

Request for Proposal (RFP)
For
Empanelment of Vendor and Rate Contract for Providing Air Handling
Units at CPC Seawoods Office

RFP No: OPS/ MS-CPC/2026-2027/35

Confidentiality – All information included in this RFP and contained in any subsequent communication/s is confidential and is intended only for the recipient's knowledge. No information included in this document or any subsequent communications or disclosed in any discussions connected to it can be disclosed to any other party. Receipt and viewing of this document imply acceptance of the above confidentiality norm.

SBI LIFE INSURANCE COMPANY LTD., having its registered office at “Natraj”, M. V.
Road & Western Express Highway Junction, Andheri (East), – Mumbai 400 069

Public

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Schedule of Events

Sr. No	Particulars	Remarks
1	Contact details of issuing department	Dept. Name: MS Department Email Address: cpcms@sbilife.co.in
2	Bid Document Availability including changes/amendments, if any issued	RFP may be downloaded from https://etender.sbi/SBI/ from 14/07/2026 5:30 PM onwards
3	Site Visit for Participants	Date - 15/07/2026 to 26/07/2026 Address: SBI Life Insurance Company Ltd, Central Processing Centre, 7th level, D wing, Seawoods Grand Central, Tower 2, Plot no R-1, Sector-40, Seawoods, Nerul, Navi Mumbai – 400706
4	Last date for requesting clarifications	All communications regarding points queries requiring clarifications shall be given by e-mail on above mentioned email address mentioned under Item No. 1 mentioned above 04/08/2026 till 1:30 PM
5	Pre-bid Meeting & Venue	Date: 04/08/2026 at 4.30 PM and Venue: SBI Life Insurance Company Ltd, Central Processing Centre, 7th level, D wing, Seawoods Grand Central, Tower 2, Plot no R-1, Sector - 40, Seawoods, Nerul , Navi Mumbai – 400706 & via Virtual Mode as well.

Sr. No	Particulars	Remarks
6	Clarifications to queries raised at Pre-Bid meeting will be provided by the SBI Life.	07/08/2026 till 4.30 PM
7	Time Line for submission of Bids	14/07/2026 till 14/08/2026 till 5.30 PM
8	Last date and time for Bid submission	14/08/2026 till 5.30 PM
9	Mode of Submission of Bid	RFP will be uploaded on https://etender.sbi/SBI/
10	Date and Time of opening of Technical Bid	21/08/2026
11	Opening of Commercial Bids	on 28/08/2026 at 4:00 PM onwards

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ABOUT SBI LIFE INSURANCE CO. LTD.

We are among India's most trusted and valued life insurance companies, dedicated to enabling individuals and families secure their financial future with confidence. Since our incorporation in October 2000 and registration with the Insurance Regulatory and Development Authority of India (IRDAI) in March 2001, we have built enduring relationships grounded in trust, integrity, and customer understanding.

Our portfolio of life insurance solutions spans protection, savings, retirement, health, and corporate offerings, designed to meet the evolving needs of individuals, families, and institutions across India. Every solution we offer is guided by a simple principle: placing customers at the center of everything we do.

This customer-first approach drives our operational excellence, transparent practices, and responsive claims experience. At the same time, our continued investment in technology enables simpler, faster, and more intuitive interactions across every touchpoint for customers, employees, distributors and other partners.

More than offering insurance products, we strive to deliver reliability, service excellence, and digital experiences that make financial protection accessible, seamless, and reassuring.

We strive to make insurance accessible to all, through our extensive presence across the country, with 1,230 offices, 29,344 employees, a large and productive network of over 2,82,001 agents, 84 corporate agents and 9 bancassurance partners with more than 40,000 partner branches, 160 brokers, and other insurance marketing firms.

In addition to doing what's right for our customers, we are also committed to providing a healthy and flexible work environment that enables our employees to excel personally and professionally.

We strongly encourage a culture of giving back to society and have made substantial contributions in the areas of child education, livelihood, healthcare, and environment. In 2025-26, the Company reached over 20,500 direct beneficiaries through various CSR interventions.

Listed on the Bombay Stock Exchange (BSE) and the National Stock Exchange (NSE), we are backed by an authorized capital of ₹20.0 billion, a paid-up capital of ₹10.0 billion, and assets under management of ₹4,871.6 billion. We bring the scale and financial strength needed to support your future.

(Numbers and data mentioned above are for the year ended March 31, 2026)

1. INVITATION TO BID:

- i. SBIL has issued this Request for Proposal (RFP) to invite Bids from prospective Bidders for providing the Services more fully defined in the Scope of Work in **Appendix-E** of this RFP document.
- ii. Bidder shall mean anybody corporate / entity (i.e. juridical person) who meets the eligibility criteria given in **Appendix-B** of this RFP and willing to provide the Services as required in this RFP. The interested Bidders who agree to all the terms and conditions contained in this RFP may submit their Bids with the information desired in this RFP. Consortium bidding is not permitted under this RFP.
- iii. Mode of submission of Bids, contact details including email address for sending communications are given in Schedule of Events of this RFP.
- iv. The purpose of this RFP is to seek detailed technical and commercial proposals/bids for availing the Services as desired in this RFP. The proposed Services must integrate with SBIL's existing infrastructure seamlessly.
- v. This RFP document shall not be transferred, reproduced or otherwise used for purpose other than for which it is specifically issued.
- vi. Bidders are advised to go through the entire RFP before submission of online Bids to avoid any chance of elimination. The Bidders desirous of taking up the project for supply of proposed Services for SBIL are invited to submit their technical and commercial proposal in response to this RFP. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful Bidder will be as outlined in this RFP and shall always be entirely at SBIL's discretion. This RFP seeks proposal from Bidders who have the necessary experience, capability & expertise to provide SBIL the proposed Services adhering to SBIL's requirements outlined in this RFP.

2. DISCLAIMER:

- i. The information contained in this RFP or information provided subsequently to Bidder(s) whether verbally or in documentary form/email by or on behalf of SBIL, is subject to the terms and conditions set out in this RFP.
- ii. This RFP is not an offer by SBI Life, but an invitation to receive offer/s from prospective Bidders who meets the eligibility criteria.
- iii. The purpose of this RFP is to provide the Bidder(s) with information to assist preparation of their Bid proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information contained in this RFP and where necessary obtain independent advices/clarifications. SBIL may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
- iv. SBIL, its employees, advisors and representatives make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP

and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this bidding process.

- v. SBIL also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.
- vi. The Bidder is expected to examine all instructions, forms, terms and specifications in this RFP. Failure to furnish all information required under this RFP or to submit a Bid not substantially responsive to this RFP in all respect will be at the Bidder's risk and may result in rejection of the Bid.
- vii. The issue of this RFP does not imply that SBIL is bound to select a Bidder or to award the Contract to the successful Bidder, as the case may be, for the Project.
- viii. SBIL reserves the right to amend, modify, vary, add, delete, accept or cancel, in part or full, the present RFP and/or any condition or specification of all proposals/ orders/ responses, with respect to the present RFP, without assigning any reason thereof at any time. Each Bidder shall be entirely responsible for its own costs and expenses that are incurred while participating in the RFP, presentation and other related processes.
- ix. SBIL reserves the right to accept or reject any response/Bids and to annul the entire process of RFP including but not limited to by rejecting all responses/Bids at any time, with the successful Bidder, without thereby incurring any liability to any affected Bidder/s or any obligations to inform the affected Bidder/s of the grounds for SBI Life's decision.
- x. SBIL reserves the right to cancel the entire process at any stage at its sole discretion without assigning any reason thereof.
- xi. By participating in the bidding process, the Bidder is hereby expressly consenting to the disclaimers and the other terms and conditions of this RFP in toto.

3. DEFINITIONS:

In this connection, the following terms shall be interpreted as indicated below:

- i. **"SBIL"** means the SBI Life Insurance Co. Ltd.
- ii. **"Bidder"** means an eligible body corporate entity submitting the Bid in response to this RFP.
- iii. **"Bid"** shall mean and refer to a formal offer/proposal, along with all required documents, duly submitted by the interested bidder(s) in the prescribed format in response to this RFP.
- iv. **"Contract" / "Service Agreement"** means the legally binding definitive agreement executed between SBIL and successful Bidder / Service Provider, the template of which is provided under **Appendix-G**.
- v. **"Service Provider"** is the successful Bidder found eligible as per eligibility criteria set out in this RFP, whose Technical Bid and Commercial Bid have been accepted as per the selection criteria set out in the RFP and to whom notification of award has been given by SBIL.
- vi. **"Deliverables" / "Work Product"** shall mean all work product generated by Service Provider solely or jointly with others in the performance of the Services, including,

but not limited to, any and all information, notes, reports, material, drawings, records, diagrams, formulae, processes, technology, firmware, software, know-how, designs, ideas, discoveries, inventions, improvements, copyrights, trademarks and trade secrets.

