

**REQUEST FOR PROPOSAL
FOR BOARDROOM SCREEN REPLACEMENT ALONG WITH ASSOCIATED
INFRASTRUCTURE FOR SBI LIFE INSURANCE COMPANY**



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REQUEST FOR PROPOSAL

This Request for Proposal (RFP) is being issued by SBI Life Insurance Co Ltd (hereinafter referred to as SBIL) inviting proposals (technical and commercial) for Board room Screen replacement along with associated infrastructure at HO Boardroom This Project will comprise of delivery, testing, integration, configuration as mentioned in the Scope.

The time schedule for various activities is listed below:

Activity	Expected date
Publishing RFP on Company Website	15 th March 2021
Query from Service Providers acceptable up to	19 th March 2021
Response to Queries by email	22 th March 2021
Submission of complete proposal	29 th March 2021

Responses submitted after the stipulated date and time will not be entertained.

1. INTRODUCTION

SBI Life Insurance ('SBI Life' / 'The Company'), one of the most trusted life insurance companies in India, was incorporated in October 2000 and is registered with the Insurance Regulatory and Development Authority of India (IRDAI) in March 2001.

Serving millions of families across India, SBI Life's diverse range of products caters to individuals as well as group customers through Protection, Pension, Savings and Health solutions.

Driven by 'Customer-First' approach, SBI Life places great emphasis on maintaining world class operating efficiency and providing hassle-free claim settlement experience to its customers by following high ethical standards of service. Additionally, SBI Life is committed to enhance digital experiences for its customers, distributors and employees alike.

SBI Life strives to make insurance accessible to all, with its extensive presence across the country through its 947 offices, 17,466 employees, a large and productive individual agent network of about 169,006 agents, 57 corporate agents, a widespread bancassurance network of 14 partners, more than 28,000 partner branches, 111 brokers and other insurance marketing firms.

In addition to doing what's right for the customers, the company is also committed to provide a healthy and flexible work environment for its employees to excel personally and professionally.

SBI Life strongly encourages a culture of giving back to the society and has made substantial contribution in the areas of child education, healthcare, disaster relief and environmental upgrade. In 2019-20, the Company touched over 1.14 lakh direct beneficiaries through various CSR interventions.

Listed on the Bombay Stock Exchange ('BSE') and the National Stock Exchange ('NSE'), the company has an authorized capital of Rs. 20.0 billion and a paid up capital of Rs. 10.0 billion. The AuM is Rs. 2,095.0 billion.

For more information, please visit our website - www.sbilife.co.

SBIL solicits offer from reputed Vendors (System Integrator SI) with requisite expertise & experience for upgrade of the project of Replacement of screen along with associated Infrastructure at HO Boardroom Andheri in terms of this Request for Proposals (RFP).

This RFP is not an offer by SBIL, but an invitation for Bidder responses. No contractual obligation on behalf of SBIL, whatsoever, shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of SBIL and the Bidder.

SBIL reserves the right to amend, modify, add, delete, accept or cancel in part or full any conditions or specification of all proposals/ bids, without assigning any reason thereof at any time during the tender process. Each party shall be entirely responsible for its own costs and expenses that are incurred while participating in the RFP, subsequent presentations and contract negotiation processes.

2. Eligibility Criteria

Each Bidder must bid for all the components defined in the scope of work. Partial bids will be rejected.

Bid should be submitted by one single entity / organization. Bidder will not be permitted to submit the bid in a consortium with any service provider/ supplier. Bids submitted by consortium will be rejected without assigning any reasons thereof.

