



SBI LIFE INSURANCE CO. LTD

No. SBI LIFE /MS/171

Dated -15th March, 2018

NOTICE INVITING OFFERS FOR PROVIDING ANNUAL MAINTENANCE CONTRACT SUPPORT STAFF FOR THE EPABX SYSTEM INSTALLED AT "NATRAJ"

SBI Life Insurance Company Limited (SBI Life) invites bids for **PROVIDING ANNUAL MAINTENANCE CONTRACT AND SUPPORT TECHNICAL STAFF FOR THE EPABX SYSTEM** installed at our corporate office at Mumbai (ANDHERI -EAST) from reputed and financially sound firms, who have been in the business for a minimum of five years, for a period of 24 months from the date of award of contract.

Tender documents can be downloaded from the website www.sbilife.co.in.

Interested participant should submit the tender documents latest by 03.00 PM on 6th April, 2018 in a sealed cover super scribed "Tender for **PROVIDING ANNUAL MAINTENANCE CONTRACT AND SUPPORT TECHNICAL STAFF FOR THE EPABX SYSTEM**" addressed to The Vice-President (MS), Corporate Office, SBI Life Insurance Co Ltd, "NATRAJ" Ground Floor, M V Road & Western Express Highway Junction ,Andheri (E) Mumbai -400069.

SBI Life reserves the right to reject any/all proposals without assigning any reason whatsoever

Sr Vice President-Management Services

BID DOCUMENT

TENDER FOR PROVIDING ANNUAL MAINTENANCE CONTRACT AND TECHNICAL SUPPORT STAFF FOR THE EPABX INSTALLED AT "NATRAJ"

SBI Life Insurance Co Ltd

Table of Contents

Section	Content	Page No
1	Introduction of Organization	3
2	System Details	4
3	Instruction to Bidder	5
4	General Terms & Condition	8
5	Acceptance Of Terms & Condition	9
6	Scope of Work -Technical Support Staff	10
5	Commercial BID	12

Dear Sir/ Madam,

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 14000 employees located across the country. SBI Life's Corporate Office is at Mumbai.

The complete set of tender papers is for contract of Annual maintenance and Technical support staff of the EPABX installed at corporate office at Mumbai. Please note that this set of tender documents comprising the following contents is confidential and is not transferable under any circumstances.

You are advised to go through the tender document carefully and understand various provisions contained therein along with their implications.

The rates of the items should be quoted as per the format enclosed as "List of Items."

Each submitted proposal must comprise a **Technical offer** and **Commercial Offer**, each of which must be submitted **separately in sealed envelopes**.

These envelopes should be deposited in the sealed box kept for this purpose in the Ground Floor Reception Area, Corporate Office, SBI Life Insurance Co Ltd, "NATRAJ", M V Road & Western Express Highway Junction, Andheri (E) Mumbai-400069 on or before 1500 hrs on 6th April, 2018. The envelopes containing the "**Technical offer** " will be opened at 1530 hrs on 9th April, 2018 at the office of the Associate Vice-President (MS), Corporate Office, SBI Life Insurance Co Ltd, "NATRAJ" Ground Floor, M V Road & Western Express Highway Junction, Andheri (E) Mumbai-400069

The Technical offers will be evaluated and offers which are found fit and responsive will only be considered for financial offer.

The envelopes containing the "**Commercial Offer**" will then be opened on 10th April, 2018 evaluated and Tenderer who qualifies after consideration of the offer, based on the technical competency and lowest quote will be selected.

The selection of the vendor shall be at the sole discretion of the SBI LIFE and no correspondence shall be entertained in this regard.

The Tenders received after opening of the tender box, i.e. after 15.00 hours on 6th April, 2018 will be rejected.