- vii. **“Intellectual Property Rights”** shall mean and include (a) copyrights and all renewals thereof; (b) trademarks, trade names, service marks, service names, logos and corporate names, both primary and secondary, together with all goodwill associated therewith and including, without limitation, all translations, adaptations, combinations and derivations of each of the foregoing, (c) trade secrets and other confidential information (including proposals, financial and accounting data, business and marketing plans, customer and supplier lists and related information); (d) all other intellectual property, including but not limited to design rights, trade names, information technology, domain names; and (e) all registrations and applications for registration, extension or renewal filed anywhere in the world for each of the foregoing.
- viii. **“Total Contract Price” / “Project Cost” / Total Cost of Ownership (“TCO”)** means the price payable to Service Provider over the entire period of Contract for the full and proper performance of its contractual obligations.
- ix. **“Services”** means all services, scope of work and deliverables to be provided by a successful Bidder / Service Provider as described in the RFP and include provision of technical assistance, training, certifications, auditing and other obligation of Service Provider covered under this RFP.

4. SCOPE OF WORK:

The Scope of Work shall be as provided in Appendix-E of this RFP.

5. ELIGIBILITY AND TECHNICAL CRITERIA:

- i. Bid is open to all such Bidders who meet the eligibility and technical criteria as given in **Appendix-B & Appendix-C** of this RFP document. The Bidder has to submit the documents substantiating eligibility criteria as mentioned in this RFP document.
- ii. No Bidder or its associate shall submit or cause to submit more than one Bid for the Services desired under this RFP. A Bidder applying individually or as an associate shall not be entitled to submit another Bid either individually or through associates, as the case may be.

6. COST OF BID:

The participating Bidders shall bear all the costs associated with or relating to the preparation and submission of their respective Bids including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstration or presentations which may be required by SBIL or any other costs incurred in connection with or relating to their Bid. SBIL shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder regardless of the conduct or outcome of the bidding process.

7. CLARIFICATION(S) AND / OR AMENDMENT(S) ON RFP AND PRE-BID MEETING:

- i. Bidder/s requiring any clarification on RFP may notify SBIL in writing strictly as per the Pre-Bid Query format given in **Appendix-I** by e-mail within the date/time mentioned in the Schedule of Events.
- ii. A Pre-Bid meeting will be held at the Venue on the date and time specified in the Schedule of Events which may be attended by the authorized representatives of the respective Bidders.
- iii. The queries received (without identifying source of query) along with response of SBIL thereof will be conveyed to the Bidders/published on SBIL's website and/or notified via email.
- iv. SBIL reserves the right to amend, rescind or reissue the RFP, at any time. SBIL, for any reason, whether, on its own initiative or in response to a clarification requested by a Bidder, may modify the RFP, by amendment which will be made available to the Bidders by way of corrigendum/addendum duly uploaded on the portal. Such amendments/clarifications, if any, issued by SBIL will be binding on the participating Bidders. SBIL, at its own discretion, may extend the deadline for submission of Bids in order to allow interested Bidders a reasonable time to prepare the Bid, for taking the amendment into account. Nothing in this RFP or any addenda/corrigenda or clarifications issued in connection thereto is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addresses in this RFP or any addenda/corrigenda or clarifications issued in connection thereto.
- v. No request for change in commercial/legal terms and conditions, other than what has been mentioned in this RFP or any addenda/corrigenda or clarifications issued in connection thereto, will be entertained and queries in this regard, therefore will not be entertained.
- vi. Queries received after the scheduled date and time will not be responded/acted upon.

8. CONTENTS OF BID DOCUMENT:

- i. The Bidder must thoroughly study/analyse and properly understand the contents of this RFP, its meaning and impact of the information contained therein.
- ii. Failure to furnish all information required in this RFP or submission of Bid not responsive to this RFP in any respect will be at the Bidder's risk and responsibility and the same may finally result in rejection of its Bid. SBIL has made considerable effort to ensure that accurate information is contained in this RFP and is supplied solely as guidelines for Bidders.
- iii. The Bid prepared by the Bidder, as well as all correspondences and documents relating to the Bid exchanged by the Bidder and SBIL and supporting documents and printed literature shall be submitted in English.
- iv. The information provided by the Bidders in response to this RFP will become the property of SBIL and will not be returned. Incomplete information in Bid document may lead to non-consideration of the proposal.

9. BID PREPARATION AND SUBMISSION:

The Technical Bid and Commercial Bid are to be submitted in different files and separately through, E-tenders portal as per the timelines under ‘Schedule of Events’, for providing the Services (as detailed in Scope of Work at **Appendix- E** of this RFP).

i. **Technical Bid:** - The Bidder shall upload the below mentioned documents along with the Technical Bid before the last date of submission on Etender.SBI portal <https://etender.sbi/SBI/>. The Technical Bid documents along with such enclosures shall comprise a single file which shall be renamed as “Technical Bid” and should be submitted vide online <https://etender.sbi/SBI/>. online portal.

- (a) Index of all the documents, letters, bid forms etc. submitted in response to RFP along with page numbers.
- (b) Bid covering letter/Bid Form on the lines of **Appendix-A** on Bidder’s letter head.
- (c) Specific response with supporting documents in respect of eligibility criteria as mentioned in **Appendix-B** and technical eligibility criteria on the lines of **Appendix-C**.
- (d) Bidder’s details as per **Appendix-D** on Bidder’s letter head.
- (e) Audited financial statement and profit and loss account statement as mentioned in Part-II.
- (f) A copy of board resolution or equivalent along with copy of power of attorney (POA wherever applicable) or equivalent showing that the signatory has been duly authorized to sign the Bid document.
- (g) Non-Disclosure Undertaking as mentioned in **Appendix-H**

ii. **Commercial Bid:** The Commercial Bid should be as per the format provided in Appendix-F. The Commercial Bid must include all the price components mentioned. Prices are to be quoted in Indian Rupees only. The Commercial Bid shall be a different file and should be uploaded on Etender. SBI portal <https://etender.sbi/SBI/>.

iii. Bidders may please note:

- (a) The Bidder should quote for the entire package on a single responsibility basis for Services it proposes to provide.
- (b) While submitting the Technical Bid, literature on the Services should be segregated and kept together in one section.
- (c) Care should be taken that the Technical Bid shall not contain any price information. Such proposal, if received, will be rejected.
- (d) The Bid document shall be complete in accordance with various clauses of the RFP document or any addenda/corrigenda or clarifications issued in connection thereto, duly signed by the authorized representative of the Bidder. Board resolution authorizing representative to Bid and make commitments on behalf of the Bidder is to be attached.
- (e) It is advisable for all the Bidders to have class-III Digital Signature Certificate (DSC) (in the name of person who will sign the Bid) from any of the licensed certifying agency. DSC should be in the name of the authorized signatory. It should be in corporate capacity (that is in Bidder capacity).

- (f) Bids are liable to be rejected if only one among the two Bid parts (i.e. Technical Bid or Commercial Bid) is received.
- (g) If deemed necessary, SBIL may seek clarifications on any aspect from the Bidder. However, that would not entitle the Bidder to change or cause any change in the substances of the Bid already submitted or the price quoted.
- (h) The Bidder may also be asked to give presentation for the purpose of clarification of the Bid.
- (i) The Bidder must provide specific and factual replies to the points raised in the RFP.
- (j) The Bid shall be typed or written and shall be digitally signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract.
- (k) All the enclosures (Bid submission) shall be serially numbered.
- (l) Bidder(s) should prepare and submit their Bids well in advance before the prescribed date and time to avoid any delay or problem during the Bid submission process. SBIL shall not be responsible for any sort of delay or the difficulties faced by the Bidder(s) during the submission of Bids.
- (m) SBIL at its sole discretion reserves the right to reject Bids not conforming to above.