3.1. Eligibility Criteria

The vendors on the qualification, the RFP is being issued to those vendors who compiled the following points:

S/N	Qualifying Criteria for bidders	Supporting Documents to be provided
1	The Bidder should have adequate experience, expertise, capabilities, certifications and skilled personnel to design, set up, execute the project	Self certification by authorized signatory with relevant documents in its support.
2	The bidder should be a Limited company registered under the Companies Act, 1956. The company/firm should be in existence for more than 5 years.	Certificate of incorporation
4	Power of Attorney / Authorization Letter is to be submitted in-favour of the person, who is signing and submitting the RFP on behalf of the bidder.	Power of Attorney / Authorization Letter
5	The bidder must have on its roll an adequate technically qualified professionals in AV systems integration, product installation/ commissioning	Name of the Resources and their Certificates
6	Bidder should submit self certifications with undertaking that,) the products / technologies /components / services quoted are not going to end of support for next 5 years. ii) the support including spares, patches for the quoted products shall be available for next 5 years.	<ul style="list-style-type: none"> • Undertaking of Bidder

7	Financial statements i.e. Audited Balance sheet and Profit & Loss accounts for last three years (2018-19, 2019-20 and 2020-21) will have to be submitted.	"Attach relevant sections of the Balance Sheet clearly marking the Turnover section"
8	Minimum Annual Turnover should be at least Rs. 150 Crores in each of the preceding three financial years	Attach relevant sections of the Balance Sheet clearly marking the Turnover section
9	The bidder should have an office in Mumbai.	Relevant Documents or Undertaking signed by the Authorized Signatory

3. FUNCTIONAL REQUIREMENTS, SCOPE OF WORK & BILL OF MATERIAL/QUANTITY

Under this service, SBIL expects the bidder to provide a Solution document for the Scope of work defined for Replacement of screen along with associated Infrastructure. SBIL will hold the bidder responsible for the performance of the solution and conformance with statutory requirements and government regulations for the work undertaken by them.

4.1. Details of scope of work and requirement are enclosed in **Annexure-1**.

4.2. **The** Bidder should accordingly, submit a detailed solution document as per conformity to the scope of work.

4. TERMS AND CONDITIONS FOR THE PROPOSAL

5.1 Instructions for Sealing and marking the Commercial Bids

- The commercial bid should be strictly submitted in the password protected form.to the email id mufazzal.riyaz@sbilife.co.in
- You are advice not to mention your quote and password in the mail.
- SBIL will ask the password at the time of tender opening in presence of committee, if the technical evaluation is cleared.

5.2 BID Submission

Bidders are not permitted to submit more than one bid. The Bidder has to offer the best price available with him. The cost of bidding and submission of the bids is entirely the responsibility of the BIDDERS, regardless of the conduct or outcome of the tendering process.

The bidder must submit all the documents and the RFP as mentioned in this RFP scanned and mail to mufazzal.riyaz@sbilife.co.in

Receipt of the bids shall be closed at 6:00 p.m. on the date mentioned above. Bids received after the time stipulated shall not be considered by SBIL. SBIL will not be responsible for any delay due to mailing postal / courier or any other means of delivery.

5.3 Clarification relating to the RFP

Requests for clarification may be submitted to SBIL by e-mail to mufazzal.riyaz@sbilife.co.in, on or before the last date of such queries as mentioned in Section 1. The response to all the clarifications will be provided by email to all vendors simultaneously.

Bidders must acquaint themselves fully with the conditions of the tender. No plea of insufficient information will be entertained at any time.

To assist in the scrutiny, evaluation and comparison of offers, SBIL may, at its discretion, ask some or all Bidders for clarification of their offer. If deemed necessary, the Bidder is required to give presentation on the solution offered.

5.4 Amendments to the Bid Document

Amendments to the Bid Documents may be issued by SBIL at anytime during the tendering process. Amendments to Bid Documents so made shall be deemed to form an integral part of the Bid Documents.

5.5 Bidder Presentations

Bidders may be asked to arrange visit to the project sites with similar facilities implemented by them. These sites should cover details of the proposal described in this RFP document. The visits will also give SBIL an opportunity to clarify issues arising out of the Bidder's response to this RFP. SBIL shall not be under any obligation to bear any part of the expenses incurred by the Bidder for the Visit.

5.6 Format and Signing of the Bid

The original and all copies of bid shall be typed or printed in a clear typeface. An accompanying letter is required, signed by an authorized signatory of the Bidder, committing the Bidder to the contents of the original response.

