



**SBI Life Insurance Co Ltd**

**Tender Document**  
**Comprehensive Maintenance Contract for Fire**  
**Extinguishers Corporate office – Natraj**

## INTRODUCTION

SBI Life Insurance Company Limited is a joint venture between the State Bank of India and BNP Paribas Assurance. It started its operations in 2001, and has a network of 16 regional offices and 800 branches and a work force of over 15000 employees located across the country. SBI Life's Corporate Office is at Mumbai.

## BACKGROUND

The Corporate Office at Natraj premises has fire extinguishers in place on all floors, which require examination, servicing/ refilling on a regular basis.

## INVITATION FOR PROPOSAL

Proposals are hereby invited for the Maintenance and Servicing of Fire extinguishers for 2 years at Natraj premises.

## VENUE FOR PROPOSAL SUBMISSION

All proposals must be submitted at:

**SBI Life Insurance Company, Ltd, Main Reception Area (in the Tender box) at the following address: - Natraj Building, M V Road, Andheri ( East) Mumbai-400069**

## TENDER PROGRAMME

The tender program, as currently envisaged, incorporates the following key dates:

Issue of tender documents:	2 <sup>nd</sup> July, 2018
Compulsory Briefing Session:	10 <sup>th</sup> July, 2018
Closing / submission Date:	13 <sup>th</sup> July, 2018

## PROPOSAL SPECIFICATION

All proposals are to be submitted in a format (Refer to Annexure-A) enclosed with this document enclosed in . However, tenderers are welcome to submit additional / alternative proposals over and above the originally specified format.

### Scope of work

The following services will be performed by the contractor as duties and responsibilities in terms of the service level agreement:

## **Service and Maintenance**

- Monthly check and servicing of Fire Extinguishers Preventive maintenance includes cleaning, adjusting, lubricating, inspecting, testing and calibrating procedures designed to endure proper operation, reduce Product failure and/or extend useful product life.
- Monthly reports to be submitted as per standard format
- Refill empty/ Low pressure extinguishers within 48 hrs of call.
- Availability of a standard technician as and when needed(during and after office hours)
- Refilling all Fire Extinguishers with its related consumable agents once in a year.
- Advise on adequacy of extinguishers and improvements thereof.
- In case of emergency call to be attended within 2hrs and the rectification should be completed within 24 hrs.
- Attend any emergency calls on same day.
- Provide service, maintenance, fault finding, repairs and refurbishment of fire extinguishers and onsite and ensure 100% functionality of the system.

*Refer to Annexure B for existing equipment.*

### **GENERAL TIME & MATERIAL SCOPE OF SERVICES:**

- All equipment, parts and/or supplies used must be new (OEM).
- The vendor(s) will take adequate precautions to protect all surfaces. The vendor(s) will repair any damage caused as a result of inspection or servicing of equipment including abuse, misuse, and neglect.
- The vendor(s) is responsible for properly disposing of any materials removed or replaced. In addition, any areas disturbed should be restored to their original condition.
- The firm selected shall comply with all applicable laws, rules and regulations.
- The awarded vendor(s) shall take adequate safety measures and shall defend, indemnify and hold harmless SBIL, its officers, agents and employees from any and all claims and costs of any nature whether for personal injury, property damage or any other liability arising out of or in any way connected with the any acts or omissions of the Respondent or any of its principals, employees or agents under this request for qualification or under any agreement executed with SBIL.
- The SBIL reserves the right to make all final decisions to determine whether to proceed with repair or replacement of any equipment.
- All contracts between the awarded vendor(s) and SBIL will be for the purpose of setting prices and services to be provided and the term that they are valid for No minimal amount of work will be guaranteed.
- The SBIL reserves the right to review any invoice of the awarded proposer.
- The awarded vendor(s) shall not shut down any equipment unless permission is first obtained from the SBIL.

### **SUBMISSION OF PROPOSALS**

All proposals are to be sealed. No open proposals will be accepted.

All proposals are to be clearly marked with the RFP details and the name of the tenderer on the outside of the main package. Only Technical proposal need to be submitted in the first instance. Commercial proposal will be called from vendors who have qualified technically.

Proposals submitted by companies must be signed by a person or persons duly authorized thereto by

a resolution of a Board of Directors.

## DEADLINE FOR SUBMISSION

Proposals shall be submitted at the address mentioned above no later than 13<sup>th</sup> July, 2018. Where a proposal is not received by the SBIL by the due date, it will be regarded as a late tender. Late tenders will not be considered.

## ELIMINATION CRITERIA

Proposals will be eliminated under the following conditions:

- Submission after the deadline.
- Any service provider who does not attend the **compulsory Prebid meeting** at the SBIL
- Proposals submitted at incorrect location.