10. DEADLINE FOR SUBMISSION OF BIDS:

- i. Bids along with the documents mentioned in Clause 9 of the present RFP must be submitted on the address provided within the timeline as prescribed in the “Schedule of Events”, failing which Bid will be treated as non-responsive.
- ii. In the event of the specified date for submission of Bids being declared a holiday for SBIL, the Bids will be received up to the appointed time on the next working day.
- iii. In case SBIL extends the scheduled date of submission of Bid document, the Bids shall be submitted by the time and date rescheduled. All rights and obligations of SBIL and Bidders will remain the same.

11. MODIFICATION AND WITHDRAWAL OF BIDS:

- i. The Bidder may modify or withdraw its Bid after the Bid submission, provided modification, including substitution or withdrawal of the Bids, is received at the address for submission of Bid prior to the deadline prescribed for submission of Bids.
- ii. No modification in the Bid shall be allowed, after the deadline for submission of Bids.
- iii. No Bid shall be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified in this RFP.

12. PERIOD OF BID VALIDITY:

- i. Bid shall remain valid for duration of 6 calendar months from Bid submission date.
- ii. In exceptional circumstances, SBIL may solicit the Bidders’ consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder is free to refuse the request. However, any extension of validity of Bids or price will not entitle the Bidder to revise/modify the Bid document.
- iii. Once notification of award or Letter of Intent is issued by SBIL, the said price will remain fixed for the entire Contract period and shall not be subjected to variation on any account, including exchange rate fluctuations, if applicable. A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.

13. BID INTEGRITY:

Willful misrepresentation of any fact within the Bid will lead to the cancellation of the Contract without prejudice to other actions that SBIL may take. All the submissions, including any accompanying documents, will become property of SBIL. The Bidders shall be deemed to license, and grant all rights to SBIL, to reproduce the whole or any portion of their Bid document for the purpose of evaluation and to disclose the contents of submission for regulatory and legal requirements.

14. BIDDING PROCESS / OPENING OF TECHNICAL BIDS:

- i. All the technical Bids received up to the specified time and date will be opened for initial evaluation on the time and date mentioned in the Schedule of Events.
- ii. In the first stage, only technical Bid will be opened and evaluated. Bids of such Bidders satisfying eligibility criteria and agree to comply with all the terms and conditions specified in the RFP will be evaluated for technical criteria/specifications/eligibility. Only those Bids complied with technical criteria shall become eligible for Commercial Bid opening and further RFP evaluation process.
- iii. SBIL will examine the Bids to determine whether they are complete, the required formats have been furnished, the documents have been properly signed and the Bids are in specified order. SBIL may, at its discretion waive any minor non-conformity or irregularity in a Bid which does not constitute a material deviation.
- iv. Prior to the detailed evaluation, SBIL will determine the responsiveness of each Bid to the RFP. For purposes of these Clauses, a responsive Bid is one, which conforms to all the terms and conditions of the RFP in toto, without any deviation.
- v. SBIL's determination of a Bid's responsiveness will be based on the contents of the Bid itself, without recourse to extrinsic evidence.
- vi. After opening of the technical Bids and preliminary evaluation, some or all the Bidders may be asked to make presentations on the Service proposed to be offered by them.
- vii. If a Bid is not responsive, it will be rejected by SBIL and the same cannot subsequently be made responsive by the Bidder by correction of the non-conformity.

15. EVALUATION OF TECHNICAL BID:

- i. The evaluation of Technical Bid will include assessment of the technical information submitted as per technical Bid format, demonstration of proposed Services, reference calls and site visits, wherever required. The Bidder may highlight the noteworthy/superior features of their Services. The Bidder will demonstrate/substantiate all claims made in the technical Bid along with supporting documents to SBIL.
- ii. During evaluation and comparison of Bids, SBIL may, at its discretion ask the Bidders for clarification on the Bids received. The request for clarification shall be in writing and no change in prices or substance of the Bid shall be sought, offered or permitted. No clarification at the initiative of the Bidder shall be entertained after Bid submission date.

16. EVALUATION OF COMMERCIAL BIDS AND FINALIZATION:

- i. The Commercial Bid(s) of only those Bidders, who are short-listed after technical evaluation, would be opened.
- ii. The price evaluation as quoted in the Commercial Bid will be one of the prime criteria to identify the successful Bidder.

iii. Errors, if any, in the price breakup format will be rectified as under:

- (a) If there is a discrepancy between the unit price and total price which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the Bidder does not accept the correction of errors, the Bid will be rejected.
- (b) If there is a discrepancy in the unit price quoted in figures and words, the unit price in figures or in words, as the case may be, which corresponds to the total Bid price for the Bid shall be taken as correct.
- (c) If the Bidder has not worked out the total Bid price or the total Bid price does not correspond to the unit price quoted either in words or figures, the unit price quoted in words shall be taken as correct.
- (d) The Bidder should quote for all the items/services desired in this RFP. In case, prices are not quoted by any Bidder for any specific product and / or service, for the purpose of evaluation, the highest of the prices quoted by other Bidders participating in the bidding process will be reckoned as the notional price for that service, for that Bidder. However, if selected, at the time of award of Contract, the lowest of the price(s) quoted by other Bidders (whose Commercial Bids are also opened) for that service will be reckoned. This shall be binding on all the Bidders. However, SBIL reserves the right to reject all such incomplete Bids.

17. CONTACTING SBI LIFE:

- i. No Bidder shall contact SBIL on any matter relating to its Bid, from the time of opening of Commercial Bid to the time, the Contract is awarded.
- ii. Any effort by a Bidder to influence SBIL in its decisions on Bid evaluation, bid comparison or Contract award may result in the rejection of the Bid.

18. AWARD CRITERIA AND AWARD OF CONTRACT:

- i. Total cost of Services along with cost of all items specified in **Appendix-F** should be quoted by the Bidder(s) in Commercial Bid.
- ii. SBIL will notify successful Bidder in writing by way of issuance of notification of award through letter or email that its Bid has been accepted. The successful Bidder has to return the duplicate copy of the same to SBIL within **7 working days**, duly Accepted, Stamped and Signed by Authorized Signatory as a token of acceptance.
- iii. Copy of board resolution or equivalent and power of attorney (POA wherever applicable) or equivalent evidencing that the signatory has been duly authorized to sign the acceptance letter and Contract should be submitted.
- iv. The successful Bidder shall be required to enter into a Contract with SBIL.
- v. Till execution of a formal Contract, the RFP, along with SBIL's notification of award and Service Provider's acceptance thereof, would be binding contractual obligation between SBIL and the successful Bidder.
- vi. SBIL reserves the right to stipulate, at the time of finalization of the Contract, any other document(s) to be enclosed as a part of the final Contract.
- vii. Failure of the successful Bidder to comply with the requirements/terms and conditions of this RFP shall constitute sufficient grounds for the annulment of the award.

19. POWERS TO VARY OR OMIT WORK:

- i. No alterations, amendments, omissions, additions, suspensions or variations in the Scope of Work (hereinafter referred to as 'variation') under the Contract shall be made by the successful Bidder except as directed in writing by SBIL. SBIL shall have full powers, to instruct the successful Bidder to make any variation without prejudice to the Contract. The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the Contract. If any, suggested variations would, in the opinion of the finally selected Bidder, if carried out, prevent him from fulfilling any of his obligations under the Contract, he shall notify SBIL thereof in writing with reasons for holding such opinion and SBIL may instruct the finally selected Bidder to make such other modified variation without prejudice to the Contract. The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the Contract.
- ii. If the successful Bidder has received instructions from SBIL as to the requirements for carrying out the altered or additional substituted work which either then or later on, will in the opinion of the finally successful Bidders, involve a claim for additional payments, such additional payments shall be mutually agreed.
- iii. If any change in the work is likely to result in reduction in cost, the parties shall agree in writing so as to the extent of change in contract price, before the finally selected Bidder proceeds with the change.

20. WAIVER OF RIGHTS:

Each Party agrees that any delay or omission on the part of the other Party to exercise any right, power or remedy under this RFP will not automatically operate as a waiver of such right, power or remedy or any other right, power or remedy and no waiver will be effective unless it is in writing from the waiving Party. Further the waiver or the single or partial exercise of any right, power or remedy by either Party hereunder on one occasion will not be construed as a bar to a waiver of any successive or other right, power or remedy on any other occasion.

21. AMENDMENT TO THE CONTRACT:

No variation in or modification of the terms of the Contract shall be made, except by written amendment, signed by the parties.

22. PENALTIES:

As mentioned in **Appendix-E** of this RFP.

23. RIGHT TO VERIFICATION:

SBIL reserves the right to verify any or all of the statements made by the Bidder in the Bid document and to inspect the Bidder's facility, if necessary, to establish to its satisfaction about the Bidder's capacity/capabilities to perform the job.

24. SUBCONTRACTING:

No sub-contracting for this work will be allowed.

25. VALIDITY OF CONTRACT:

- i. The Contract shall be valid for the period of 3 years, and could be extendable for 2 more years on basis of the performance, unless terminated early as per the specific contract terms.

26. CONFIDENTIALITY:

Confidentiality obligation shall be as per Non-Disclosure Undertaking and clause 08 of Service Agreement placed as Appendix-G to this RFP.

27. INTELLECTUAL PROPERTY RIGHTS AND OWNERSHIP:

- i. Bidder/Service Provider agrees that all data or information supplied by SBIL to Bidder/Service Provider in connection with the provision of Services by it shall remain the property of SBIL or its licensors.
- ii. On any licensed material used by Bidder/Service Provider for performing Services or developing Work Product for SBIL, the Bidder/Service Provider should have a valid and subsisting right to use as well as to further license for the Services performed/provided. SBIL shall not be liable for any license or IPR violation/infringement on the part of the Bidder/Service Provider.
- iii. The Bidder/Service Provider shall, at all times and at its own expenses without any limitation, indemnify and keep fully and effectively indemnified SBIL against all costs, claims, damages, demands, expenses and liabilities of whatsoever nature arising out of or in connection with all claims of infringement of Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights of any third party arising from the Services or use of Work Product or any part thereof in India or abroad under this RFP.
- iv. All Work Product prepared by the Bidder/Service Provider in performing the Services shall become and remain the sole and exclusive property of SBIL and all Intellectual Property Rights in such Work Product shall vest with SBIL. Any Work Product, of which the ownership or the Intellectual Property Rights do not vest with SBIL under law, shall automatically stand assigned to SBIL as and when such Work Product is created and Service Provider agrees to execute all papers and to perform such other acts as SBIL may deem necessary to secure its rights herein assigned by Service Provider. The Work Product shall not be used for any purpose other than intended under the scope of work, without prior written consent of SBIL.
- v. In the event that Service Provider integrates any work that was previously created by Service Provider into any Work Product, Service Provider shall grant to, and SBIL is hereby granted, a worldwide, royalty-free, perpetual, irrevocable license to utilize the incorporated items, including, but not limited to, any and all copyrights, patents, designs, trade secrets, trademarks or other Intellectual Property Rights, in connection with the Work Product.

28. LIQUIDATED DAMAGES:

If Service Provider fails to deliver and perform any or all the Services within the stipulated time, schedule as specified in this RFP and/or Contract, SBIL may, without prejudice to its other remedies under the RFP and/or Contract, and unless otherwise extension of time is agreed upon without the application of liquidated damages, deduct from the Project Cost, as liquidated damages a sum equivalent to 0.5% of total Project Cost for delay of each week or part thereof maximum up to 5% of total Project Cost. Once the maximum deduction is reached, SBIL may consider termination of the Contract.

29. CONFLICT OF INTEREST:

Bidder shall not have a conflict of interest that affects the bidding process. Any Bidder found to have a conflict of interest shall be disqualified and the same would be without prejudice to any other right or remedy that may be available to SBIL under the bidding Documents and/ or the Contract or otherwise.

i. It is further clarified that:

- (a) Successful Bidder shall not receive any remuneration in connection with the assignment except as provided in the Contract.
- (b) Successful Bidder shall avoid any conflict of interest while discharging contractual obligations and bring, before-hand, any possible instance of conflict of interest to the knowledge of SBIL, while rendering Services under the Contract.

30. CODE OF INTEGRITY AND DEBARMENT / BANNING:

- i. The Bidder and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the bidding process. Notwithstanding anything to the contrary contained herein, SBIL shall reject Bid without being liable in any manner whatsoever to the Bidder if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt / fraudulent / coercive / undesirable or restrictive practices in the bidding process or otherwise.
- ii. Bidders are obliged under code of integrity to suo-moto proactively declare any conflicts of interest (pre-existing or as and as soon as these arise at any stage) in RFP process or execution of Contract. Failure to do so would amount to violation of this code of integrity.
- iii. Any Bidder needs to declare any previous transgressions of such a code of integrity with any entity in any country during the last three years or of being debarred by any other procuring entity. Failure to do so would amount to violation of this code of integrity.
- iv. For the purposes of this clause, the following terms shall have the meaning hereinafter, respectively assigned to them:
 - (a) **“corrupt practice”** means making offers, solicitation or acceptance of bribe, rewards or gifts or any material benefit, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process or Contract execution;
 - (b) **“Fraudulent practice”** means any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefits may be obtained or an obligation avoided. This includes making false declaration or providing false information for participation in a RFP process or to secure a Contract or in execution of the Contract;
 - (c) **“Coercive practice”** means harming or threatening to harm, persons or their property to influence their participation in the procurement process or affect the execution of a contract;
 - (d) **“Anti-competitive practice”** means any collusion, bid rigging or anti-competitive arrangement, or any other practice coming under the purview of the Competition Act, 2002, as amended from time to time, between two or more Bidders, with or without the knowledge of SBIL, that may impair the transparency, fairness and the progress

of the procurement process or to establish Bid prices at artificial, non-competitive levels;

- (e) **“Obstructive practice”** means materially impede SBIL’s or any Government or regulatory agency’s, investigation into allegations of one or more of the above mentioned prohibited practices either by deliberately destroying, falsifying, altering; or by concealing of evidence material to the investigation; or by making false statements to investigators and/or by threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or by impeding SBIL’s rights of audit or access to information;

(f) Debarment / Banning

Empanelment/participation of Bidders and their eligibility to participate in SBIL’s procurements is subject to compliance with code of integrity and performance in contracts as per terms and conditions of contracts. Following grades of debarment from empanelment/participation in SBIL’s procurement process shall be considered against delinquent Vendors/Bidders:

(a) Holiday Listing (Temporary Debarment - suspension):

Whenever a Bidder is found lacking in performance, in case of less frequent and less serious misdemeanors, the Bidder may be put on a holiday listing (temporary debarment) for a period up to 12 (twelve) months. When a Bidder is on the holiday listing, he is neither invited to Bid nor are his Bids considered for evaluation during the period of the holiday. The Bidder is, however, not removed from the list of empaneled vendors, if any. Performance issues which may justify holiday listing of the Bidder among other things are:

- Repeated non-performers or performers below specified standards (including after sales services and maintenance services etc.);

(b) Debarment from participation including removal from empanelled list

Debarment of a delinquent Bidder (including their related entities) for a period (one to two years) from SBIL’s procurements including removal from empanelment, wherever such Bidder is empaneled, due to severe deficiencies in performance or other serious transgressions. Reasons which may justify debarment and/or removal of the Bidder from the list of empaneled vendors are:

- Without prejudice to the rights of SBIL hereinabove, if a Bidder is found by SBIL to have directly or indirectly or through an agent, engaged or indulged in any corrupt/fraudulent/coercive/undesirable or restrictive practices during the bidding process, such Bidder shall not be eligible to participate in the RFP process.

- Bidder fails to abide by the terms and conditions or to maintain the required technical/operational staff/equipment or there is change in its production/service line affecting its performance adversely, or fails to cooperate or qualify in the review.
- If Bidder ceases to exist or ceases to operate in the category of requirements for which it is empaneled;
- Bankruptcy or insolvency on the part of the Bidder as declared by a court of law; or
- Banning by Ministry/ Department or any other Government agency;
- Other than in situations of force majeure, technically qualified Bidder withdraws from the procurement process or after being declared as successful Bidder:
 - i. withdraws from the process;
 - ii. fails to enter into a Contract; or
 - iii. fails to provide performance guarantee or any other document or security required in terms of the RFP documents;
- Any other ground, based on which SBIL considers, that continuation of Contract is not in public interest.
- If there is strong justification for believing that the partners/directors/proprietor/agents of the Bidder have been guilty of violation of the code of integrity, evasion or habitual default in payment of any tax levied by law; etc...

31. TERMINATION FOR INSOLVENCY:

SBIL may, at any time, terminate the Participation of the Bidder in the RFP, if the Bidder becomes Bankrupt or insolvent or any application for bankruptcy, insolvency or winding up has been filed against it by any person.

32. TAXES AND DUTIES:

- i. Service Provider shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the Commercial Bid by Service Provider shall include all such taxes in the quoted price.
- ii. Prices quoted should be exclusive of all Central / State Government taxes/duties and levies but inclusive of all corporate taxes.
- iii. Only taxes/ levies and duties on the quoted prices in the **Appendix-F** will be payable by SBIL on actuals upon production of original receipt wherever required. If any specified taxes/ levies and duties for the quoted prices in **Appendix-F** are replaced by the new legislation of Government, same shall be borne by SBIL. SBIL shall not be liable for payment of those Central / State Government taxes, levies, duties or any tax/ duties imposed by local bodies/ authorities, for the items which are not specified by the Bidder in **Appendix-F**.
- iv. Prices payable to Service Provider as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations.

- v. Income / Corporate Taxes in India: The Bidder shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the Commercial Bid by the Bidder shall include all such taxes in the contract price.
- vi. All expenses, stamp duty and other charges/ expenses in connection with the execution of the Contract as a result of this RFP process shall be borne by Service Provider. The Service Agreement/ Contract would be stamped as per Maharashtra Stamp Act, 1958 and any amendment thereto.

33. TAX DEDUCTION AT SOURCE:

Wherever the laws and regulations require deduction of such taxes at the source of payment, SBIL shall effect such deductions from the payments if any due to the Bidder. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by SBIL as per the laws and regulations for the time being in force.

34. SEVERABILITY

If any part or provision of this RFP is found to be invalid or unenforceable by any court or administrative body of competent jurisdiction, the invalidity or unenforceability of such provision or part shall not affect the other parts or provisions of this RFP and the same shall remain unimpaired and in full force and effect.

Part-II

Appendix –A

BID FORM ('TECHNICAL BID')

[On Bidder's letter head]

(To be included in Technical Bid)

Date: _____

To:
SBI LIFE INSURANCE COMPANY LTD,
<address>

Dear Sir,

Ref: RFP No.

We < *name of the body corporate/entity* > (herein after referred to as the 'Bidder') have examined the above referred RFP, the receipt of which is hereby duly acknowledged and subsequent to pre-bid clarifications/ modifications / revisions, if any, furnished by SBIL, offer to provide Services detailed in this RFP. We shall abide by the terms and conditions spelt out in the RFP. We shall participate and submit the Technical Bid and Commercial Bid along with the prescribed enclosures in two separate files on or before the submission date as specified in the Schedule of Events of the present RFP.

- i. While submitting this Bid, we certify that:
 - The undersigned is authorized to sign on behalf of the Bidder and the necessary support document delegating this authority is enclosed to this letter.
 - We declare that we are not in contravention of any conflict of interest obligation mentioned in this RFP.
 - Commercials in the Commercial Bid submitted by us have been arrived at without agreement with any other Bidder of this RFP for the purpose of restricting competition.
 - The commercials in the Commercial Bid submitted by us have not been disclosed and will not be disclosed to any other Bidder responding to this RFP.
 - We have not induced or attempted to induce any other Bidder to submit or not to submit a Bid for restricting competition.
 - We have quoted for all the Services/items mentioned in this RFP in our Commercial Bid.
 - The rate quoted in the Commercial Bids are as per the RFP and subsequent pre-Bid clarifications/ modifications/ revisions furnished by SBIL, without any exception.
- ii. We undertake that, in competing for (and, if the award is made to us, in executing) the above Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

- iii. We undertake that we will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of SBIL, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the Contract in exchange for any advantage in the bidding, evaluation, Contracting and implementation of the Contract.
- iv. We undertake that we will not resort to canvassing with any official of SBIL, connected directly or indirectly with the bidding process to derive any undue advantage. We also understand that any violation in this regard, will result in our disqualification from further bidding process.
- v. It is further certified that the contents of our Bid are factually correct. We have not sought any deviation to the terms and conditions of the RFP. We also accept that in the event of any information / data / particulars proving to be incorrect, SBIL will have right to disqualify us from the RFP without prejudice to any other rights available to SBIL.
- vi. We certify that while submitting our Bid document, we have not made any changes in the contents of the RFP document, read with its amendments/clarifications provided by SBIL.
- vii. We agree to abide by all the RFP terms and conditions, contents of the Contract as per template available at **Appendix-G** of this RFP
- viii. Till execution of a formal Contract, the RFP, along with SBIL's notification of award by and our acceptance thereof, would be binding contractual obligation on us.
- ix. We understand that you are not bound to accept the lowest or any Bid you may receive and you may reject all or any Bid without assigning any reason or giving any explanation whatsoever.
- x. We hereby certify that our name does not appear in any "Caution" list of IRDAI / or any other regulatory body for outsourcing activity.
- xi. We hereby certify that on the date of submission of Bid for this RFP, we do not have any past/ present litigation which adversely affect our participation in this RFP and or which materially impacts our going concern or we are not blacklisted/penalized/punished for breach of contract/fraud/corrupt practices by any commercial establishments / public or private insurance companies / Public Sector Undertaking/ State or Central Government or their agencies/departments.
- xii. We hereby certify that on the date of submission of Bid, we do not have any service agreement pending to be signed with SBIL for more than 6 months.
- xiii. If our Bid is accepted, we undertake to enter into and execute at our cost, when called upon by SBIL to do so, a Contract in the prescribed form = and we shall be solely responsible for the due performance of the Contract.
- xiv. We, further, hereby undertake and agree to abide by all the terms and conditions stipulated by SBIL in the RFP.

Dated this day of 2026

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

Seal of the Bidder.

Appendix-B

Bidder's Eligibility Criteria

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected:

Sr. No.	Eligibility Criteria	Compliance (Yes/No)	Documents to be submitted
1	The Bidder must be an Indian Company Individual / Proprietor Business/ LLP / Partnership firm registered under applicable Act in India.		Certificate of Incorporation issued by Registrar of Companies or equivalent and full address of the registered office / office / principal place of business along with Memorandum & Articles of Association/ Registered Partnership Deed/ LLP Agreement.
2	The Bidder must be a profitable organization, having achieved profit before tax (PBT) in at least two of the last three financial years, with a minimum average standalone turnover of ₹1 Crores during the same period (2023-2024, 2024-2025, and 2025-2026)		Copy of the audited financial statement along with profit and loss statement for corresponding years and / or Certificate of the statutory auditor.
3	The Bidder should be a registered MSME (if applicable) and also should possess required trade license, demonstrating competency in carrying out these types of jobs		Copies of valid UDYAM certificate and Trade license to be attached (as applicable)
4	The Bidder must have successfully carried out / carrying out O&M of AHUs and other low-side HVAC systems for office size of minimum 30000 ft ² . Minimum experience of 2 similar projects is essential		Bidder should specifically confirm on their letter head in this regard as per Appendix-J
5	Past / present litigations, disputes, if any (Adverse litigations could result in disqualification, at the sole discretion of SBIL)		Brief details of litigations, disputes related to product / Services being procured under this RFP or infringement of any third party Intellectual Property Rights by prospective Bidder / Original Equipment Manufacturer ('OEM') or disputes among Bidder's board of directors, liquidation, bankruptcy, insolvency cases or cases for blacklisting / penalizing / punishing for breach of contract/fraud/corrupt practices by any commercial establishments / public or private

Sr. No.	Eligibility Criteria	Compliance (Yes/No)	Documents to be submitted
			insurance companies / Public Sector Undertaking / State or Central Government or their agencies / departments or any such similar cases, if any are to be given on Company's letter head.
6	Bidders should not be blacklisted or penalized or punished for breach of contract / fraud / corrupt practices by any commercial establishments / public or private insurance companies / Public Sector Undertaking / State or Central Government or their agencies/ departments on the date of submission of bid for this RFP.		Bidder should specifically certify in Appendix-A in this regard.
7	The Bidder should not have any service agreement pending to be signed with SBIL for more than 6 months		Bidder should specifically certify in Appendix-A in this regard.

Relevant documentation pertaining to Services offered in the subject matter, and the subject matter experts / resources are on the rolls of the firm (as applicable), along with client references pertaining to the service being procured under this RFP, should be submitted along with the Bids.

Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the Bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.

Name & Signature of authorised signatory

Seal of Bidder

Appendix-C

Technical Criteria

Technical Bid	
Sr. No.	Particulars
1	Company Registration Details (Please attach copy of registration and incorporation certificate etc...)
2	Copy of valid trade license / MSME
3	GST Compliant certificate
4	Experience (Years in same field) - Kindly attach relevant documents
5	Business reference of similar works, bank, public sector undertaking and private companies. Kindly attach relevant work orders
6	Count of technical staff - engaged in specific service. Kindly provide their details on your Company letter head
7	Qualified Mechanical Engineers with 10 years of experience in the team (minimum 2 nos.) CVs and graduation certificates to be attached
8	Qualified Technicians in the team (HVAC&R, Electrical and Networking / BMS specialists) (minimum 4 nos.). CVs and Govt. Diploma / ITI certificates to be attached.
9	Organisation Chart showing ability to carry out simultaneous works for different clients.

Name & Signature of authorized signatory

Seal of Bidder

Appendix-D

Bidder Details Format

Details of the Bidder

Sr. No.	Particulars	Details
1.	Name	
2.	Date of Incorporation and / or commencement of business	
3.	Certificate of incorporation or equivalent	
4.	Brief description of the Bidder including details of its main line of business	
5.	Bidder website URL	
6.	Bidder Pan Number	
7.	Bidder GSTIN Number	
8.	Particulars of the Authorized Signatory of the Bidder a) Name b) Designation c) Address d) Phone Number (Landline) e) Mobile Number f) Fax Number g) Email Address	

Name & Signature of authorized signatory

Seal of Bidder

Appendix-E

Scope of Work and Payment Schedule

Scope of Work

Background:

M/s. SBI Life Insurance Company Ltd. (**SBI Life**) have their office at Seawoods, Navi Mumbai. Their office occupies the following floors in the Tower #2 of Grand Central Seawoods premises:

- 7th Floor (partially, in the D-Wing),
- 8th Floor (whole floor, D, E and F Wings),
- 9th Floor (partially, in the F Wing),

The total conditioned space is 85012 ft². The office space is catered by 10 nos. AHUs. The AHU distribution is as under:

- 7th Floor: catered by 2 AHUs
- 8th Floor: catered by 6 AHUs
- 9th Floor: catered by 2 AHUs

HVAC System:

In the multi-User building, where multiple owners / tenants occupy their offices and function as needed, typically, on the Chilled Water side, AHUs along with 2-way Control Valves and VFDs on Fan Motors have been provided by the developer.

For smooth functioning of HVAC system in all conditions (in terms of occupancy, climatic conditions etc...), on Air-side, the following controls have been placed:

- VAV boxes for main ducts and for branches
- Temperature and %RH sensors for open office areas and
- Thermostats in cabins and Meeting rooms
- VFD on AHU fans
- Fire dampers, for shutting off AHUs, in case of fire / smoke etc...

On the Chilled Water side, the following controls have been provided:

- VFD on Secondary Chilled Water Pumps (installed by the developer at basement)
- 2-Way Control Valves, to be modulated based on the signal received from return Chilled Water line

However, since the entire system is more than 10-12 years old, many of the installed systems are not functioning as desired and need to be serviced, or replaced.

Over period of time, occupant strength of SBI-Life office has also gone up and more cooling needs to be provided.

In order to provide thermal comfort to all occupants, management of **SBI-Life** has taken up task of upgrading their low-side HVAC system and broadly, the following areas need to be addressed:

- AHU cleaning, including cleaning of fins and coils from inside
- Operationalise VFDs installed on AHU fans, based on Temperature sensor installed inside Return Air ducts
- For the areas, where occupant load has increased, increase speed of AHU fans by altering pulley sizes and by installing flat-belts and increase AHU output by 15% to 20%
- Replace all VAV boxes and carry out air balancing

AHUs:

These existing AHUs are more than 10-12 years old, and need to be cleaned thoroughly, including the cooling coil from inside and outside. The broad activities shall include the following:

- Clean all ducts from inside using robotic cleaners,
- Clean AHU coils (from inside and from outside) for removing possible scales and dust etc...,
- Replace existing V-belts with Flat belts for improving operating air delivery efficiency,
- Replace all 2-way Pressure Independent Control Valves
- Replace all VAV boxes and thermostats and reset air-flows largely to suit occupancy

Occupancy covered by each AHU (as per the no. of desks provided) is as under:

Location	AHU Tag #	Area Served	Rated AHU Capacity, CFM	Occupancy
7 th Floor	7D - 1A	Office	12806	284
7 th Floor	7D - 1B	Cafeteria	12736	246
8 th Floor	8D - 1A	Office	12735	149
8 th Floor	8D - 1B	Office	13516	181
8 th Floor	8E - 2A	Office	14301	156
8 th Floor	8E - 2B	Office	11824	152
8 th Floor	8F - 3A	Executive Area	7547	98

8 th Floor	8F - 3B	Executive Area	13115	154
9 th Floor	ETU- 150 H	Office	20000	232
9 th Floor	ETU-200 H	Office	14000	200
		Total:	132580	1852

As per the heat load analysis, the air supply quantity of the below mentioned AHUs need to be improved (above their rated capacities).

Location	AHU Tag #	Area Served	Rated Capacity, CFM	Required Air Flow, CFM
7 th Floor	7D - 1A	Office	12806	17305
7 th Floor	7D - 1B	Cafeteria	12736	15629
8 th Floor	8D - 1A	Office	12735	14183
8 th Floor	8E - 2B	Office	11824	12860

VAV boxes:

All the Variable Air Volume boxes (VAV boxes) along with thermostats shall be replaced with new VAV boxes for ensuring better controls.

Details of VAV boxes have been attached as Annexure – L.

Volume Control Dampers:

Addition of Volume Control Dampers in the main Ducts shall ensure proper flow distribution.

Replacing Plenum Boxes and Grilles in Open Office areas:

Existing Plenum boxes have been installed in horizontal position, and the connection to the Plenum involves bending flexible duct in 90 degrees. We propose to install new Plenum boxes; to be installed in vertical position and the connection will ensure free flow of air from ducts to the Plenum boxes.

Currently “hit and miss” type grilles have been placed in the supply lines, which shall be removed and new 4” (100 NB) size Grilles shall be placed in the front for ensuring proper distribution of air flow in open office areas.

Comprehensive Annual Maintenance (CAMC):

Management of SBI-Life wishes to appoint a competent agency for next 3 years, extendable to additional 2 years, for carrying out comprehensive annual maintenance (CAMC) of their HVAC systems, within their office premises.

The selected agency shall be responsible for maintaining the installed systems (after initial refurbishment) for the next 3 years, extendable to additional 2 years.

After initial revamping / modification activities, the appointed agency shall be solely responsible for smooth functioning of office air-conditioning system and carryout the following activities at

SBI-Life office premises:

- The selected agency shall deploy their competent persons / team at SBI-Life site on daily basis for monitoring and noting operational performance of the system and shall be responsible for attending routine and emergency issues.
- The appointed agency shall depute 1 technical person per shift on daily basis. Each shift shall be of 8 hours. First shift shall commence at 6:30 AM. Person reporting in the second shift shall report by 2:00 PM and take handover from the first shift person.
- In case deployed technical person is not able to attend duty, Contractor to make necessary arrangements for deploying substitute within 2 hours.
- In case your technical person is not able to perform duty, after reporting to SBIL office, a reliever needs to be deputed within 2 hours after reporting such incident.
- Supervisory level person, as designated in the escalation matrix, shall visit SBIL Site, at every 2 weeks interval during normal office hours and shall take stock of activities and shall meet Operations team of SBIL.
- Manager level person, as mentioned in the escalation matrix, shall visit site once in a month and shall be accompanied by Site Supervisor.
- Monitoring Temperature and %RH in all office User areas after every 3 hours
- Cleaning of filters for all AHUs on fortnightly basis
- Cleaning of AHU coils from outside on quarterly basis
- Cleaning of AHU coils from inside on annual basis
- All Chilled Water side and Air side joints shall be attended for leaks (if any) and repaired immediately. Cost of all consumables shall be included in the CAMC costs.
- The agency shall maintain 25% extra filters at Site, for maintenance / cleaning schedules
- On 6-monthly basis, the appointed agency shall carry out performance audit of all AHUs for the following parameters:

- Air delivered, CFM
- Power consumed by AHU fans
- Functioning of VFDs installed on AHU fans
- Air side Static Suction and Discharge pressures across AHUs
- Pressure-drop across Chilled Water Coils of all AHUs
- Functioning of VAV boxes and repairing of non-functional VAV boxes, as needed

Methodology for Revamping Work:

1) AHU Coil Cleaning Procedure Using Offline Descaling:

Preparation Steps:

- Calculate the total solution volume based on the AHU coil system's capacity (e.g., from your quotation).
- Prepare the descaling solution: Mix 2% descaling chemical (recommended quantity from quotation) with 98% fresh water. Add chemical slowly to water to avoid foaming.
- Ensure all tools, pumps, and PPE (gloves, goggles, apron, respirator) are ready. Verify good ventilation in the area.

Descaling Circulation:

- Introduce the prepared 2%-98% solution into the AHU coil system.
- Circulate for 30 minutes to 1 hour, monitoring pH (target 4.5-5.5) and temperature (keep below 50°C to protect coils).
- If accessible, agitate or gently scrub coil surfaces to loosen scale and debris.
- Draining and Rinsing
- Drain the entire descaling solution completely from the AHU coil system.
- Refill with fresh water, circulate for 30 minutes, then drain fully to flush residues.
- Repeat rinse 1-2 times if needed; if pH <4.5, neutralize with a mild alkaline agent (e.g., soda ash) and re-rinse.

Restart and Safety:

- Refill with treated fresh water (add biocide/corrosion inhibitor per your standard), then restart the AHU system.
- Test post-procedure water parameters (pH, conductivity, clarity) and inspect coils for cleanliness.
- Always wear PPE, work in well-ventilated areas, and dispose of waste per local regulations.

2) Installation of Flat belts for AHUs:

Make: HABASIT

Multilayered with central Polyamide/Nylon traction layer, symmetric construction for double sided power transmission, jointed by Thermofix (skived/glued) method suitable for operation to 70 °C.

Flat pulleys specs:

MS or Cast Iron pulleys with crowning to ensure belt remains centered,
CI to be GG 20 or GG 25 ,surface roughness of 1.6 to 3.2 micrometer

3) Installation of VAV Boxes with Thermostat:

In the office areas, VAV Boxes have been installed on the Main Ducts as well as for Cabins and Meeting rooms. Many of these VAV boxes are not functional and need to be replaced and new Thermostats need to be installed and commissioned for proper functioning. Finally, the VAV box operations shall be coordinated with VFD operations at AHU fans.

List of VAV boxes has been attached as **Appendix - L**.

4) Replacement of Horizontal Plenum boxes:

At the outlet of AHUs, main ducts are laid for distributing conditioned air inside User Areas and smaller ducts are tapped from the main ducts. These smaller ducts run above the false ceiling and from each such duct, tapping are drawn and with help of flexible ducts, air is supplied to the horizontal Plenum boxes and at outlet of these Plenum Boxes, “Hit & Miss” type grilles have been placed. Since direction of the supply air is being changed twice, there is pressure drop across the flexible duct and plenum box.



During revamping work, the existing Plenum boxes along with flexible duct needs to be removed and a vertical Plenum Box need to be installed with only single bend of flexible duct joining Plenum Box and duct tapping. This shall reduce pressure drop across the duct and air delivery shall improve.

5) Removal of existing “Hit & Miss” type grilles at air distribution in open areas:

In the open office areas, air is distributed via ducts, Plenum boxes connected via flexible ducts and finally air let out via “hit & Miss “ grilles, as shown under:



This “Hit & Miss” type grille is adjustable, but adds to pressure drop across and delivers less air into the User Areas. In order to improve air delivery, these “Hitt & Miss” type grilles need to be removed and replaced by 4” grilles.

6) Removal of existing Collars and installation of Collar Dampers in Supply and Return Lines:

In the open office areas, existing Collars need to be removed and new Collar Dampers need to be installed for controlling air distribution.

Once VAV boxes are replaced along with replacement of Plenum Boxes and removal of “Hit & Miss” grilles. air balancing activity need to be taken up in all areas (for all AHUs).

Payment Terms and Conditions:

Revamping Work:

- 30% against receipt of material at SBIL site
- 40% against mechanical completion of rectification work
- 30% against successful demonstration of performance after revamping

GST shall be paid extra, as applicable, at the time of invoicing.

- a) Period of CAMC. The commencement of CAMC will be from the date of completion of repair work., for a period of 3 Years, extendable upto additional 2 years.
- b) Contractor shall be responsible for paying when due, all taxes and Duties relating to the services including, without limitation, the applicable Service Tax or any statutory charges or levies or cases etc...
- c) Payment Terms of the CAMC
 - i. Total CAMC value exclusive of GST.
 - ii. Payment will be released on quarterly basis subject to delivery of satisfactory performance and service report shared.
 - iii. No outsourcing / subletting or sub-contracting is permitted.
 - iv. No advance payment shall be made.
 - v. In case any deviations observed in scope of work SBIL reserve the right to imposed suitable penalty against the vendor and the same will recover from contract value.
 - vi. 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 and technical staff.
 - vii. 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.
 - viii. 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.
 - ix. 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 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.
 - x. SBI Life may give notice at any time in writing to the contractor either to stop the services altogether or reduce or cut it down.

- xi. 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.
- xii. No price escalation will be granted during the contract period of Two years.
- xiii. The bills must be submitted along with the signed delivery challans/ Service reports for payment at quarterly interval. Bills will be settled only on submission of proof of having paid the full salary & eligible allowance to the technical staff which should not be beyond 5th of every month"
- xiv. On occasion the Contractor may be requested to perform corrective or emergency service(s) that are beyond the routine requests. The Contractor shall respond to these exceptional circumstances and begin the necessary work within one working day after receipt of the request.
- xv. Termination of CAMC. Either party can terminate the agreement with Three months' notice in writing for non-performance of any of the articles of this agreement by the other party or for any other reason.

PENALTY

- a) Any deviation in resolution of calls/ non-attending/ Failure in attending the calls will attract a penalty of Rs. 500/- per day.
- b) Any late / Incorrect submission of reports (PM, call log etc.) will attract a penalty of INR 5,000/- per incident.
- c) Any delay in monthly/quarterly PM activity will be levied at a rate of INR.10000/- per PM.
- d) Maximum penalty cap in a quarter would be 18 % p.a on the entire PO value calculated for the delayed number of days from the date of delivery stipulated / arrived at/accepted by the vendor. However, if penalty is more than 18% for 2 quarters in a financial year, SBIL will review the maintenance contract and this may lead to either termination of the contract.
- e) In the event of noncompliance of any provisions of the Contract, the SBIL may also proceed to take such remedial action as may be necessary, at the Vendor's risk and expense and without prejudice to any other rights which the SBIL may have against the Vendor under the Contract
- f) If the appointed contractor / agency fails to perform their duties (monthly / quarterly), SBIL reserves the right to impose suitable penalty upon the contractor / agency. The compensation will be levied additional services for the concerned period

Appendix-F

Commercial Bid

Part 1:
Repair Work:

Sr. No.	Description of Work	UoM	Quantity	Unit Rate, Rs.	Total, Rs.
1	Robotic Cleaning of Ducts: Robotic cleaning of the Office areas including existing Supply and Return Air Ducts. The cleaning process shall include thorough cleaning of the ductwork of all dirt, dust, debris, rust or fungal growth. The system should have Video Inspection facility with which the condition of duct before & after cleaning and the complete operation while cleaning can be seen. The entire cleaning process to be recorded in CD / Pen drive for future reference.	Lumpsum	1		
2	Automating Variable Frequency Drives for AHUs Testing and Commissioning of already installed variable speed drives for AHU Fan Motor(s) with 1 no. dedicated micro-processor-based controller with software duly downloaded, Adjustable frequency drives, differential pressure transmitters as necessary and as described in the specifications.	Nos.	10		
2.2	The VFD shall be capable to intake upto 3 inputs from DPT sensors / AHU and operate the VFD based on average / lowest reading available (for future provisions)	Nos.	10		
2.3	Integration with bypass mode for Normal starter operation.	Lumpsum	1		
3	Acoustic Insulation of existing Plenum Boxes and initial ducting inside AHU rooms with open cell insulation of 40 mm thickness Make: Armasound or equivalent	m ²	200		

