



SBI INFRA MANAGEMENT SOLUTIONS PVT. LTD., (SBIIMS),
(WHOLLY OWNED SUBSIDIARY OF SBI)
GUWAHATI CIRCLE OFFICE

Sl. No.	Description	
(a)	Tender ID	GUW202001001
(b)	Tender Name	SUPPLY , INSTALLATION, COMMISSIONING AND MAINTENANCE OF WIRELESS QUEUE MANAGEMENT SYSTEM ON OPEX MODEL AT THE BRANCHES UNDER NORTH EASTERN CIRCLE(INITIALY FOR 60 BRANCHES) AS PER ANNEXURE-A & B.
(c)	Ending Date of Tender	30.01.2020
	Opening Date of Tender	10.01.2020
(d)	Tender Fee Amount	Rs.3,000.00 (Rupees Three thousand only)

1. NOTICE INVITING TENDERS VIDE TENDER ID CODE NO.GUW202001001 DATED 10.01.2020 FOR SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF WIRELESS QUEUE MANAGEMENT SYSTEM ON OPEX MODEL AT THE BRANCHES UNDER NORTH EASTERN CIRCLE(INITIALY FOR 60 BRANCHES).

On behalf of State Bank Of India(hereinafter referred to as **SBI**), L.H.O., Guwahati, tenders are invited by **SBI INFRA MANAGEMENT SOLUTIONS PVT. LTD.** (hereinafter referred to as **SBIIMS**), in two Bids system(Technical Bid and Price Bid) from eligible and qualified bidders for supply, installation, commissioning and maintenance of Wireless Queue Management System on Opex Model at the branches under North Eastern Circle(Initially for 60 branches) as under :-

1.	Name of the Work	:	Supply, installation, commissioning and maintenance of Wireless Queue Management System on Opex Model at the branches under North Eastern Circle(Initially for 60 branches) SCOPE OF WORK AND TECHNICAL SPECIFICATIONS AS PER ANNEXURE-A AND Break-up-Quantity(BOQ) AS AT ANNEXURE-B.
2.	Availability of tender documents	:	Tender document can be downloaded from the Bank's website www.sbi.co.in under section ' Procurement news ' upto 30.01.2020.
3.	Technical Bid	:	<p>The Application-cum-Technical Bid(Hard copy) with all supporting documents should be submitted in a sealed cover containing the name and complete address/contract number of the vendor on the cover and bear the title "Tender ID : GUW202001001. Technical Bid for Supply, installation, commissioning and maintenance of Wireless Queue Management System on Opex Model at the branches under North Eastern Circle" addressed to "The Circle Head, SBI Infra management Solutions Pvt. Ltd, Guwahati Circle, SBI Local Head Office Building, 3rd Floor, 'A' Block, P.O. Assam Sachivalaya, Dispur, Guwahati-781006, Assam" in the "TENDER BOX" kept at 3rd Floor, "A" Block of Local Head Office Building of State Bank of India, Guwahati on or before 30.01.2020 upto 02:00 PM alongwith the followings :-</p> <p>i) <u>Tender Application Fee</u> amounting to ₹3,000.00(Rupees Three thousand only) (Non-Refundable) will be paid by the Bidders only through State Bank Collect(SB Collect an efficient MIS report generating tool). The steps involved in making the payment is provided at Annexure-D.</p> <p>The receipt generated with the Reference No. will be submitted along with the Technical Bid.</p> <p>ii) <u>Earnest Money Deposit (EMD)</u> amounting to Rs.2,00,000.00 (Rupees Two Lakh only) to be deposited to the Bank's A/C No. 10242804581 (Name of the Account :- SBI, LHO, PREMISES & ESTATE Department Misc. Deposit account, maintained at SBI, Dispur Branch, IFSC code-SBIN0003030) and submit the deposit voucher copy as proof of deposit</p>

			<p>the amount.</p> <p>The Bidder, who failed to submit any of the above mentioned documents and supporting technical documents fulfilling basic minimum eligibility criteria, will be disqualified in Technical Bid and will not be allowed to participate in the Price Bid. Moreover, the conditional tenders are liable for rejection and will not be allowed to participate in e-Tendering Process.</p> <p>Authorised representatives of vendors may be present during opening of the Technical Bids. However, Technical Bids would be opened even in the absence of any or all of the vendors representatives.</p>
5.	Date & Time of opening of Technical Bid	:	30.01.2020 at 03:00 PM
6.	Price Bid	:	<p>The Price Bid will be through e-tendering amongst the bidders who qualified in Technical Bid through SBI Service Provider M/s e-Procurement Technologies Pvt. Ltd. Ahmedabad for finalization of L1 rates and vendors. Date and time for submission of price bid through e-Tendering will be intimated to the qualified vendors separately through SBI service provider M/s e-Procurement Technologies Pvt. Ltd. Ahmedabad after finalisation of Technical bid.</p> <p>The bidder should have valid digital signature for participation in e-Tendering.</p>
7.	Validity of Tenders	:	Tenders shall remain valid for acceptance for a period of 3 (Three) months from the date of e-Tendering for price bid. If the Bidders withdraw their offer during the validity period or makes modifications in his/her original offer which are not acceptance to SBIIMS without prejudice to any other right or remedy, SBIIMS shall be at liberty to forfeit the EMD.
8.	Pre-Bid Meeting		<p>A pre-bid meeting will be held in the office of the undersigned (SBIIMS) Circle Office, Guwahati at 11:30 AM on 22.01.2020, wherein the bidders may seek clarification required by them, if any, relating to terms & conditions of the tender.</p> <p>Clarifications, if any, shall be posted in Bank's website only without individual communications.</p>
9.	Contact details for any clarification	:	<p>The Circle Head & The Assistant Vice president, SBI Infra Management Solutions Pvt. Ltd. Guwahati Circle Office, 3rd Floor, SBI, LHO Building, Guwahati, Dispur-781006, Ph: 0361-2237509</p>
10.	User Department	:	BPR-IT Department, State Bank Of India, Local Head office, Guwahati, Assam.

11.	Notes:		
a)	In case the date of submission of Technical Bid, e-Tendering is declared as a holiday, the respective date will be considered on the next working day at the same time. The bidder, who is the authorized representative and participating on behalf of company/ Dealer/vendor, should have a valid digital signature certificate (DSC) for this tender.		
b)	The SBIIMS reserves the right to cancel or postpone or modify the tender at any stage without assigning any reason thereof.		
c)	Vendors who do not fulfill the minimum eligibility criteria need not apply. Any incomplete application/Technical Bid and / or not fulfilling the minimum eligibility criteria will be summarily rejected. Moreover, the conditional tenders are liable for rejection and will not be allowed to participate in e-tendering.		
d)	The EMD of the unsuccessful Bidders in Technical Bid shall be returned after finalisation of the technical/price bid.		
e)	All pages of the Technical Bid documents should be serially numbered and shall be signed by the authorized person(s) of the applicant only. The person(s) signing the bid shall sign all pages of the bid and rubber stamp should be affixed on each page.		
f)	Corrigendum, if any, is to be followed as published in SBI website www.sbi.co.in under Procurement news only.		
	Circle Head & Assistant Vice President(Civil) SBIIMS, Circle office, Guwahati.		

MINIMUM ELIGIBILITY CRITERIA FOR QUALIFYING IN TECHNICAL BID :-

- A. Only those applicants who possess the following eligibility criteria should apply, along with supporting documents.**

Sl. No.	Eligibility Criteria	Supporting Document
01.	The Bidder should be the Original Equipment Manufacturer (OEM) or their authorized representative in India. An authorization letter from manufacturer to this effect should be furnished. This letter should specify that in case authorized representative is not able to perform obligations as per contract during contract period, the Original Equipment Manufacturer should provide the same.	OEM Certificate / Authorization Letter.
02.	The Bidder/ Original Equipment manufacturer (OEM) should have national presence and should have experience in handling, installations, maintenance and services support of 500 Queue Management Systems in at least 2 PSBs on OPEX Model in last three Years. The Bidder should have installed minimum of 500 Remote monitoring enabled QMS Kiosks in one PSB during the past three years should be reckoned prior to date of bidding. Experience in the field of ATM or any other equipment of similar nature will not be reckoned as experience for kiosks installations	Work Order Copies and Installations proofs required. The Satisfaction Letters from respective PSB can be given.
03.	The Bidder must have registered turnover of Rs.5 Crore or above (from Indian Operations only) in each year during the last three completed financial years .The turnover must be specific to Queue Management System	Audited Financial statements for the last three financial years Certified letter from the Chartered Accountant(CA). The CA certificate in this regard should be without any riders or qualification. Supporting Required: Provisional / Audited figures for 2018-19,
04.	The Bidder must be net profit (after tax) making entity (from Indian operations only) continuously for the last three years, that is financial years – 2016-17, 2017-18 and 2018-19 with a positive network.	Audited Financial statements for the financial years 2016-17, 2017-18 and 2018-19. Certified letter from the Chartered Accountant. The CA certificate in this regard should be without any riders or qualification. Supporting Required: Provisional / Audited figures for 2018-19.
05.	The Bidder should have its Service center in Guwahati and have at least 5 residential engineers at Major cities of North Eastern Region.	Address of Service Center and List of Engineers with Mobile No. and their Address.

06.	The Bidder should have arrangement to provide Service support and also arrangements to provide All India toll free/ contact number for lodging the complaints and escalations thereof. Bidder is required to support such installations and will have to enter into SLA for uptime guarantee.	Undertaking with details
07.	The Bidder should not have been blacklisted by any Govt./Govt.Agency /Bank(s) /Financial Institutions in India in the last three years. The Bidder has to submit self certification on their letterhead.	Self Declaration
08.	The Bidder should have ISO 27001:2013 and ISO/IEC 20000-1:2011 for data security services in the name of bidders name.	
09.	The Bidder should have CMMI(Capacity Maturity Model Integration) Level 5 certification for software development and customization in the name of bidders name.	This is required to minimum circulation of Bank data to the limited vender.

B. The vendors should posses the following additional supporting documents and must submit self-attested photocopies of the following supporting documents along with Technical Bid:

- a) PAN Card in the name of the proprietor/firm/company.
- b) Goods & Service Tax(GST) registration.
- c) Details of office establishment of the firm.

APPLICATION –CUM- TECHNICAL BID FORM :-

(Please strike-off which is not applicable.)

1.	a) Name of the applicant/organization	
	b) Full Postal Address of the Firm	
	c) Contact Details (i) Phone No. (ii) Mobile No. (iii) Fax No. (iv) E- mail address.	
2.	Year of establishment Please enclose documentary evidence	
3.	Constitution of Firm Enclose certified copies of documents as evidence. Sole proprietorship/ Partnership /Private Ltd. / Ltd. Co. / Any other (Please specify)	
4.	Name of the Proprietor/Partners/Directors of the organization/firm Enclose certified copies of document as evidence.	
5.	Name/s of authorized signatory with designation	
6.	Mode of Authorization Enclose certified copies of document as evidence Resolution / Partnership Deed / Registered Power of Attorney / Proprietor / Any Other (Please specify)	
7.	Details of registration-whether partnership firm, company, etc. Name of registering authority, date and registration number (Note: <i>partnership firms not registered with the appropriate authority need not apply</i>), if any Enclose certified copies of document as evidence.	
8.	Whether registered with Govt. /Semi Govt./Banks/CPWD/Municipal Authorities or any other Public Organization and if so, since when? (Enclose certified copies of document as evidence). i. Name of Organization No. & Date of Registration ii. Name of Organization No. & Date of Registration iii. Name of Organization No. & Date of Registration	

9.	No. of years of experience in the field and details of work in any other field.	
10.	Yearly turnover of the organization during last 3 (three) years (year wise).	
11.	Banker’s Details (i) Banker’s Name (ii) Full Postal Address (iii) Telephone No.	