**The functionality evaluation criteria will be based on the following:**

Criteria	Marks
Accreditation with relevant system bodies	20%
Company Profiles and references	50%
Proposed maintenance, skills and qualifications of staff	30%

## PRICING PROPOSAL

Pricing proposal must be cross-referenced to the sections in the Technical Proposal. Any options offered must be clearly labelled. Separate pricing must be provided for each option offered to ensure that pricing comparisons are clear and unambiguous.

Price needs to be provided in Indian Rupees (excl. GST), with details on price elements that are subject to escalation and exchange rate fluctuations clearly indicated.

Payment will be according to the SBI Life Payment Terms and Conditions.

## VALIDITY PERIOD OF PROPOSAL

Each **proposal** shall be valid for a minimum period of One month's calculated from the closing date.

## APPOINTMENT OF SERVICE PROVIDER

The contract will be awarded to the tenderer who scores the highest total number of points during the evaluation process (Technical & Commercial),

Appointment as a successful service provider shall be subject to the parties agreeing to mutually acceptable contractual terms and conditions. In the event of the parties failing to reach such agreement SBIL reserves the right to appoint an alternative supplier.

**MEDIUM OF COMMUNICATION**

All documentation submitted in response to this RFP must be in English.

**COST OF PROPOSAL**

Tenderers are expected to fully acquaint themselves with the conditions, requirements and specifications of this RFP before submitting proposals. Each tenderer assumes all risks for resource commitment and expenses, direct or indirect, of proposal preparation and participation throughout the RFP process. The SBIL is not responsible directly or indirectly for any costs incurred by tenderers.

**CORRECTNESS OF RESPONSES**

The tenderer furthermore confirms satisfaction regarding the correctness and validity of their proposal and that all prices and rates quoted cover all the work/items specified in the RFP, and that prices and rates quoted cover all obligations under any resulting contract.

The tenderer accepts that any mistakes regarding prices and calculations will be at their own risk.

**VERIFICATION OF DOCUMENTS**

Tenderers should check the numbers of the pages to satisfy themselves that none are missing or duplicated. No liability will be accepted by the SBIL in regard to anything arising from the fact that pages are missing or duplicated.

If a courier service company is being used for delivery of the proposal document, the RFP description must be endorsed on the delivery note/courier packaging to ensure that documents are delivered to the tender box, by the date and time as mentioned above.

**SUB-CONTRACTING**

A tenderer awarded a contract will not sub-contract. The contractor will not sell, transfer, assign or otherwise dispose of this contract to any third party for the performance of their work. All subcontractors must be approved prior to the start of work by the SBIL.

**SBIL RESERVES THE RIGHT TO**

- Extend the closing date;
- Request documentary evidence regarding any tendering issue;
- Appoint one or more service providers, separately or jointly (whether or not they submitted a joint proposal);
- Award this RFP as a whole or in part; and
- Cancel or withdraw this RFP as a whole or in part.

**DISCLAIMER**

This RFP is a request for proposal only and not an offer document; answers to it must not be construed as acceptance of an offer or imply the existence of a contract between the parties. By submission of its proposal, tenderers shall be deemed to have satisfied themselves with and to have accepted all Terms & Conditions of this RFP. SBIL makes no representation, warranty, assurance, guarantee or endorsements to tenderer concerning the RFP, whether with regard to its accuracy, completeness or otherwise and SBIL shall have no liability towards the tenderer or any other party in connection therewith.

#### **PENALTY**

In case turnaround time (TAT) of calls / schedules of preventive maintenance is not followed a penalty of 5% of contract value will be recovered by the Company from the vendor.

#### **Jurisdiction & Arbitration**

In case of dispute or any difference arising at any time between the parties in respect of this agreement, the same shall be resolved by mutual discussion and if not resolved then it shall be dealt in accordance with and subject to the provision of the Indian Arbitration Act 1940 and only court of Mumbai shall have Jurisdiction in all matters arising out of this agreement. Further this agreement is subject to laws of India Only.

#### **TERMINATION OF AMC:**

Either party can terminate the agreement with one month's notice in writing for non performance of any of the articles of this agreement by the other party.

## DECLARATION BY THE TENDERER

**Only tenderers who have completed the declaration below will be considered for evaluation.**

I hereby undertake to render services described in the attached tendering documents to SBIL in accordance with the requirements and task directives / proposal specifications stipulated in **RFP** at the price/s quoted. My offer/s remains binding upon me and open for acceptance by the SBIL during the validity period indicated and calculated from the closing date of the proposal.