System Details

PARTICULARS	NOS
AVAYA S8300 Communication Manager (Software Version - 5.2.1) - Primary server	1
AVAYA S8300 Communication Manager (Software Version - 5.2.1) - Secondary server	1
AVAYA G450 MEDIA GATEWAYS	4
TATA PRI (022 61910000 - 022 61910599)	600 MSN NUMBERS
RELIANCE PRI (022 39680000 - 022 39680899)	900 MSN NUMBERS
TELESOFT CALL BILLING SOFTWARE	1
IP 1603	25
IP 1608	29
IP 1616	27
IP 9641 G	5
IP 9650 G	1
BEETEL PHONE	423

Instructions to Bidders

SEALED Tenders are invited from Mumbai based reputed Firms/Contractors / Service Providers for Contract for Annual maintenance of and technical support staff of the EPABX installed at Corporate office SBI Life Insurance Co Ltd, Mumbai.

All Bidders MUST STRICTLY ADHERE to all instructions, forms, Terms of reference, contract provisions and specifications contained in this bidding document. Failure to submit a proposal containing all the required information and documentation within the deadline specified will lead to the rejection of the proposal and will not be considered for the evaluation.

1.	Tender Document	The tender can be down loaded from website www.sbilife.co.in From 26th March, 2018 to 6th April, 2018 (up to 15.00 hrs)
2.	Deadline for requesting clarifications	2nd April, 2018 .upto 11.00 hrs
3	Pre Bid Meeting (Inspection of system and Discussion)	2nd April, 2018 at 11.00am
4	Last date & time of Submission of Tender	6th April, 2018 upto (15:00 Hrs) .
5.	Submission of Proposals	Each submitted proposal must comprise a Technical offer and a Commercial offer , each of which must be submitted separately in sealed envelopes .
6.	Proposal Contents	<u>Technical offer</u> The Technical offer must include the following documents: <ul style="list-style-type: none"> • Letter of Submission on the Vendor letterhead signed and stamped by the person in charge or the company's authorized representative acknowledging the bidder's agreement of the terms and conditions of this RFP and certifying that all information offered in the submitted proposal are true, accurate, and complete. • Table of Contents, including page numbers (i.e.Index of the proposal contents). • Copy of valid trade license. • Technical staff details.

		<ul style="list-style-type: none"> • Audited Financial Statements for the past 2 years • Business references from different clients that shows that the bidder has a satisfactory performance record. Business References can be either copies of purchase orders or letter of references from entities for which the bidder has performed services of similar nature. <p>Bidder is required to include details of points of contact (name, address, telephone number, etc.) for such references.</p> <ul style="list-style-type: none"> • Any other Qualification/ Certification (ISO etc) <p><u>Commercial offer</u></p> <p>The Commercial offer must be presented as an amount in Indian Rupees, Exclusive of all applicable tariffs and taxes and must be submitted.</p> <p>Notes to Bidders:</p> <p>Payments under this contract will be made in Indian Rupees by cheque.</p> <p>The hard copy of the price list should be submitted stamped and signed</p>
7	RFP Terms and Conditions	Failure to accept the terms and conditions of the RFP at time of submitting the proposal may result in the award being given to the next bidder
8	Validity of Proposal	Proposal must remain valid and open for the acceptance of SBI Life for 60 days from the RFP closing date. Proposals specifying shorter acceptance period will be considered nonresponsive.
9	Incomplete and Late Offers	Incomplete and late proposals will not be accepted. It is the bidders responsibility to ensure that the proposal is submitted complete, on time and in accordance with the RFP terms and conditions. Proposals received late shall be returned back unopened.
10	Evaluation of proposals	Evaluation process aims to select the bidder whose proposal is technically fit/responsive and at the most reasonable price.
11	Evaluation of financial offers	<p>Upon completion of the technical evaluation, the financial offer, for those bidders who have qualified at the technical evaluation stage, will be opened.</p> <p>Consideration of the offer will based on the lowest quote</p>