5.7 Documents comprising the BID

Bidders need to submit the documents for Commercial Bid as detailed in the sections respectively.

5.8 Language of BID

All bids and supporting documentation shall be submitted in English.

5.9 Period of Validity

The Bids shall be valid for a period of 90 days from the closing date for submission of the bid.

All the prices, technical specifications and other terms and conditions of the offer proposed by the Bidder should be valid for a minimum period of 180 days.

5.10 Correction of Errors

Arithmetic errors in bids will be treated as follows:

Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern; and

Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of SBIL, there is obviously a gross error such as a misplacement of a decimal point, in which case the line item total will govern.

Where there is a discrepancy between the amount mentioned in the bid and the line item total present in the Bill of Material, the amount obtained on totaling the line items in the Bill of Materials will govern.

The amount stated in the tender form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall tender price to rise, in which case the bid price shall govern.

5.11 BID Evaluation

The Technical Bids will be evaluated as per terms against each clause of the Tender under different sections and per Replacement of screen along with associated Infrastructure & Scope of Work **(Annexure-1)**, The following aspects may be considered for evaluating the technical bids

- Company profile,
- Management capabilities of bidder
- Bidder support facilities
- Past experience of the company in similar lines of business,
- Past experience of the SBIL with the Bidder
- Reputation of the company,
- Technical features of the solution offered,
- Delivery schedule,
- Compliance with technical specifications.
- Acceptance of terms and conditions laid down
- Solution suggested by the bidder for Display screen replacement along with associated infrastructure at Head office Natraj

For quick processing of RFP process, SBI Life intend to carry out process as under,

1. Bidder has to immediately convey intention to apply for bid by submitting soft copy of eligibility criteria to the email ID "mufazzal.riyaz@sbilife.co.in". Required supporting documents can be later submitted in technical bid.
2. Bidder has to submit "Detailed Solution document" and "I Commercial Bid" within a timeline specified in Section1.
3. Technical evaluation of the proposed solution will be done by SBIL . Only when cleared of the technical criteria will the commercial bids be opened for evaluation.
4. Commercial comparison will be done for entire solution and SBI Life will not compare individual items. It is a turnkey rollout for requirement as defined in Scope of work and Functional requirement.
5. It is commercial bids the lowest commercial bid vendor will be selected for installation configuration and functioning of the project.
6. Final Selection of bidders will be done based on lowest commercial bid. It is Mandatory to sign and acknowledge RFP Document as acceptance on company letter head.

5.12 Duration and Condition of Engagement

SBIL will engage and appoint the selected vendor for the project as detailed in the Scope of Work of RFP for the Objective and Description of the Project as detailed in this RFP in consideration of remuneration payable by SBIL to the vendor.

SBIL will reserve the right to terminate the services of the Vendor at any point of the Project. Either side will, in such a case, will provide one month's notice.

5. Terms and Conditions

IMPORTANT POINTS TO BE NOTED PRIOR TO SUBMISSION OF DOCUMENT:

