



SBI Life Insurance Co Ltd

Tender Document Maintenance Contract for Floor Sprinkler System at our Corporate office, Natraj

1 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.

2 BACKGROUND

The Corporate Office at Natraj premises has floor sprinkler system in place over buildings, which require examination, servicing/ maintenance on a regular basis.

3 INVITATION FOR PROPOSAL

Proposals are hereby invited for the Maintenance and Servicing of floor Sprinkler System beyond the floor valve.

4 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

5 TENDER PROGRAMME

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

- | | |
|--------------------------------|-------------------------------|
| • Issue of tender documents: | 1 st January,2018 |
| • Compulsory Briefing Session: | 8 th January,2018 |
| • Closing / submission Date: | 12 th January,2018 |

6 PROPOSAL SPECIFICATION

All proposals are to be submitted in a format specified in this document. 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:

Sprinklers Service and Maintenance. The sprinkler system beyond the floor valves on six floors need to maintained as given below.

- Provide service, maintenance, fault finding, repairs and refurbishment of sprinkler systems and

- onsite and ensure 100% functionality of the system.
- Monthly reports of all work done.
- Monthly check and servicing of fire Sprinkler systems and provide report on the agreed format.
- Report of all faulty equipment found during the service.
- Availability of a standard technician as and when needed(during and after hours)
- Attend any emergency calls.
- In case of emergency call to be attended within two hrs and the rectification should be completed within 24 hrs.
- About 10 sprinklers and spare parts will be maintained at the site.
- Coordination with condominium sprinkler vendor for update services

Refer to paragraph 20 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 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.

7 SUBMISSION OF PROPOSALS

7.1 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 bidder on the outside of the main package. Proposals must consist of two parts, each of which is placed in a separate sealed package clearly marked:

PART 1: Technical Proposal:

PART 2: Pricing Proposal,

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

by a resolution of a Board of Directors.

8 DEADLINE FOR SUBMISSION

Proposals shall be submitted at the address mentioned above no later than 12th January, 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.

9 ELIMINATION CRITERIA

Proposals will be eliminated under the following conditions:

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

9.1 The functionality/ technical evaluation criteria will be based on the following:

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

10 PRICING PROPOSAL

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

10.2 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.

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

11 VALIDITY PERIOD OF PROPOSAL

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

12 APPOINTMENT OF SERVICE PROVIDER

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

12.2 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.

13 MEDIUM OF COMMUNICATION

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

14 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.

15 CORRECTNESS OF RESPONSES

- 15.1 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.
- 15.2 The tenderer accepts that any mistakes regarding prices and calculations will be at their own risk.

16 VERIFICATION OF DOCUMENTS

- 16.1 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.
- 16.2 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.

17 SUB-CONTRACTING

A tenderer awarded a contract may not sub-contract. The contractor shall 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.

18 SBIL RESERVES THE RIGHT TO

- 18.1 Extend the closing date;
- 18.2 Request documentary evidence regarding any tendering issue;
- 18.3 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 may Cancel or withdraw this RFP as a whole or in part.

19 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.

Service Escalation Matrix:-

- 1.
- 2.
- 3.

PENALTY

In case turnaround time (TAT) of calls/ schedules of preventive maintenance is not followed due to negligence; a penalty two times the loss 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

□

20 EXISTING EQUIPMENT

A. System Floor Sprinkler System Specifications:

Sr	Particulars	Qty
1	Pendant Type Spray Fire Sprinklers	451
2	Gate Valve C.I. Body 100 mm	6
3	Lever operated screw ball valve 25 mm	6
4	GI pipeline	

21 PRICING OF MAINTENANCE SERVICING (To be provided as financial bid)

Floor Sprinkler System	
Description	Pricing excluding GST
Two year Contract Monthly inspection and Maintenance	