Sr. No.	Description of Work	UoM	Quantity	Unit Rate, Rs.	Total, Rs.
4	Flat Belt for AHUs, along with necessary pulleys Details of work procedure have been mentioned in the BOQ Note document Make: Habasit	Nos.	10		
5	AHU Cleaning activity shall be taken up for all AHUs, including fin-side cleaning and inside of the Coil cleaning with solution, without damaging the Coil MOC. Details of the procedure have been mentioned in the BOQ Note document	Nos.	10		
6	Supply, Installation, Testing and Commissioning of 2-Way Pressure Independent Balancing Control Valves (PIBCV) for all AHUs, including taking shut-down from base Builder, SBI-Life O&M team and removal of existing 2-Way Control valves and new cabling as needed . Make: Belimo				
6.1	40 NB	Nos.	2		
6.2	50 NB	Nos.	7		
6.3	80 NB	Nos.	1		
6.4	100 NB	Nos.	0		
7	Supply, Installation, Testing and Commissioning of VAV Boxes as per attached List; including removal of existing VAV boxes and air balancing of VAVs VAV Make: Cosmos / Dynacraft, Actuator Make: Belimo				
7.1	VAV for 45 to 225 CFM	Nos.	18		
7.2	VAV for 100 to 525 CFM	Nos.	34		
7.3	VAV for 140 to 700 CFM	Nos.	2		
7.4	VAV for 180 to 925 CFM	Nos.	8		
7.5	VAV for 290 to 1450 CFM	Nos.	4		
7.6	VAV for 410 to 2100 CFM	Nos.	5		
7.7	VAV for 575 to 2900 CFM	Nos.	2		
7.8	VAV for 750 to 3750 CFM	Nos.	4		

Sr. No.	Description of Work	UoM	Quantity	Unit Rate, Rs.	Total, Rs.
7.9	VAV for 1000 to 5000 CFM	Nos.	1		
7.10	VAV for 1425 to 7100 CFM	Nos.	8		
8	Supply and Installation of Volume Control Dampers and balancing of air flows Make: Cosmos / Dynacraft	m ²	15		
9	Supply, Installation, Testing and Commissioning of Plenum Boxes (Size: 600 mm X 600 mm X 125 mm with 250 mm end connection); including removal of existing Plenum boxes and flexible connections Make: Cosmos	Nos.	104		
10	Supply and Installation of 4" Grille Make: Cosmos / Dynacraft	m	500		
11	Supply and Installation of Collar Dampers including removal of existing Supply and Return Collars Make: Cosmos / Dynacraft	ft ²	115		
Total:					

Part 2:

Comprehensive AMC Cost:

Sr. No.	Description of Work	UoM	Qty	Unit Rate	Price
2.1	CAMC cost for first year	Lumpsum	1		
2.2	CAMC cost for second year	Lumpsum	1		
2.3	CAMC cost for third year	Lumpsum	1		
2.4	CAMC cost for fourth year	Lumpsum	1		
2.5	CAMC cost for fifth year	Lumpsum	1		
Note: Payment shall be done on quarterly basis					
Total:					

Part 3:

Manpower Management Charges:

The Bidder shall agree, confirm and undertakes that it shall comply with the provisions of all the applicable acts, rules, regulations, guidelines etc. for the purpose of this Agreement including but not limited to the following:

- a) Payment of Wages Act, 1936
- b) Employees State Insurance Act, 1948
- c) Minimum Wages Act, 1948
- d) Payment of Bonus Act, 1965
- e) Shops and Establishment Act (State Wise)
- f) Contract Labour (Regulation and Abolition) Act, 1970
- g) Employees Provident Fund Act, 1952
- h) Employees' Compensation Act, 1923
- i) Laws applicable and/or amended from time to time as may be applicable.

Name & Signature of authorized signatory

Seal of Bidder

Appendix-G

Contract / Service Agreement (Template)



Service Agreement
Template.docx

Appendix-H

Format of '**Non-Disclosure Undertaking**' for RFP

(To be executed on Rs. 1000/- stamp Paper)

NON-DISCLOSURE UNDERTAKING

This Non-Disclosure Undertaking ("Undertaking") is made and entered into this _____ day of _____, Two Thousand Twenty _____

By: -

_____, a company incorporated under the Companies Act, 1956 having its PAN - _____ and registered office at _____ (hereinafter referred to as the "**Bidder**" which expression shall unless it be repugnant to the meaning or context thereof, be deemed to mean and include its successors and permitted assigns)

OR

_____, a partnership firm registered under the Indian Partnership Act, 1932, having its PAN - _____ and its office at _____ (hereinafter referred to as the "**Bidder**" which expression shall unless it be repugnant to the meaning or context thereof, be deemed to mean and include its partners and their respective heirs, executors, administrators and permitted assigns of the last surviving partner)

OR

_____, a limited liability partnership, registered under the Limited Liability Partnership Act, 2008, bearing LLPIN No. _____, having PAN - _____ and its registered office at _____ (hereinafter referred to as the "**Bidder**" which expression shall, unless it be repugnant to the meaning or context thereof, be deemed to mean and include its successors and permitted assigns)

IN FAVOUR OF

SBI Life Insurance Company Ltd., a company incorporated under the Companies Act, 1956 having its registered office at "Natraj", 8th Floor, M.V. Road & Western Express Highway Junction, Andheri (East), Mumbai- 400069 (hereinafter referred to as the "**SBI Life**" which expression shall unless it be repugnant to the meaning or context thereof, be deemed to mean and include its successors and assigns).

WHEREAS, SBI Life has provided certain proprietary and confidential information, concerning its products, service, organisation, its employees, employee's details, decision processes, strategic business initiatives, technical infrastructure, working processes, delegation of responsibilities, project management, planning methods, reports, plans and status including but not limited to technical manuals, specifications, product features, customer list, specializations, documents, financial statements and business / development plans etc... to the Bidder to facilitate Bidder's response to its Request For Proposal for Empanelment of Vendor and Rate Contract for Providing Air Handling Units ("RFP").

NOW, THEREFORE, in consideration thereof, the Bidder agrees and undertakes to:

- hold all the proprietary and confidential information received from SBI Life in confidence and will not disclose such information to any third party.
- use such information only for the purpose of responding to the RFP.
- restrict disclosure of such information to its employees who are having a need to know and inform such employees of the obligations assumed herein.
- not disclose such information to any third party without the prior written approval of SBI Life.
- protect the proprietary and confidential information received from SBI Life with at least the same degree of care as it normally exercises to protect its own proprietary and confidential information of similar nature.
- ensure that Bidder's employees will not disclose any information so received even after they cease to be employees of the Bidder.
- ensure destroying / purging of any confidential data received from SBI Life at the earliest of the closure of the bidding process or on the bidder getting eliminated from the bidding process.

The Bidder shall indemnify SBI Life, its directors, officers, employees, subsidiaries and /or affiliates and hold them harmless against any loss or damage that SBI Life, its directors, officers, employees, subsidiaries and /or affiliates may sustain on account of any leakage of confidential information pertaining to and supplied by SBI Life or on account of any violation of intellectual property, confidentiality, privacy, patents, trademark etc., by the Bidder in respect of any Intellectual Property, practices, hardware, software, systems, process, technologies, etc. in whatever manner described.

IN WITNESS WHEREOF, the Bidder has caused this undertaking to be executed as of the date set forth above.

For <Bidder Name >

Authorised Signatory seal: - _____

Name of Authorised Signatory: - _____

Designation: - _____

Public

Appendix-I**Pre-Bid Query Format****(To be provide strictly in Excel format)**

Bidder Name	Sl. No	RFP Page No	RFP Clause No.	Relevant extracts of respective Clause	Query/Suggestions

Appendix-J

[On Bidder's letter head]

Format for Submission of Client References

Particulars	Details
Client Information	
Client Name	
Client address	
Name of the contact person and designation	
Phone number of the contact person	
E-mail address of the contact person	
Project Details	
Name of the Project	
Start Date	
End Date	
Current Status (In Progress / Completed)	
Size of Project	
Value of Work Order (In Lakh) (only single work order)	

Name & Signature of authorized signatory

Seal of Bidder

Appendix-K

Guarantee against Manufacturing Defects

The Successful bidder shall provide guarantee for all newly installed items, such as:

- AHU Fan belts,
- 2-Way Control Valves with Actuators,
- VAV Boxes with thermostats
- Plenum Boxes
- Volume Control Dampers
- Grilles
- Collar Dampers, and
- Acoustic Insulation

The replacement guarantee shall be in force against manufacturing defects, workmanship and non-functioning. The guarantee shall be valid for the period of 18 months form the date of Supply or for 12 months from the date of Commissioning of the system / components at SBI-Life, Seawoods site.