear Sir/Madam,

<Name><Designation> is hereby authorized to sign & stamp relevant documents on behalf of the<Company> in dealing with this RFE Document published vide No. _____ dated_____. He is also authorized to attend meetings and submit Technical bid or any clarification/additional information as may be required by you in the course of processing above said RFE.

Sincerely Yours,

(Signature of Authorized Signatory)	(Signature of the person Authorized by the Contractor)
Name:	Name:
Title:	Title:
Stamp:	Stamp:

8.3 Annexure C- Format for Declaration on Blacklisting

On company Letter head

Date: XX/XX/XXXX

To,

Director,

Department of Information and Public Relations, Punjab

Room No 7, Fifth Floor, Punjab Civil Secretariat,

Chandigarh – 160001

Subject: Declaration on not being blacklisted (RFE Reference Number - <Enter Number>)

Dear Sir/Madam,

I/We hereby declare that as of date, (Name of the Bidder) has not been blacklisted, debarred or banned from participating or carrying out business by any state government, central government departments, PSUs, local bodies or municipalities, any other government entity/ statutory bodies or cooperatives at the time of the submission of the bid. I/We also understand that if such a ban or blacklisting is imposed on the bidder after the submission of the bid and before the award of the contract, the same shall render our bid liable for disqualification.

This declaration is made in accordance with the terms and conditions of the Request for Empanelment (RFE) mentioned above.

Sincerely Yours,

(Signature of Authorized Signatory)

Name:

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Title:

8.4 Annexure D- Format for Performance Bank Guarantee

Date: XX/XX/XXXX

To,

Director,

Department of Information and Public Relations, Punjab

Room No 7, Fifth Floor, Punjab Civil Secretariat,

Chandigarh – 160001

Subject: Performance Bank Guarantee

WHEREAS the Agency, having its office at _____ has undertaken, in pursuance of LOE dated _____, to provide services under the empanelment with the Department of Information and Public Relations, Government of Punjab (hereinafter called the "Purchaser") having its office at Fifth Floor, Punjab Civil Secretariat, Chandigarh – 160001.

And whereas it has been stipulated in the said LOE issued vide no. _____, that the Agency shall furnish a bank guarantee from a recognized bank for the sums specified therein as security for compliance with its obligations.

And whereas we, _____ (Name of the Bank) a banking company incorporated and having its head /registered office at _____ (address of the registered office) and having one of its offices at <<address of the local office) have agreed to give the Agency such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the Agency, up to a total of INR _____ (Rupees _____) and we undertake to pay you, upon your first

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written demand declaring the Agency to be in default under the Letter of Intent and without cavil or argument, any sum or sums within the limits of INR_____ (Rupees _____) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Agency before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the LOE issued to be performed there under or of any of the contracts which may be made between you and the Agency shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition, or modification.

This Guarantee shall be valid until _____ (Insert Date).

Notwithstanding anything contained herein:

- i) Our liability under this bank guarantee shall not exceed INR _____ (Rupees _____).
- ii) This bank guarantee shall be valid up to _____ period.
- iii) It is a condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before _____ failing which our liability under the guarantee will automatically cease.

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(Authorized Signatory of the Bank)

Seal:

Date: