



SBI LIFE INSURANCE CO. LTD

No. SBI LIFE /MS/

Dated -18/03/2021

INVITING OFFERS FOR EMPANELMENT OF AGENCY/ VENDOR FOR COMPREHENSIVE MAINTENANCE OF HVAC SYSTEM INSTALLED (INCLUDING ONSITE SUPPORT STAFF) , NATRAJ PREMISES

SBI Life Insurance Company Limited (SBI Life) invites e-bids for **“Comprehensive Maintenance of HVAC Systems (Split/ cassette/ AHU/VAV/ Duct Exhaust fans) including onsite support staff** at 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 12 months from the date of award of contract.

Interested participants should submit the e-tender documents latest by 1500 hrs on 31st March 2021 in a in the prescribed format available on website <https://etender.sbi/SBI/>

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

SVP & Head- Management Services

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 17 regional offices and over 900 branches and a work force of more than 18000 employees located across the country. SBI Life's Corporate Office is located at Mumbai.

The complete set of tender documents is for contract for Empanelment of Vendor for Comprehensive Maintenance of HVAC systems installed at Corporate office, Natraj Andheri-East. 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.

Each submitted e-proposal must comprise a **"Technical offer"** and a **"Commercial offer"**. No tender will be entertained after the due date and time.

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

The envelopes containing the **"Commercial offer"** will then be opened and evaluated and tenderer who qualify after consideration of the offer, based on the lowest quote will be shortlisted.

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

1. Other Terms & Conditions

- (a) SBI Life may accept or reject any or all the offers in part or in full irrespective of their being the lowest.
- (b) SBI Life reserves the right to appoint more than one vendor for the above maintenance contract.
- (c) 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.
- (d) 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 the company.
- (e) SBI Life reserves the right to retender or negotiate with the lowest tenderer as regards the rates, terms and conditions of the tender, if deemed necessary.
- (f) SBI Life reserves the right to disqualify the Tenderer blacklisted by State/Central Govt. undertakings/Public Sector Units/ SBIG 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.
- (g) The tenderer is 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.
- (h) The tenderer is 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 tenderer submits more than one bid, he shall be disqualified from the process of bidding.

2. Scope of Work

- (a) To maintain air conditioning plant (AHU) throughout the year (365 days).
- (b) To visit & check the system every month by Senior Technician.
- (c) Engineer/ technician will carry all the tools & tackles required at site.
- (d) Engineer/ technician will timely notify for the work to be taken up for maintenance of the machine to facilitate requisite shut down period.
- (e) To attend all complaints.
- (f) Supplying all spares and materials, which are needed for the equipment as a result of fair wear & tear.
- (g) To keep required spare parts inventory for smooth functioning of HVAC system.

- (h) Repairing/overhauling the equipment or parts thereof at site/in contractors service station when found necessary.
- (i) Attending to the equipment in case of breakdown whenever called upon by the client. Minor complaints within 24 hours, major complaints within 72 hours.

Air Handling Unit

- (a) To clean the filters of Air Handling Unit quarterly or as and when required.
- (b) To clean the cooling coils after every three months.
- (c) To check the belt tension & replace the same, if necessary.
- (d) To check and rectify blower pulley and motor pulley alignment as required at site.
- (e) To lubricate motor and blower shaft's bearings from time to time.
- (f) To replace defective bearings of blower or motor.
- (g) To replace/ repair defective control equipment such as thermometers, modulating motors, pressure gauges, water pressure gauge, valves etc.
- (h) To replace/ repair AHU motor as and when required.

Split/ Cassette AC unit

- (a) To clean the filters of Split/ cassette Unit quarterly basis or as and when required.
- (b) To Clean drain line, cooling coil & blower quarterly basis or as and when required.
- © To replace/ repair defective compressor, PCB, copper pipe and other related equipments as and when required.
- (e) To replace/ repair defective timer as and when required.
- (f) To replace/ repair defective indoor outdoor motor and water drain motor as and when required.

Variable Air Volume (VAV)

- (a) To replace/ repair defective VAVs and thermostat as and when required.

Exhaust Fan

- (a) To clean the exhaust fan units on quarterly or as and when required.
- (b) To replace/ repair defective motor as and when required

3. Equipment covered under the CAMC

Sr	System	Make	Particulars	Qty
1	AHU	Nutech	14000 CFM	2
		Nutech	22000 CFM	4
		Airvision	24000 CFM	1
		Nutech	5800 CFM	1
2	Split AC Unit	Daikin	2 TR	41
3	Split AC Unit	Daikin	1.5 TR	1
4	Split AC Unit	Blue Star	1.5 TR	4
5	Cassete AC Unit	Daikin	2 TR	7
6	Cassete AC Unit	Daikin	2.5 TR	1
7	Cassete AC Unit	Blue Star	3 TR	1
8	VAV's	COSMOS		113
9	VAV's	Velimo		11
10	Exhaust fan			14
11	Timer	Proton Power		15
12	Timer	BSC Smart Controller		2

4. Time schedule (response time) for attending / completion of problems in AC plant

AIR HANDLING UNITS	Response Time
Belt alignment	Same day
Cleaning of filter	Same day
Blower balancing	4 days
Cassette/ Split Unit	
Drain Pump	2 days
PCB Circuit	2 Days
Compressor Major Fault	2 days
Compressor Gas Refilling	2 day
VAV's	
Repair/ Replace	2 days
Exhaust fan	
Repair/ Replace	2 days
Timer	
Repair/ Replace	2 Days

5. Parts inventory. In order to reduce the breakdown time and to ensure excellent performance of the system, the service provider would keep ready stock of all the consumables and mandatory spare parts at site.

5. Support Service Duties to be performed.

- (a) Operating of Air Handling Units through for 11 hrs (from 7.30 am to 6.30 pm) with 01 operator ON WORKING DAYS (Monday to Saturday). Overtime charges extra.
- (b) A certificate from reputed technical school in Heating, Ventilation, and Air Conditioning or 5 years apprenticeship; and 5+ years related experience; or equivalent combination of education and experience.
- (c) Ability to utilize and interpret documents such as operating and maintenance manuals, schematics, and work requests.
- (d) Ability to complete accurate and legible documentation on all work performed.
- (e) Starting and stopping of AHU, VAV, wall unit cassette etc.
- (f) Oversee the operation and maintenance of the chillers.
- (g) Interact/Coordinate with property management M/s C&W for synchronizing of AHU with the chillers.
- (h) Maintaining temperature in the cabins and general areas.
- (i) Maintaining logbook and recording parameters of AHU.
- (j) Inspection and keeping checks on various temperature and pressures of the AHU.
- (k) Attending Minor complaints.
- (l) Coordinating with BMS Operator for maintenance of temperature.
- (m) Provide a monthly compliance report on satisfactory status of all under AMC.

7. Instructions to Bidders

(a)	Tender Document	The tender documents can be obtained from Management Services Department from 20th March 2021 to 31 st March 2021 (up to 15.00 hrs)
(b)	Prebid Meeting	26th March 2021 at 1500 hrs. Due to ongoing Covid-19 pandemic Pre- bid meeting will be organized virtually; link will be sent to participants.
(c)	Submission of Proposals	Each submitted proposal must comprise a Technical offer and a Commercial offer, each of which must be submitted separately.
(d)	Proposal Contents	<p><u>Technical offer</u></p> <ul style="list-style-type: none"> The Technical offer must include the following documents: <p>Letter of Submission on the supplier letterhead signed and stamped by the person in charge or the company's authorized representative acknowledging the bidder's agreement with the terms and conditions of this RFP and certifying that all information offered in the submitted proposal are true, accurate, and complete.</p> <p>Company Details- Registration Certificate, Shop & Establishment, Copy of valid trade license,</p> <p>Business References- From atleast Three clients evidencing that the bidder has a satisfactory performance record. Business References can be either</p>

		<p>copies of work orders for supply of materials /AMC of HVAC maintenance installations as stated in scope of contract or letter of references from entities for which the bidder has performed services of similar nature.</p> <p>Bidder is required to include details of points of contact (name, address, telephone number, etc.) for such references.</p> <p>Technical/ Support staff details.</p> <p><u>Commercial offer</u></p> <p>The Commercial offer must be presented as an amount in Indian Rupees, inclusive of all applicable tariffs and /or taxes and must be submitted including the following Annexure (1)</p> <p>Notes to Bidders</p> <p>Payments under this contract will be made in Indian Rupees by depositing directly in the bidders Bank A/c by NEFT.</p> <p>The hard copy of the price bid should be submitted stamped and signed</p>
(e)	RFP Terms and Conditions	Failure to accept the terms and conditions of the RFP at time of submitting the proposal may result in the rejection of tender.
(f)	Validity of Proposal	Proposal must remain valid and open for the acceptance of SBI Life for 30 days from the RFP closing date. Proposals specifying shorter acceptance period will be considered nonresponsive.
(g)	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.
(h)	Evaluation of proposals	Evaluation process aims to select the bidder whose proposal is technically fit/responsive and at the most reasonable price.
(i)	Evaluation of financial offers	Upon completion of the technical evaluation, the financial offer, for those bidders who have qualified at the technical evaluation stage, will be opened. Consideration of the offer will be based on the lowest quote
(j)	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.
(k)	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.

