



**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, SBI Life's Corporate Office is at Mumbai, has a network of 16 regional offices and 900 branches and a work force of over 18000 employees located across the country.

The complete set of tender papers is for **Comprehensive Maintenance Contract for Fire Extinguishers installed at Corporate Office, Natraj. The contract will be valid for a period of 3 years.** 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.

Each submitted proposal must comprise a **“Technical offer - in a well indexed booklet form”** and a **“Commercial offer/ quote”**, each of which must be submitted separately as per the format provided in **Appx A & C.**

**Pre Bid meeting to address any queries by bidders will be held on 22<sup>nd</sup> July 2020 at 15.00 hrs at Corporate Office, Natraj, Andheri (East) Mumbai.**

The Technical offers will be evaluated and offers which are found fit and responsive will only be considered for financial offer. The vendors may be called for an interaction at office/ on a video/ audio call to understand the competency and for clarifications.

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

**The Tenders received after 15.00 hours on 27<sup>th</sup> July 2020.will be rejected.**

SBI Life reserves the right to

- (a) Accept or reject any or all the offers in part or in full.
- (b) Accept or reject any or all the offers in part or in full irrespective of their being the lowest
- (c) SBI Life also reserves the right to empanel more than one supplier.
- (d) 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.
- (e) 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
- (f) 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.
- (g) SBI Life reserves the right to disqualify the Tenderer blacklisted by State/Central Govt. undertakings/Public Sector Units/SBI Group 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.

Sr VP & Head- Management Services

**For and on behalf of SBI Life Insurance Co Ltd**

1. **Scope of work.** The following services will be performed by the contractor as duties and responsibilities in terms of the service level agreement.

- a. **Monthly check and servicing of Fire Extinguishers** Preventive maintenance includes cleaning, adjusting, lubricating, inspecting, testing and calibrating procedures designed to ensure proper operation, reduce Product failure and/or extend useful product life.
- b. **Monthly reports to be submitted as per standard format.**
- c. **Refill empty/ Low pressure extinguishers within 48 hrs of call.**
- d. Availability of a standard technician as and when needed (during and after office hours)
- e. **We generally used about 8-10 extinguishers annually for fire drill. The same need to be refilled within the TAT. Also during the maintenance activity if any extinguisher is found used/ with low pressure, the same has need to be refilled within TAT. The use of fire extinguishers during any contingency of fire incident will also be refilled by the vendor.**
- f. **Any extinguisher which has expired shelf life of its contains/ chemical will be refilled by the agency within TAT.**
- g. **Replacement of spare parts under the scope of CAMC.**
- h. **Advise on adequacy of extinguishers and improvements thereof.**
- i. **In case of emergency call to be attended within 4 hrs and the rectification should be completed within 48 hrs.**
- j. Provide service, maintenance, fault finding, repairs and refurbishment of fire extinguishers and onsite and **ensure 100% functionality/ availability of the equipments at site.**

*Refer to **Annexure B** for existing equipment.*

2. **General Time & Material Scope of Services:**

- a) **All equipment, parts and/or supplies used must be new (OEM).**
- b) 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.
- c) 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.
- d) **The firm selected shall comply with all applicable laws, rules and regulations.**

- e) **The firm should be accredited with all the relevant and statutory bodies in its field.**
- f) **No outsourcing / subletting or sub-contracting is permitted.**
- g) 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 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.
- h) SBIL reserves the right to make all final decisions to determine whether to proceed with repair or replacement of any equipment.
- i) SBIL reserves the right to review any invoice of the awarded proposer.
- j) The awarded vendor(s) shall not shut down any equipment unless permission is first obtained from SBIL.

**3. Submission of Proposals**

- a) All proposals (Technical & Commercial) are to be sealed. No open proposals will be accepted.
- b) All proposals are to be clearly marked with the RFP details and the name of the tenderer on the outside of the main package.
- c) Proposals submitted by companies must be signed by a person or persons duly authorized thereto by a resolution of a Board of Directors.

**4. Deadline for Submission.** Proposals shall be submitted at the address mentioned above no later than 27<sup>th</sup> July, 2020. Where a proposal is not received by SBIL by the due date, it will be regarded as a late tender. Late tenders will not be considered.

**5. The evaluation criteria will be based on the following.**

Criteria	Marks
Technical BID	50%
Commercial BID	50%

**6. Commercial Proposal**

- a) 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.
- b) Payment will be according to the SBI Life Payment Terms and Conditions.

**7. Validity Period of Proposal.** Each **proposal** shall be valid for a minimum period of Two months calculated from the closing date.

8. **Appointment of Service Provider**

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

b) 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.

