



SBI INFRA MANAGEMENT SOLUTIONS PVT. LTD.

(A Wholly Owned Subsidiary of SBI)

CIRCLE OFFICE

SBI Local Head Office, 4th Floor, III/1 Pandit Jawaharlal Nehru Marg, Bhubaneswar- 751001

REQUEST FOR PROPSAL FOR SUPPLY, INSTALLATION, COMMISSIONING

AND MAINTENANCE OF WIRELESS QUEUE MANAGEMENT SYSTEM

AT VARIOUS BRANCHES UNDER SBI, BHUBANESWAR CIRCLE

From the Original equipment manufacturers(OEMs) or their authorized dealer who have at least 3 years' experience as a supplier of similar kind of products to the Central Govt./State Govt. Institutes/PSU/ Banks/ Prestigious Organizations.

Tender ID: **BHU202001022**

TENDER SUBMITTED BY:

NAME :

ADDRESS :

GSTIN NO :

DATE :



NOTICE INVITING TENDERS

SBI Infra Management Solutions Pvt. Ltd. (hereinafter mentioned SBIIMS), SBI Local Head Office, 4th Floor, III/1 Pandit Jawaharlal Nehru Marg, Bhubaneswar- 01 on behalf of SBI, Bhubaneswar Circle invites online tenders followed by e-reverse auction from interested prospective bidders dealing with supply, installations, commissioning and maintenance of wireless queue management system for its branches under the control of SBI, LHO Bhubaneswar.

The other details of the tender are as under:

1.	Name of Work	Supply, installations, commissioning and maintenance of wireless queue management system at various branches under SBI, Bhubaneswar Circle
2	Eligibility of criteria	From the Original equipment manufacturers(OEMs) or their authorized dealer who have at least 3 years' experience as a supplier of similar kind of products to the Central Govt./State Govt. Institutes/PSU/ Banks/ Prestigious Organizations and other pre-qualification criteria as per RFP
3	Estimated Cost for 352 units	Rs.1,94,02,240.00 plus GST as applicable + CAMC
4	Earnest Money Deposit (EMD)	Rs.1,94,000.00 (Rupees One lakh Ninety Four Thousand Only) in the Form of Demand Draft/Banker's Cheque issued by any Nationalised /Scheduled Bank Drawn in favour of " State Bank of India. " Payable at Bhubaneswar " which is to be submitted along with the Technical Bid in a separate envelope super scribing "EMD". Without EMD Tender will be rejected. <u>EMD shall be converted into Retention Money for successful Contractor, whose tender is accepted.</u>
5	Security Deposit	The successful bidder to whom work shall be awarded, shall deposit a sum of 5 % of the contract amount (including EMD) in the form of STDR/FD/Bank Guarantee in favour of SBI, Bhubaneswar as Security Deposit for due fulfilment and performance of the contract. This amount will be refunded after completion of Defect liability period/warranty of 1 year. No interest shall be paid to the amount retained by the Bank as security Deposit.
6	Cost of Tender Documents cum processing Fee (Non-refundable)	TENDER ID: BHU202001022 A non-refundable amount of Rs.5000/- (Rupees Five Thousand only) Amount to be paid only through SB Collect payment portal available in SBI site https://www.onlinesbi.com Upon successful payment of fee, a receipt with unique reference no. will be generated. The same is to be printed and to be enclosed in sealed envelope as a part of technical bid. It is also to be uploaded online on e- tendering service provider site.
7	Distribution of Work	SBIIMS Pvt. Ltd. shall be at liberty to allot the work to L-1, L-2 & L-3 bidders at approved L-1 rates in the proportion of 50:30:20 (i.e. L-1 bidder will be allotted 50%, L-2 will be given 30% and L-3 will be awarded 20% of the total work in the Bhubaneswar Circle of SBI)



		<p>In case, on written demand by the SBIIMS Pvt. Ltd., the L-2 or L-3 bidder (or both) do not submit their written concurrence regarding their willingness to execute the work at L-1 bidder's approved rates by the stipulated date, the SBIIMS Pvt. Ltd. may Consider inviting next lowest bidders i.e. L-4, L-5, L-6 and so on for the purpose within its sole discretion and not further claim/correspondence shall be entertained in this regard.</p> <p>In case, any of the bidder (L-1/L-2/L-3 etc.) bidder either do not commence the work within the stipulated period or back out from the project at any stage, the SBIIMS will be at liberty to entrust the work in the same proportion to next lower bidder(s) on L-1 approved rate.</p> <p>Also, in the event of next lowest vendors not ready to match L-1 price, leaving only two bidder, the SBIIMS will distribute the work in equal proportion or the entire work can also be allotted to only L-1 bidder.</p>
8	Date & availability of Tender document.	17.01.2020 to 31.01.2020 from Bank's website " https://bank.sbi/web/sbi-in-the-news/procurement-news " and https://etender.sbi .
9	Last date, time and place for submission of Technical Bid.	<p>To submitted in hard copy in sealed envelope on or before Dt.31.01.2020 up to 02:00 PM. at SBIIMS office address as mentioned below.</p> <p>Asst. Vice President & Circle Head. SBI Infra Management Solutions Pvt. Ltd. Circle Office, SBI Local Head Office, 4Th Floor, III/1 Pandit Jawaharlal Nehru Marg, Bhubaneswar- 751001.</p>
10	Last date, time and Mode of submission of <u>Online Indicative Price Bid</u>	<p>The indicative price Bid to be uploaded/submitted online on service provider portal i.e https://etender.sbi on or before Dt.31.01.2020 up to 02:00 PM.</p> <p>The bidder (Vendor/Contractor//Authorized Dealer) should have valid digital signature for this e-tender.</p> <p>E-tendering guidelines may be obtained from:</p> <p>M/s E- Procurement Technologies Ltd. (abc procure) A-801, Wall Street - II, Opp. Orient Club, Nr. Gujarat College, Ellis Bridge, Ahmedabad - 380 006. Gujarat State, India. Phone: +91-79-68136889. Cell: +91-6354919566 E-mail: бина.soni@auctiontiger.net</p>
11	Date, Time and Place of opening of Sealed Technical Bid.	<p>Technical bid (Part-1) at our Office: At 2:30 PM on Dt. 31.01.2020.</p> <p>Circle Office, SBI Local Head Office, 4th Floor, III/1 Pandit Jawaharlal Nehru Marg, Bhubaneswar- 751001.</p>
12	Date and Time of opening of Online Indicative Price Bid.	The online Indicative Price bid (Part-2) of only technically qualified bidder shall be opened at 11 AM on Dt. 06.02.2020.



13	Date & Time of reverse auction	Will be communicated to pre-qualified bidders through registered mail ids
14	Validity for Offer	3 (Three) Months from The Date of Opening of Price-Bid
15	Time for completion of work.	60 days from date of issue of work order
16	Terms and Mode of payment	<p>i) No advance is payable.</p> <p>ii) Interim payment shall be made on successful installation of equipment at minimum of 70 branches.</p> <p>ii) After successful completion of work full payment after statutory deduction will be released against submission of Branch wise tax invoice and work completion certificates duly signed and stamped by SBI official/Branch Manager of respective branch. The bills to be submitted at SBIIMS, Bhubaneswar Circle.</p> <p>iii) Payment shall be made by way of Electronic fund transfer and the bill will be paid by the SBI. Firm should furnish details of the bank, A/c no, IFSC code.</p> <p>iv) Payments towards the above work shall be made by SBI centrally at LHO. The GST Number of State Bank of India for Bhubaneswar is 21AAACS8577K1Z1</p>
17	Liquidated Damages for Delay	If the bidder is not able to complete the work 60 days from date of issue of work order, 0.5 % per week subject to total amount of 5% of Contract Value
18	Defects Liability Period/warranty	12 Month
19	Contact email ID Phone No of officials.	<p><u>For Technical queries:</u></p> <p>E-mail: headbhu.sbiims@sbi.co.in, tapan.behera1@sbi.co.in</p> <p>Ph: 0674-2600570</p>

Mode of Submission of Tender: The tender shall be submitted in both physical and online in two cover system in accordance with the procedure detailed herein below. Specified documents shall be sealed in envelopes of appropriate size each of which shall be sealed.

- 1) First Envelope marked Cover 1 shall contain Earnest Money Deposit along with Covering Letter and copy of the tender Processing Fee receipt.
- 2) Envelope marked Cover 2 shall be of adequate size and shall contain envelopes marked Covers 1 & tender document along with pre-qualification documents & duly filled Annexures and shall be properly sealed & signed. This envelope shall be endorsed on the outside face as under:

“ Supply, installations, commissioning and maintenance of wireless queue management system at various branches under SBI, Bhubanewar Circle”



The envelope marked Cover 2 containing the tender documents with in Annexures as per instructions mentioned above shall be submitted in the office of the

Asst Vice President & Circle Head.

SBI Infra Management Solutions Pvt. Ltd.

Circle Office, SBI Local Head Office, 4Th Floor, III/1 Pandit Jawaharlal Nehru Marg, Bhubaneswar- 751001.

Envelope marked Cover 1 & Cover 2 containing Earnest Money Deposit along with Covering Letter and Processing Fee of Tender Document, tender document along with pre-qualification document & duly filled Annexures will be opened if the Earnest Money Deposit or Processing Fee of tender document along with pre-qualification document & duly filled Annexures is not found as prescribed, the tender shall be rejected.

3. The indicative price Bid to be uploaded/submitted online on service provider portal i.e <https://etender.sbi> on or before **Dt.31.01.2020 up to 02:00 PM.**

- In case the date of opening of tenders is declared as a holiday, the tenders will be opened 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 e-tender. The validity of the DSC should be at least 3 months.
- Those bidders who are qualified in technical bid, should submitted their price bid online within timeline, failing which tender summarily rejected.
- SBIIMS reserves the right to increase or decrease the no. of branches, items to be supplied and also reserves the right to reject, cancel or revise or accept any or all the tenders or part of tenders without giving any reasons thereto.
- SBIIMS reserves its rights to accept/reject any/all tender without assigning any reasons whatsoever and to increase or decrease the quantities of any item and contractor has to execute the same at the rate quoted and no correspondence shall be entertained in this regard.

Sd/-

(AVP & Circle Head)

SBIIMS, Bhubaneswar



INSTRUCTIONS FOR BIDDERS
TABLE OF CLAUSES

Clause No.	Topic
1	Introduction
2	Contract Period
3	Application Form & Annexures- H,M, N, & O
4	Pre-Qualification Criteria & Documents constituting/ comprising the Bid
5	Annexure-A Technical & Functional Specification
6	Annexure-B Terms & condition of the RFP Terms & Conditions for Hardware, Software & Maintenance Services
7	Broad Scope of Work
8	Annexure-C Indicative Price Proposal



1. INTRODUCTION:

SBI Infra Management Solutions Pvt. Ltd. (SBIIMS) on behalf of State Bank of India (SBI) invites applications for the Supply, Installation, Commissioning and maintenance of Wireless Queue Management System On at various Branches falling under Bhubaneswar Local Head Office.

2.0 CONTRACT PERIOD:

The contract with the selected vendor will be valid for a period of 1 years from the Date of Installation of Each Machine, after 1 Yr. the machines will be given for further comprehensive AMC. In 1 year warranty period it is required to provide Quarterly Preventive maintenance and need basis support within 24 hour. The contract will be deemed completed only when all the items and services contracted by the Bank are provided in good condition, installed, implemented, tested and accepted along with the associated documentation provided to Bank's employees; as per the requirements of the contract executed between the Bank and the Vendor.