(l)	Bid Cancellation	SBI Life has the right at any stage in the bidding process to cancel the whole bid without assigning any reason to any of the bidders.
(m)	Signature of the contract(s)	The successful bidder will be notified in writing of the award. The bidders have one week from notification of award to sign the final contract agreement on stamp paper in the standard format as determined by the Contracting Authority. The Contracting Authority reserves the right to award in parts, partial or none of the RFP based on offer evaluation.
(n)	Payment will be made on Quarterly basis.	
SBI Life Insurance Co Ltd, reserves the right to reject any or all tenders without assigning any reason thereof		

8. **Payment Terms of the CAMC**

- a) Total AMC value exclusive of GST.
- b) Payment will be released on quarterly basis subject to delivery of satisfactory performance
- c) No outsourcing / subletting or sub-contracting is permitted.
- d) No advance payment shall be made.

9. Termination Clause. Either party can terminate the agreement with one month notice in writing for non performance of any of the obligations under this agreement by the other party or without assigning any reason.

10. Indemnity. The Service Provider shall hold SBIL harmless and absolutely indemnify SBIL from all claims or penalties or fines of whatsoever nature that may be raised or levied against SBIL because of the failure of the Service provider or their agents or employees or representatives to perform their obligations under this agreement or for any act of commission or omission on the part of the Service Provider or their Agents or employees or representatives.

11. Jurisdiction, Arbitration & Governing Laws. 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 provisions of the Indian Arbitration and Conciliation Act, 1996 by referring to Sr Vice President-MS for arbitration. Only courts in Mumbai shall have jurisdiction in all matters arising out of/ connected with this agreement. Further, this agreement is subject to laws of Union of India Only. All arbitration proceedings shall take place in English language only.

12. **Amendments / Modifications.** Any provision of this agreement may be amended or waived if, and only if such amendment or waiver is in writing and signed, in the case of an amendment by each Party, or in the case of a waiver, by the Party against whom the waiver is to be effective.
13. **Entire Agreement.** This Agreement constitutes the entire agreement between the parties relating to the subject matter hereof and supersedes all prior agreements or understandings both oral and written between the parties relating to the subject matter of this Agreement.
14. **Waiver.** No failure or delay on the part of any Party in exercising any rights hereunder shall operate as a waiver thereof nor shall any single or partial exercise of such right preclude any other right or further exercise of any other right as provided in this Agreement.
15. **Severability.** If any paragraph, sub-paragraph, or provision of this Agreement, or the application of such paragraph, sub-paragraph, or provision, is held invalid by a court of competent jurisdiction, the remainder of this Agreement, and the application of such paragraph, sub-paragraph, or provision to persons, or circumstances other than those with respect to which it is held invalid shall not be affected.
16. **Independent Contractor.** The status of Service Provider with reference to SBIL is that of independent contractor, and nothing contained in this agreement will be construed as to constitute the Service Provider and SBIL as a joint venture, partners or agents, nor will any similar relationship be deemed to exist between the Service Provider and SBIL. This agreement is entered into on a Principal to Principal basis.
17. The Service Provider shall be responsible for all the statutory compliances including but not limited to payment of wages and other statutory dues and for taking necessary insurance covers etc in respect of the resources [human or otherwise] employed by the Service Provider. The person employed by the Service Provider shall be treated as the employee of the Service Provider and shall not claim any benefit or employment or payment of whatsoever nature from SBI LIFE.
18. **Counterparts.** This Agreement is executed in two counterparts, each of which shall be deemed to be an original, one to be retained by each party.
19. **Assignment.** This Agreement cannot be assigned by the Second party without the prior written consent of the First party

20. **Representation, Warranties and Liabilities.** The Service Provider has represented and warranted to SBIL that they have the necessary permissions, licenses, authority, approvals and the intellectual property rights in the solutions offered to SBIL. The Service Provider warrants that its services shall be performed hereunder in accordance with recognized professional standards. Should its services fail to comply with such standards or should any report issued be inaccurate, the Service Provider agrees to re-perform such deficient services and/or correct such report at no additional cost to SBIL.