9. **Medium of Communication.** All documentation submitted in response to this RFP must be in English.

10. **Correctness of Responses**

a) 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.

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

11. **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.

12. **Payment Terms.**

a) Maintenance charges commence from the date of commencement of contract, and shall be payable in two parts half yearly i.e. the first part 50% at start of agreement & 50% after 6 months completion of the six month of CAMC of fire extinguishers.

b) After submission of tax invoice along with necessary reports, payment will be release within 14 working days subject to deduction of penalty.

c) No advance payment shall be made.

13. **Penalty** In case turnaround time (TAT) of calls / schedules of preventive maintenance in not followed a **penalty of Rs 500/- for each incident** will be recovered by the Company from the vendor.

14. **SBIL Reserves the Right to**

a) Extend the closing date;

b) Request documentary evidence regarding any tendering issue;

c) Appoint one or more service providers, separately or jointly (whether or not they submitted a joint proposal);

- d) Award this RFP as a whole or in part; and
- e) Cancel or withdraw this RFP as a whole or in part.

15. **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 having 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.

16. **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.

17. **Termination of Contract.** Either party can terminate the agreement with one months 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 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 BID Form**

Sr	Particulars
1	Company Details (Pvt Ltd/ Proprietary Firm etc)
2	Experience (Years in the Field) (PI attach Registration/ Incorporation document)
3	License Copy (PI attach)
	Shop & Establishment Certificate
	Fire & Safety Dept Registration
4	Company Turnover (Audited P & L statement of last 3 F.Y)
5	Business Reference (Stamped & Signed reference/ satisfactory service letter of client)
6	Technical Staff Details (PI attach)
7	Any other Special Qualification (ISO/ Fire related)

## ANNEXURE B

### Summary of Fire Extinguishers installed at Natraj Premises

Sr	Type	KG	Qty
1	DCP	1 KG	4
2	DCP	2 KG	24
3	DCP	4 KG	7
4	DCP	5 KG	9
5	CO2	3 KG	15
6	DCP	6 KG	03
7	CO2	4.5 KG	20

Details of Fire Extinguishers					
Sr	Type of Extinguishers	Weight	Floor	Location	Last Refilled
1	DCP	2 KG	Basement	T-20 Meeting Room Passage	01/07/2020
2	DCP	2 KG	Basement	T-20 Meeting Room	12/05/2020
3	DCP	5 KG	Basement	T-20 Meeting Room	12/05/2020
4	DCP	5 KG	Basement	Library (Dinning Area)	19/12/2018
5	CO2	4.5 KG	Basement	Exit Door	13/05/2020
6	CO2	3 KG	Basement	Inside AHU	01/07/2020
7	CO2	3 KG	Basement	Outside T 20 Meeting Room	01/07/2020
8	DCP	2 KG	Gr Floor	AHU Elec Room	12/05/2020
9	DCP	2KG	Gr Floor	AHU Inside	01/07/2020
10	DCP	2 KG	Gr Floor	Cafeteria-Snack Counter	12/05/2020
11	DCP	2KG	Gr Floor	Cafeteria Water Dispenser	12/05/2020
12	CO2	4.5 KG	Gr Floor	Security Reception	03/03/2020
13	CO2	4.5 KG	Gr Floor	AHU Outside	13/05/2020
14	CO2	3 KG	Gr Floor	Outside LAN/UPS	13/05/2020
15	CO2	4.5 KG	Gr Floor	Exit Door	13/05/2020
16	CO2	3 KG	Gr Floor	Canteen Counter	13/05/2020
17	CO2	4.5 KG	Gr Floor	ATM	12/05/2020
18	CO2	3KG	Gr Floor	Cafeteria -health Counter	12/05/2020
19	DCP	1 KG	2nd Floor	Dhaila Meeting Room	12/05/2020
20	DCP	2 KG	2nd Floor	Tulip Meeting Room	12/05/2020
21	DCP	6 KG	2nd Floor	Outside Dhila Meeting Room	12/05/2020
22	DCP	6 KG	2nd Floor	Open Office Area	12/05/2020
23	DCP	2 KG	2nd Floor	Pantry Area	12/05/2020
24	DCP	2 KG	2nd Floor	Inside AHU	12/05/2020