	(iv) Account No. (v) Type of Account	
12.	PAN No. (Income tax) Enclose certified copies of document as evidence	
13.	Goods & Service Tax(GST) No. Please enclose documentary evidence	
14.	Whether last three years IT returns filed (Pl. enclose certified copies of the IT returns of the last three FY years	
15.	Details of similar works completed during last 3 years.	
16.	Details of Key Personnel Permanently employed.	
17.	Whether any Civil Suit/litigation arisen in contracts executed during the last 10 years. If yes, please furnish the name of the employer, nature of work, contract value, work order and brief details of litigation. Give name of the Court, place, and status of pending litigation.	
18.	Information relating to whether any litigation is pending before any Arbitrator for adjudication of any litigation or else any litigation was disposed off during the last ten years by an arbitrator. If so, the details of such litigation are required to be submitted.	
19.	Please mentioned whether your any relative(s) is (are) working in the State Bank of India with the name, relationship, address etc.	
20.	Registration details for the EPF/ESI and the Labour License details under the Labour Contract Act, if applicable.	

I/We have read and understood the Press notice, Pre-qualification Notice & this Application form along with Annexure and my/our firm fulfills the ELIGIBILITY CRITERIA FOR QUALIFYING IN TECHNICAL BID described in this TENDER Notice.

(SIGNATURE OF AUTHORIZED SIGNATORY)

I/We hereby confirm and certify that the information given above is correct and true and the enclosures annexed herewith are genuine to the best of my / our knowledge.

I/We are authorized to sign and submit these documents.

I /We understand that if any stage it is found / noticed by SBIIMS that any information thus provided by us is untrue / incorrect partly or fully and in case of receipt of adverse / unsatisfactory report from other clients / Bankers, SBIIMS may not consider our application or may take any appropriate action against us.

I /We also understand that partly / wrongly filled application and / or applications not on prescribed pro-forma and / or applications not accompanying relevant documents / enclosures / annexed documents may liable to be summarily rejected by SBIIMS.

I / We understand that this is merely an application & does not entitles me /us to be necessarily qualified in Technical Bid by SBIIMS and SBIIMS reserves the right to reject all and / or any application without assigning any reason whatsoever.

All the terms & conditions, Technical Requirements etc. mentioned in this Tender are acceptable to us.

(SIGNATURE OF AUTHORIZED SIGNATORY)

NAME:

SEAL OF THE FIRM

PLACE:

DATE :-

Note: Please enclose all the Annexure with relevant supporting documents duly self attested.

Signature of Authorized Representative _____

Name of Authorized Representative _____

Date: _____ Place: _____

Note: SBIIMS may make telephonic or written inquiries about the work done, including satisfaction of the client, and may also visit the client sites. Vendors should note that by providing the names of the clients in this form, they are authorizing SBIIMS to make inquiries about them with those clients.

Terms & Conditions of the Tender :-

- 1) The e-Tendering shall be conducted through Bank's Service Provider for finalization of L1 rates and L1 vendor for the captioned works as per BOQ placed at Annexure-A amongst the shortlisted vendors qualified in Technical Bid after scrutiny of the Technical Bids received by SBIIMS.
- 2) The acceptance of any Technical Bid or otherwise will vest with SBIIMS and SBIIMS does not bind to accept any or all the applications received and reserves the right to reject any or all the applicants / vendors which do not fulfill all or any of the conditions and are incomplete in any respect, without assigning any reason whatsoever. The applicant shall not be entitled to claim any cost, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of Technical Bid/Price Bid.
- 3) The EMD/Security Money deposited shall not carry any interest. If the vendor, who quoted lowest amount in the Price Bid, backs out and will not execute the work in time, this deposited amount will be forfeited.
- 4) Selected vendor will be required to comply with all statutory requirements of the Govt. bodies. In case they fail to comply with any of the statutory requirements, **SBIIMS** may pay the full or the unpaid balance due, as the case may be, either by deduction from any amount payable to the vendor under any contract, or as a debt recoverable from the contractor, **or by invoking the deposited amount with SBI, at the sole discretion of SBI.**

5) Opening & Evaluation of Technical Bids :-

- i) The Bidders' names, the presence or absence of requisite EMD and such other details, at the discretion of SBIIMS, will be announced at the time of technical Bid opening.
- ii) Bids and modifications sent, if any, that are not opened at Bid Opening shall not be considered further for evaluation, irrespective of the circumstances.
- iii) SBIIMS will examine the Bids to determine whether they are complete in all respect and all required formats have been furnished. The submitted documents have been properly signed, and the Bids are generally in order.
- iv) Prior to the detailed evaluation, SBIIMS will determine the responsiveness of each Bid to the Bidding Document. For purposes of these Clauses, the Bid which conforms to all the terms and conditions of the Bidding Document without any deviations will be treated as a responsive Bid.
- v) SBIIMS determination of a Bid's responsiveness will be based on the contents of the Bid itself, without recourse to extrinsic evidence.
- vi) If a Bid is not responsive, it will be rejected by SBIIMS and shall not subsequently be made responsive by the Bidder by correction of the non-conformity.
- vii) Only those Bidders and Bids who have been found to be in conformity of the eligibility terms and conditions during the preliminary evaluation would be taken up by the Bank for further detailed evaluation. Those Bids who do not qualify the eligibility criteria and all terms during preliminary examination will not be taken up for further evaluation.
- viii) During evaluation and comparison of bids, SBIIMS may, at its discretion ask the bidders for clarification of its bid. 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 post bid clarification at the initiative of the bidder shall be entertained.

6. Contacting the Bank :-

- i) No Bidder shall contact SBIIMS on any matter relating to its Bid, from the time of opening of Price Bid to the time the Contract is awarded.
- ii) Any effort by a Bidder to influence SBIIMS/SBI in its decisions on Bid evaluation, Bid comparison or contract award may result in the rejection of the Bidder's Bid.

7. Award Criteria :-

- i) The Contract will be awarded to the successful Bidder/s who has/have been determined to qualify to perform the Contract satisfactorily as per terms & conditions of the tender.

- ii) The lowest (L1) bidder/vendor will be determined on the basis of the lowest rates quoted in e-Tendering as per BOQ as at Annexure-A.
- iii) If the same bidder / vendor is L1 in more than One Cluster and L1 bidder / vendor is more than one vendor, the allotment/distribution of Clusters to bidder / vendor will be at the sole discretion of the Bank, subject to matching the L1 rates by the L2, L3 vendors etc.. The split orders may be in the ratio of 50%, 30% and 20% of total orders for L1, L2 and L3 vendors respectively. In case vendor is not in a position to execute the job in stipulated time or not able to perform as per SBI's satisfaction, the Bank may, at its discretion, award the contract to L2/L3 vendors at L1 approved contract rate for other clusters.
- iv) The decision of Bank in allotment/distribution of Groups to bidder/vendor will be final and binding on all the participating bidders/vendors.

8. PRE DISPATCH INSPECTION

SBIIMS shall be free to carry pre-dispatch inspection and approval of the sample. The vendor shall make all necessary arrangements for this purpose.

9. COMPLETION PERIOD

The entire work will be completed within 4 weeks from the date of work order.

10. PERFORMANCE BANK GUARANTEE [PBG]/SECURITY DEPOSIT :-

In addition to the EMD, the successful Vendor(s) has to submit the Performance Bank Guarantee not less than an amount Rs.2,00,000.00 (Rupees Two Lakh only) valid for a period of 1(one) year from the date of signing the contract from a Scheduled Commercial Bank other than SBI or Security Deposit amounting to Rs.2,00,000.00 (Rupees Two Lakh only) in the form of Bank's draft in favour of Astt. General Manager(P&E), SBI, LHO, PREMISES & ESTATE Department Misc. Deposit account, maintained at SBI, Dispur Branch, IFSC code-SBIN0003030) within a week of receipt of work order. In case Vendor fails to perform the contract, Bank shall invoke/forfeit the Performance Bank Guarantee [PBG] /Security Deposit to recover penalty/damages or any other amount due to the Bank /amount recoverable for any non-compliance of the terms and conditions of the tender/defects in the work during defect liability period of 1(one) year.

11. LIQUIDATED DAMAGES

Delivery of goods and performance of Services shall be made by the Vendor in accordance with the time schedule specified by the Bank. Any delay in performance of the obligation by the vendor will result in imposition of liquidated damages and/or termination of rate contract for default.

12. ASSIGNMENT

The vendor shall perform its obligations under the contract personally and shall not assign, in whole or in part its obligations to perform under the contract or any third party.

13. RESOLUTION AND DISPUTES

All disputes or differences whatsoever arising between the parties shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the Arbitration and Conciliation Act 1996, and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of the courts at Guwahati. During the arbitration proceedings the vendor shall continue to work under the Contract unless otherwise directed in writing by the bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire, as the case may be, is obtained. The venue of the arbitration shall be Guwahati.

14. LIMITATION OF LIABILITY

Vendor's aggregate liability under the contract shall be limited to a maximum of the contract value. This limit shall not apply to third party claims for

- a) IP Infringement indemnity
- b) Bodily injury (including Death) and damage to real property and tangible property caused by Vendor's gross negligence. For the purpose of the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the Vendor that gave rise to claim, under this tender. Vendor shall not be liable for any indirect, consequential) incidental or special damages under the agreement/ purchase order.

15. FORCE MAJEURE

Notwithstanding the above provisions, the Vendor shall not be liable for penalty or termination for default to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of force majeure. For purposes of this clause, "force majeure" means an event beyond the control of the Vendor and not involving the vendors' fault or negligence and not foreseeable. Such events may include, but are not restricted to, war or revolution and epidemics. If a force majeure situation arises, the Vendor shall promptly notify the bank in writing of such condition and the cause thereof. Unless otherwise directed by the bank in writing, the Vendor shall continue to perform its obligation under the contracts far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the force majeure event.

16. TERMINATION OF CONTRACT

The Bank reserves the right to terminate the contract by giving 30 days' notice to the Vendor if the vendor fails to fulfil its obligations under this agreement and initiate necessary actions against the vendor.

17. USE OF CONTRACT DOCUMENTS AND INFORMATION

The vendor shall not without SBI's prior written consent, make use of any document or information provided by them in Bid document or otherwise except for purposes of performing contract.

18. Quoted Rates :-

The monthly hiring rates should be quoted considering all the cost for supply of all the machines/ materials/software required, installation, commissioning and maintenance of the system specified, labour, wages, fixtures, transportation, installation, all taxes & charges, cost of the insurances, cost towards testing of materials supplied, wastages, Octroi, overheads, profit, statutory expenses, incidental charges and all related expenses to complete the work. However, **GST will be paid extra as applicable.**

19. DELAY IN THE SUPPLIER'S PERFORMANCE

Delivery of the goods and Performance of the Services shall be made by the vendor in accordance with the time schedule specified by bank. Any delay in performing the obligation by the supplier will result in imposition of liquidated damages and/or termination of the contract for default.

20. Contract Agreement: On receipt of intimation of the acceptance of tender, the successful vendors shall be bound to execute the contract as per draft Agreement as at Annexure – F and within seven days thereof he shall sign an agreement in a non judicial stamp paper of appropriate value with the user deptt.

21. PAYMENT TERMS :-

- i) There would be no provision for advance rental payment.
- ii) The vendor will submit the invoice along with the uptime report within 7 days on completion of each month to the respective branch. After verification of uptime report submitted by the Vendor and deducting the penalties, if any, the respective branch will make payment for the monthly hiring charges due within 7 days.
- iii) The monthly hiring rate will be firm throughout the contract period of 5 years from the date of issue of the work order and shall not change at any event during the contract period.
- iv) **Income Tax/GST TDS will be deducted at source as per Govt. Guidelines.**

v) The vendor should comply with the following :-

- a) Vendor should have GST Registration Number.
- b) Invoice should specifically/separately disclose the amount of GST levied at applicable rate as per GST provision.
- c) In case of Correction in the bills after scrutiny, vendor should submit fresh bills for payment.
- d) Vendor should timely file his GST return in accordance with GST provisions to enable the bank to claim the credit of GST paid to the vendor.