- 1) All PRODUCTS should be Certified for Green Environment and compliant with LEEDs Certification for the Building and should be within permissible limits of LEAD consumption during production and life cycle of the product. (Required document, approval, permissions and certifications to be submitted along with the bid as a proof of compliance.)
- 2) It should be noted that the Scope of Work and the Bill of Material may be in exhaustive and non-comprehensive in terms of items like cables, connectors, ports, converters etc. This being a turnkey project implementation, it is expected that such exclusions, if any, would be included in your proposal and the same is submitted to SBI Life taking in account the holistic approach of complete AV provisioning as per the requirement. All such products should be of the best quality should withstand the test of time and performance. However, it should be noted that wherever, we have provided the exact technical specifications, those would not be deviated upon under any circumstances.
- 3) All Products should be covered with 3 Years Comprehensive Onsite Warranty and Support. It is mandatory to apportion minimum 8 % cost towards 4th and 5th year AMC charges each year and paid as per the payment terms mentioned elsewhere in document. Commercials should be accordingly factored for 5 years TCO. It is mandatory for Bidder to provide price individual components, Licenses and services charges in commercial bid.
- 4) SBI Life may increase or decrease the quantity of any line item based on the need of the hour and availability of items with SBI Life. Furthermore, the rates should be valid for a period of six months from the date of first order and SBI Life reserves the right to repeat the order for any one or more items during this period.
- 5) The quotation given by the Bidder will be exclusive of all taxes, as applicable, at the date of signing the Agreement and subject to deduction of all statutory deductions applicable, if any. The benefits realized by Bidder due to lower rates of taxes, duties, charges and levies shall be passed on by the Bidder to SBIL
- 6) The prices quoted by the Bidder shall be in Indian Rupees, firm and not subject to any price escalation, if the order is placed within the validity period.
- 7) Payment can be initiated on Successful completion with project documents mentioned as per payment milestone.
- 8) The support agreement, when executed with the vendor for the total end-to-end solution shall be for duration of three years with a clause for extension for a period of not less than additional two years. SBIL reserves the right to terminate the agreement, at any time during the currency of the Contract by giving one month's notice.
- 9) At any point of time, there may be part procurement for up gradation, provisioning for additional equipment etc as per demand of the situation

- 10) The bidder shall implement and enforce data privacy through appropriate policies and procedures. The policy and procedure should cover appropriate training to personnel, controls to be in place to ensure privacy of data, define roles and responsibilities with respect to data privacy, and disciplinary action for contravention.
- 11) The bidder shall ensure that appropriate controls are put in place to prevent transferring or making copies of SBIL data onto any other medium in any format.
- 12) The bidder shall ensure, before allocating any person to work on SBIL data, that the personnel have the requisite aptitude for security of Information.
- 13) Defects Liability Period: 12 months from the date of "Virtual Completion" of the said Work certified by SBIL Team.
- 14) Payment can be initiated on Successful completion of Project documents mentioned in scope of work sections and as per following Payment Milestones:

Item	Description
Supply Charges	80% Payment of Hardware Post successful Power-ON Self-Test of full BoQ and acceptance by SBI Life AV Team, Remaining amount post successful implementation sign off.
Implementation Charges	100 % post successful implementation of full BoQ, as per exhaustive Scope of Work and project sign-off by SBI Life.
3 Year Warranty & Support Charges	To be Bundle in Supply Charges
4 th year AMC & Support Charges	Paid in advance less Penalty amount as applicable from Third year's breach of SLA.
5 th year AMC & Support Charges	Paid in advance less Penalty amount as applicable from fourth year's breach of SLA.

6. Right to Verification

SBIL reserves the right to verify any or all statements made by the Bidder in the tender document and to inspect the Bidder's facility, if necessary, to establish to its satisfaction about the Bidder's capacity to perform the job and would carry out complete or random check with the referrers provided to SBIL in the RFI stage.

7. Domestic Presence of Bidders

The Bidders should have a presence in Mumbai during the entire period of contract.

8. Complete Proposals

The Bidder's proposal is subject to evaluation process. Therefore, it is important that the Bidders carefully prepares the proposal and answers the questionnaire completely. The quality of the Bidder's proposal will be viewed as an indicator of the Bidder's capability to provide the solution and Bidder's interest in the project.

The Bidder is required to respond to the RFP only in the prescribed format. Under no circumstances, the format can be changed, altered and modified. All pages in the bid should be authenticated by a duly authorized signatory of the bidder under seal.

8.1 Cost Break up

The Bidder will provide a detailed price break-up of all items as called for.

8.2 Acceptance or Rejection of the Bid

SBIL reserves the right not to accept any bid, or to accept or reject a particular bid at its sole discretion without assigning any reason whatsoever and the decision of SBIL will be final and binding.

The tenders not submitted in the prescribed format or incomplete in any manner are likely to be rejected.