25	DCP	2 KG	2nd Floor	Electrical Room	30/07/2019
26	DCP	6 KG	2nd Floor	Outside Server Room	12/05/2020
27	CO2	4.5 KG	2nd Floor	Security Reception	12/05/2020
28	CO2	4.5 KG	2nd Floor	Exit Door	12/05/2020
29	CO2	3 KG	2nd Floor	Open Office Area	12/05/2020
30	CO2	3 KG	2nd Floor	Inside LAN Room	12/05/2020
31	CO2	4.5 KG	2nd Floor	Outside Area AHU	12/05/2020
32	DCP	1 KG	4th Floor	Security Reception	30/07/2019
33	DCP	5 KG	4th Floor	AHU Room Inside	12/05/2020
34	DCP	5 KG	4th Floor	AHU Room Elec Room	01/07/2020
35	DCP	5 KG	4th Floor	Galax Meeting Room	01/07/2020
36	DCP	4 KG	4th Floor	Pantry Area	26/05/2018
37	CO2	3 KG	4th Floor	Reception Passage Area	13/05/2020
38	CO2	4.5 KG	4th Floor	AHU Outside	13/05/2020
39	CO2	4.5 KG	4th Floor	LAN & UPS Room passage	01/07/2020
40	CO2	4.5 KG	4th Floor	Exit Door	01/07/2020
41	CO2	4.5 KG	4th Floor	ISP Room	01/07/2020
42	DCP	2 KG	5th Floor	Security Reception	12/05/2020
43	DCP	2 KG	5th Floor	AHU Inside	12/05/2020
44	DCP	2 KG	5th Floor	Laurel Meeting Room	12/05/2020
45	DCP	5 KG	5th Floor	Outside LAN/UPS	01/07/2020
46	DCP	5 KG	5th Floor	AHU Outside	01/07/2020
47	DCP	4 KG	5th Floor	Pantry Area	28/05/2018
48	CO2	3 KG	5th Floor	Access Door Inside	13/05/2020
49	CO2	4.5 KG	5th Floor	Inside LAN & UPS	01/07/2020
50	CO2	4.5 KG	5th Floor	Exit Door	13/05/2020
51	CO2	4.5 KG	5th Floor	Inside Central UPS	01/07/2020
52	DCP	2 KG	6th Floor	Security Reception	12/05/2020
53	DCP	2 KG	6th Floor	Near Investment Meeting RM	12/05/2020
54	DCP	2 KG	6th Floor	AHU Inside	03/03/2020
55	DCP	2 KG	6th Floor	Outside LAN/UPS	01/07/2020
56	DCP	2 KG	6th Floor	Orchid Meeting Room	12/05/2020
57	DCP	4 KG	6th Floor	Pantry Area	28/05/2018
58	CO2	3 KG	6th Floor	Main Gate Access Inside	01/07/2020
59	CO2	4.5 KG	6th Floor	Server Room (Dealing)	01/07/2020
60	CO2	4.5 KG	6th Floor	AHU Door	13/05/2020
61	CO2	3 KG	6th Floor	Passage LAN & UPS	01/07/2020

62	CO2	4.5 KG	6th Floor	Exit Door	03/03/2020
63	DCP	1 KG	7th Floor	Security Reception	12/05/2020
64	DCP	1 KG	7th Floor	Blue Bell Meeting Room	09/12/2020
65	DCP	2 KG	7th Floor	Outside Dy CEO Cabin	01/07/2020
66	DCP	2 KG	7th Floor	Voilet Meeting Room	12/05/2020
67	DCP	2 KG	7th Floor	Inside AHU Room	12/05/2020
68	DCP	4 KG	7th Floor	Pantry Area	26/05/2018
69	DCP	4 KG	7th Floor	Meeting Room	26/05/2018
70	CO2	4.5 KG	7th Floor	Near Access Door	13/05/2020
71	CO2	4.5 KG	7th Floor	Exit Door	13/05/2020
72	CO2	3 KG	7th Floor	IT Room	12/05/2020
73	CO2	3 KG	7th Floor	LAN & UPS Room passage	01/07/2020
74	CO2	4 KG	7th Floor	AHU Outside	13/05/2020
75	DCP	2 KG	8th Floor	Security Reception	12/05/2020
76	DCP	2 KG	8th Floor	Lunch room	12/05/2020
77	DCP	2 KG	8th Floor	AHU Inside	12/05/2020
78	DCP	5 KG	8th Floor	Board room	12/03/2020
79	DCP	5 KG	8th Floor	Board room	01/07/2020
80	DCP	4 KG	8th Floor	Pantry Area	26/05/2018
81	CO2	3 KG	8th Floor	Exit Door	13/05/2020
82	CO2	3 KG	8th Floor	AHU outside	13/05/2020

**ANNEXURE C**

**Commercial BID**

<b>Description</b>	<b>Annual Charges (Rs) (Exclusive of GST)</b>
3 year Contract Monthly inspection/ Maintenance	

In Word.....

Stamp & Signature