12	Confidentiality	The entire evaluation procedure is confidential All proposals are for official use only and will be communicated neither to the bidders nor to any other party.
13	Ownership of Proposals	The Contracting Authority retains ownership of all proposals received under this bidding procedure. Consequently, bidders have no right to have their proposals returned to them.
14	Bid Cancellation	SBI Life has the right at any stage in the bidding process to cancel the whole bid without the assigning any reason to any of the bidders.
15	Signature of the contract(s)	The successful bidder will be notified in writing of the Award. The bidders have one week of notification of Award to sign the final contract in the standard format as determined by the Contracting Authority. The Contracting Authority reserves the right to award all parts, partial or none of the RFP based on offer evaluation.
	SBI Life Insurance Co Ltd, reserves the right to reject any or all tenders without assigning any reason thereof	

TERMS AND CONDITIONS

1. Validity of the offer for acceptance should be two months from the date of opening of price bid. SBI Life reserves the right to

- Accept or reject any or all the offers in part or in full.
- Accept or reject any or all the offers in part or in full irrespective of their being the lowest
- SBI Life also reserves the right to empanel more than one vendor.
- SBI Life may not require certain category of resources/services though the Bidder should submit the Bid for all the categories of resources /services as required under this bid.
- SBI Life reserves the right to relax the tender conditions at any stage if considered necessary for the purpose of finalizing the contract in the overall interest of SBI Life
- SBI Life reserves the right to retender or negotiate with the lowest tender as regards the rates, terms and conditions of the tender, if deemed necessary.
- SBI Life reserves the right to disqualify the Tenderer blacklisted by State/Central Govt. undertakings/Public Sector Units or whose contracts have been terminated by SBI Life on account of poor performance, if any such information comes to the knowledge of SBI LIFE at any stage either during the tendering process or after short listing the bidder.

You are requested to peruse the tender documents carefully so as to avoid rejection of the tender for non-compliance with the necessary instructions or with Terms and Conditions.

You are requested to ensure that the offers are submitted after full consideration and understanding of the work envisaged under this contract. The bid once submitted shall be final and cannot be altered. Only one bid from each participant shall be accepted. In case any participant submits more than one bid, the participant shall be disqualified from the process of bidding.

B) GENERAL TERMS AND CONDITIONS

1. Original Tender should be submitted complete in all respect with all schedules, documents etc. None of the pages of the original tender document issued should be removed.
 2. Price Bid will be in a separate envelope neatly typed or photocopied. The written matter should be clearly legible. Every page of the tender document should be signed with seal and all cuttings and corrections should be attested by the tenderer under his signature.
 3. The tender may be deposited by hand in the office or may be sent by registered post so as to reach this office by due date and time. No tender shall be entertained after due date and time and the delay on any account shall not be accepted. No separate receipt will be given on submission of the tender.
 4. SBI Life reserves the right to reject/ accept tender, without assigning any reason thereof.
 5. The tender must be complete in all respects. Any queries made by SBI Life should be promptly replied by the tenderer.
 6. Second sealed envelope should contain the Price Bid only. It should be subscribed as **"Commercial BID"**.
 7. The tender document should be sealed in separate envelopes and then both the envelopes should again be sealed inside a main envelope. All the three envelopes should clearly bear the following:
 - a) Name of the work
 - b) Name and address of the tenderer
 - c) Due Date
 - d) Name of Contact Person
 - e) Contact Number(Phone)
 - f) Validity Period
 8. Tenderers, who give satisfactory evidence of Providing EPABX Maintenance Services, shall only be considered.
 9. The tender price will be inclusive or Exclusive of all taxes and duties, transportation, loading, unloading etc. complete. The tenderer will be totally responsible for complying with all rules and requirements concerning all taxes and duties.
 10. The tendering firm/ company should be registered under the relevant status by the relevant competent authority. The firm must attach on attested copy of the registration certificate and Partnership Deed/ Memorandum of Association as the case may be.
 11. Period of validity of the tender is two months.
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12. This allotment of work shall be on Annual Rate basis for a period of two year from the date of signing the rate agreement or for such extended period as SBI Life may grant by specific written order, extending the period.
13. Under this agreement separate supply/ work order(s) shall be placed for which the supply should be made within 2 days from the date of order.SBI Life may occasionally require supplies as an urgent basis, which should be compelled with.
14. The tenderer shall have to comply with all the rules, regulations, and laws .SBI Life, shall have no liability in this regard.
15. The Contractor/ vendor shall not, without the consent in writing of SBI Life, transfer, assign or submit the work under this contract or any substantial part thereof to any other party.
16. In case of any dispute or difference between SBI Life and the tenderer in connection with this agreement except as to matters, the decision for which has been specifically provided, either party may forthwith give to the other notice in writing of existence of such dispute or difference and the same shall be referred to the sole arbitration of the Associate Vice President-Management Services, or a person nominated by him. This reference shall be governed by Indian Arbitration Act 1940 and the rules made there under. The award in such arbitration shall be final and binding on both the parties. Work under the agreement shall continue during the arbitration proceedings unless SBI Life or the arbitrator directs otherwise.
17. Notices, statements and other communications sent by SBI Life through registered post or telegram or fax to the tenderer at his specified address shall be deemed to have been delivered to the vendor..
18. No price escalation will be granted during the contract period.