8.3 Bidder Indication of Authorization to Bid

Responses submitted by a Bidder to this RFP represent a firm offer to contract on the terms and conditions described in the Bidder's response. The proposal must be signed by an official authorized to commit the Bidder to the terms and conditions of the proposal. The signatory should have the authority to sign the above bid documents on behalf of the bidder.

8.4 Award of Contract

The acceptance of a Bid will be communicated in writing at the address furnished by the Bidder in the tender response. Any change of address of the Bidder, should therefore be promptly notified to SBIL.

9. RFP Ownership

The RFP and all supporting documentation / templates are the sole property of SBIL and violation of this will be a breach of trust and SBIL would be free to initiate any action deemed appropriate.

10. Proposal Ownership

The proposal and all supporting documentation submitted by the Bidder shall become the property of SBIL.

11. Service Level Agreement (SLA) Guidelines

SBIL will avail services under an agreed SLA with the Bidders. The detailed SLAs including uptime, response time and other requirements stipulated herein will be agreed at the time of signing the contract. Major terms of SLA are provided in the **Annexure- 2**. The Bidder shall execute and submit a detailed SLA within 30 days of completion of Project on a Stamp paper of Rs 500. There will be no processing of invoices until the SLA has been executed.

12. Time lines for completion and penalty

The selected bidder should handover the Board room Screen replacement along with associated infrastructure at HO Boardroom 12 weeks from the communication advising the Bidder to commence work (Date of handover of PO). Failure to hand over the completed project will attract penalty as defined in SLA.

13. Bidder Status

Each Bidder must indicate whether or not they have any actual or potential conflict of interest related to contracting services with SBIL.

14. Confidentiality

This document contains information confidential and proprietary to SBIL. Additionally, the Bidder will be exposed by virtue of the contracted activities to internal business information of SBIL, the Associates, Subsidiaries and/or business partners. Disclosure of receipt of this RFP or any part of the aforementioned information to parties not directly involved in providing the services requested could be treated as breach of trust and SBIL would be free to initiate any action deemed appropriate.

No news release, public announcement, or any other reference to this RFP or any program there under shall be made without written consent from SBIL. Reproduction of this RFP, without prior written consent of SBIL, by photographic, electronic, or other means is strictly prohibited.

15. Non-Disclosure Agreement

The Bidder shall treat all documents, information, data and communication of and with Purchaser as privileged and confidential and shall be bound by the terms and conditions of the Non-Disclosure Agreement, draft of which is given in **Annexure-3**. The Bidder shall execute and submit this Non-Disclosure Agreement within 30 days of release of PO on a Stamp paper of Rs 500.

16. Indemnification

The Bidder shall, at its own cost and expenses, defend and indemnify SBIL against all third-party claims including those of the infringement of Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights, arising from use of the Products or any part thereof in India.

The Bidder shall expeditiously meet any such claims and shall have full rights to defend itself there from. If SBIL is required to pay compensation to a third party resulting from such infringement, the Bidder shall be fully responsible therefore, including all expenses and court and legal fees.

The Bidder shall also be liable to indemnify SBIL, at its own cost and expenses, against all losses/damages, which SBIL may suffer on account of violation by the Bidder of any or all national/international trade laws, norms, standards, procedures etc.

The Bidder should furnish a photocopy of the Agreement with their Principals in respect of hardware and software products offered. Further, the Vendor shall indemnify SBIL and keep indemnified against any loss or damage that SBIL may sustain on account of any violation of patents, trademark etc., by the Vendor in respect of hardware, hardware components, system software, etc. supplied.

17. Arbitration

All disputes and differences of any kind, whatsoever shall be referred by either party (SBIL or the Bidder), after issuance of 30 days notice in writing to the other, clearly mentioning the nature of the dispute / differences, to a single arbitrator, acceptable to both the parties, for initiation of arbitration proceedings and settlement of the dispute/s and difference/ strictly under the terms and conditions of this contract, executed between SBIL and the Bidder. The arbitration shall be governed by the provisions of the applicable Indian Laws. The award shall be final and binding on both the parties. The venue for arbitration shall be at Mumbai, India.

=====End of Document=====