I confirm that I am satisfied with the correctness and validity of my proposal; that the price(s) and rate(s) quoted cover all the services specified in the proposal documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.

I accept full responsibility for the proper execution and fulfillment of all obligations and conditions devolving on me under this proposal as the principal liable for the due fulfillment of this proposal.

I declare that I have no participation in any collusive practices with any tenderer or any other person regarding this or any other proposal.

I accept that the SBIL may take appropriate action should there be a conflict of interest or if this declaration proves to be false.

I confirm that I am duly authorized to sign this proposal.

Name of Representative-

Name of Company

Place-

Date-

□

**ANNEXURE A – Technical Document Requirement**

Sr	Particulars
1	Corporate Office details
3	Incorporation Certificate (PI attach)
4	Pan India Presence (Details attach)
5	License Copy (PI attach)
	Shop & Establishment Certificate
	Fire & Safety dept Registration
6	Turnover (Rs) ( Auditor certification pl attach)
	2015-2016
	2016-2017
	2017-2018
7	List of all Clients with contact details (PI attach)
8	Technical Staff Details (PI attach)
9	Any other Special Qualification (ISO/ Fire related)

**ANNEXURE B**

Category	Location	Category	Location
<b>8th Floor</b>			
DCP-2kg	Security Reception	CO2-4.5 Kg	Exit Door
DCP-5kg	Board room	CO2-4.5 Kg	AHU Outside
DCP-5kg	Board room		
DCP-4kg	Pantry		
DCP-2kg	Lunch room		
DCP-2kg	AHU Inside		
<b>7th Floor</b>			
DCP-1kg	Security Reception	CO2-4.5 Kg	Near Access Door
DCP-4kg	In Front Of Vidyadhar Sir Cabin	CO2-4.5 Kg	Exit Door
DCP-2kg	Near Dy CEO Sir Cabin	CO2-4.5 Kg	In IT Store Room
DCP-4kg	Pantry	CO2-4.5 Kg	LAN/UPS Outside
DCP-1kg	Blue Bell Meeting Room	CO2-4.5 Kg	AHU Outside
DCP-2kg	Voilet Meeting Room		
DCP-2kg	Inside AHU Room		
<b>6th Floor</b>			
DCP-2kg	Security Reception	CO2-3 Kg	Main Gate Access Inside
DCP-2kg	Near Investment Meeting RM	CO2-4.5 Kg	Server Room (Dealing)
DCP-2k.g	AHU Inside	CO2-4.5 Kg	AHU Door
DCP-4k.g	Pantry	CO2-4.5 Kg	LAN/UPS Outside
DCP-2k.g	Outside LAN/UPS	CO2-4.5 Kg	Exit Door
DCP-2k.g	Orchid Meeting Room		
FM 200-68 k.g	Server Room		
<b>5th Floor</b>			
DCP-2k.g	Security Reception	CO2-3 K.g	Access Door Inside
DCP-5k.g	AHU Outside	CO2-4.5 K.g	LAN/UPS Outside
DCP-2k.g	AHU Inside	CO2-4.5 K.g	Exit Door
DCP-4k.g	Pantry	CO2-4.5 K.g	Inside Central UPS
DCP-2k.g	Laurel Meeting Room		
DCP-5k.g	Outside LAN/UPS		
<b>4th Floor</b>			
DCP-1k.g	Security Reception	CO2-4.5 K.g	Access Door Inside
DCP-5k.g	AHU Room Inside	CO2-4.5 K.g	AHU Room Outside
DCP-5k.g	AHU Room Elec Room	CO2-4.5 K.g	LAN/UPS Room
DCP-4k.g	Pantry	CO2-4.5 K.g	Exit Door
DCP-5k.g	Galax Meeting Room	CO2-4.5 K.g	Inside ISP Room
<b>Gr Floor</b>			
DCP-2k.g	AHU Electric Room	CO2-4.5 K.g	Security Reception
DCP-2k.g	AHU Inside	CO2-4.5 K.g	AHU Outside
DCP-1k.g	Store Room	CO2-3 K.g	Outside LAN/UPS
DCP-2k.g	T-20 Meeting room	CO2-4.5 K.g	Grd Exit Door
DCP-5k.g	T-20 Meeting room	CO2-3 K.g	Canteen Reception
DCP-5k.g	Library	CO2-4.5 K.g	T-20Exit Door
DCP-2k.g	T-20 Meeting Room Passage	CO2-3 K.g	Inside T-20 AHU
DCP-2k.g	Store Room Outside	CO2-4.5 K.g	Store Room
DCP-4.5k.g	Backside ATM machine		
<b>Total- DCP-39 &amp; CO2-29= 68</b>			