Payment Terms:-

1. Contract payment will be released on yearly basis (50 % advance and balance 50 % after completion of yearly contract.)
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ACCEPTANCE CERTIFICATE

Dated

I / We _____ (hereinafter referred to as the Tenderer) being desirous of tendering for the work under the above mentioned tender and having fully understood the nature of the work and having carefully noted all the terms and conditions, specifications etc., as mentioned In the tender document, DO HEREBY DECLARE THAT:

1. The tenderer is fully aware of all the requirements of the tender document and agrees with all provisions of the tender document.
2. The tenderer is capable of executing and completing the work as required in the tender.
3. The tenderer accepts all risks and responsibilities directly or indirectly connected with the performance of the tender.
4. The tenderer has not been influenced by any statement or promises of SBI Life or any of its employees but only by the tender document.
5. The tenderer is financially solvent and sound to execute the tendered work.
6. The tenderer is sufficiently experienced and competent to perform the contract to the satisfaction of SBI Life.
7. The information and the statements submitted with the tender are true.
8. The tenderer is familiar with all general and special laws, acts, ordinances, rules and regulations of the Municipal, District, State and Central Government that may affect the work, its performance or personnel employed therein.
9. The tenderer has not been debarred from similar type of work by SBI Life and / or any Government undertaking / Department.
10. This offer shall remain valid for acceptance for three month from the date of opening of financial bid.

Place:

Date: / / 2018

(Signature & seal of Tenderer)

Scope of Work

Daily Activity Details:-

1. Daily/ hourly Avaya System Checking and alerting in case of shutdown of PRI connection.
2. Tata PRI Checking
3. Telesoft Status (Billing)
4. Checking Backup Status
5. Maintaining Extension Sheet
6. Working on Mail Request
7. Maintaining Phone Inventory
8. Co-ordinating with PRI service provider (Tata)
9. Co-ordinating with alternate PRI service provider (Reliance)

Weekly Activity Report:-

1. PRI/Backup & EPABX Monitoring.
2. Follow-up with External Vendor

Monthly Activity Report:-

1. Pulling monthly (Telesoft) bills department wise and forward to Admin Team

Scope of Service:-

1. Ensure data security and privacy
2. Attend to minor and major breakdown and followup with service provider.
3. Periodical preventive Maintenance.
4. Maintenance of system user data.
5. @ Facility Management Support Engineer to be deputed to our office (Monday to Friday) from 9.00am to 6.30pm & on Saturday from 9.00am to 2.00 pm.

Technical Staff Qualification

The appointed technical staff should have basic qualification of Diploma in Electronic and Communication system and experience of 3 years in handling / managing EPABX system.

Commercial BID

Sr No	CAMC Description	CAMC Value (Exclusive GST)
1	Avaya EPABX System	
2	Technical Support Staff (1 no)	
	TOTAL	