21. **Confidentiality.** The Service provider hereby unconditionally agrees and undertakes that it shall not, at any time (during the term of this Agreement or after its expiry / termination), misuse or disclose any data or information provided by SBI LIFE to any person or third party. The Service provider shall comply with the applicable data privacy laws in relation to any information provided by SBIL.

22. **Notices.** Unless otherwise provided herein, all notices or other communications under or in connection with this Agreement shall be given in writing and may be sent by personal delivery or post or courier or facsimile or E-mail. Any such notice or other communication will be deemed to be effective if sent by personal delivery, when delivered, and if sent by facsimile / E-mail, when sent (on receipt of a confirmation to the correct facsimile number/Email id).

23. **GENERAL TERMS AND CONDITIONS**

(a) 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.

(b) 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.

(c) The tender may be deposited in tender box placed at Ground Floor, Natraj Premises . 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.

(d) SBI Life reserves the right to reject/ accept tender, without assigning any reason thereof.

(e) The tender must be complete in all respects. Any queries made by SBI Life should be promptly replied by the tenderer.

(f) First sealed envelope should contain

- i. Declaration by the Tenderer on company letterhead as per format given in tender document.
- ii. Copy of registration certificate (Shop & establishment) duly attested by competent authority.
- iii. Copy of valid trade license.
- iv. Detail of shop, location etc.
- v. Skilled/ Unskilled staff details.
- vi. Business references from atleast 3 clients in past one year evidencing that the bidder has a satisfactory performance record. Business references or letter of references from entities for which the bidder has performed services of similar nature.

Bidder is required to include details of points of contact (name, address, telephone number, etc.) for such references.

(g) Second sealed envelope should contain, Price Bid only. It should be subscribed as "Commercial Bid".

(h) 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:

- i. Name of the work
- ii. Name and address of the tenderer
- iii. Due Date
- iv. Name of contact person
- v. Contact number(phone)
- vi. Validity period

(i) Tenderers, who give satisfactory evidence of supply of said work, shall only be considered.

- (j) It is to be clearly specified whether the price will be inclusive of duties, transportation, loading, un-loading etc. The tenderer will be totally responsible for complying with all rules and requirements concerning all taxes and duties.
- (k) The tendering firm/ company should be registered under the relevant statutes by the relevant competent authority. The firm must attach attested copy of the registration certificate and Partnership Deed / Memorandum of Association as the case may be.
- (l) Period of validity of the tender is one month.
- (m) This allotment of work shall be on fixed rate basis for a period of one 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.
- (n) **Commercial Evaluation-** Lowest bidder will be identified based on lowest price.
- (o) The tenderer shall have to comply with all the rules, regulations, and laws .SBI Life, shall have no liability in this regard.
- (p) The contractor / supplier 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.
- (q) Notices, statements and other communications sent by SBI Life through registered post or fax to the tenderer at his specified address shall be deemed to have been delivered to the supplier.
- (r) No price escalation will be granted during the contract period.
- (s) Any expenditure incurred by SBI Life due to breach of contract on the part of the tenderer / supplier will be recovered from security deposit or / and from pending dues.
- (t) The bills must be submitted along with the signed delivery challan for payment.
- (u) Rates quoted in the tender shall be valid till the entire completion period of the contract (One Year) from date of agreement.

(v) Indemnity The service provider shall hold SBI Life harmless and absolutely indemnify SBI Life from all claims or penalties or fines of whatsoever nature that may be raised or levied against SBI Life because of the failure of the service provider or their agents or employees or representatives to perform their obligations or for their failure to adhere to safety standards of the materials/products supplied under this agreement or for any act of commission or omission on the part of the Supplier or their Agents or employees or representatives.

SVP & Head-Management Services
For and on behalf of SBI Life Insurance Co Ltd

ACCEPTANCE CERTIFICATE
(Attached with Technical Bid)

TENDER NO.SBIL

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/ SBIG.
10. This offer shall remain valid for acceptance for one month from the date of opening of financial bid.

Date;
Place

Commercial BID

<u>Particulars</u>	<u>Amount</u> <u>(Excl GST)</u>
<u>CAMC Charges</u>	<u>Rs</u>
<u>Technical Staff Charges</u> (As per State Minimum Wages Act)	<u>Rs</u>
<u>Total Charges</u>	

In Words.....

Signature

Date

Place