3.0 APPLICATION FORM

“ Supply, installations, commissioning and maintenance of wireless queue management system at various branches under SBI, Bhubanewar Circle”

(Please strike-off which is not applicable)

1	a) Name of the applicant/Firm/Organisation	
	b) Full postal address of Firm	
	c) Contact details i) Phone no. ii) Mobile no. iii) Fax no iv) Email id	
2.	Year of establishment Please enclose documentary evidence (ENCLOSURE A)	
3.	Constitution of firm (Enclose certified copies of documents as evidence) (ENCLOSURE B)	Sole proprietorship/Partnership/Private Ltd./Public Ltd./Any Other(Please specify)
4.	Name of the Proprietor/Partners/Directors of the organisation/ firm with qualification. Enclose certified copies of document as evidence. (ENCLOSURE C)	
5	a) Name/s of authorized signatory with designation	
6	Bio Date of Partners/Directors (Enclose separate sheet as ENCLOSURE D)	
7	Mode of Authorization Enclose certified copies of document as evidence (ENCLOSURE E)	Sole proprietorship/Partnership/Private Ltd./Public Ltd./Any Other(Please specify)
8	Whether registered with Govt./Semi Govt/Banks/CPWD/Municipal Authorities or any other Public Organization and if so, in which class and since when? (Enclose copies of document as evidence) (ENCLOSURE F)	YES/NO
9	a) Name of Organisation Category No. & Date of Registration	



	b) Name of Organisation Category No. & Date of Registration	
	c) Name of Organisation Category No. & Date of Registration	
10.	No. of years of experience in the field and details of work in any other field. (ENCLOSURE G)	
11.	Yearly turnovers of the organisation during last 3 years (year wise) and furnish audited balance sheet and Profit & Loss A/C (Audited) for the last 3 years certified by the auditor (Annexure H)	2016-17 2017-18 2017-19 AVERAGE
12	BANKER DETAILS: i. Banker's Name ii. Full Postal Address iii. Telephone no. iv. Account No. Type of Account	
13	PAN No. Enclose certified copy of document as evidence (ENCLOSURE I)	
14	Whether registered with sales tax department, if yes, give details. Please enclose documentary evidence (ENCLOSURE J)	
15	GST No. Please enclose documentary evidence (ENCLOSURE K)	
16	Whether last three years IT Returns files (Pl. enclose certified copies of the IT return of 2016-17,2017-18,2018-19) (ENCLOSURE L)	
17	Details of major works executed & completed during last 7 years. Annexure M)	
18	Details of major works on hand (Annexure N)	
19	Name & value of Security & caretaker services provided in Govt./Semi Govt./PSUs. Details may be given in the enclosed format (Annexure 'O')	

I/We have read and understood the this Application form along with Annexures. And my/our firm fulfils the ELIGIBILITY CRITERIA as described in the notice.

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 for Pre-qualification of this work only.

I /We understand that if at any stage it is found / noticed by the 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, the SBIIMS may not consider our application and / or may de-list us and / 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 / annexure are liable to be summarily rejected by the SBIIMS.

I/ We confirm that all the Rules prevailing in the state, the Labour Laws, Risk Insurance obligations, State & Central Government statutory requirements are complied by us.

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

SEAL OF THE FIRM

PLACE :

(SIGNATURE OF AUTHORIZED SIGNATORY)

NAME : DATE:

Note : Please enclose all the Annexures with relevant supporting documents.



ANNEXURE- H

ANNUAL TURNOVER STATEMENT FOR THREE YEARS

The Annual Turnover of M/s _____ for the past three years are given below and certified that the statement is true and correct.

Sr. No.	Year	Turnover in Crores (Rs.)	Profit / Loss incurred in crores (Rs.)	Net Worth in Crores (Rs.)
1	2016-17		+ / -	
2	2017-18		+ / -	
3	2019-20		+ / -	

Date:

Seal

Signature of Auditor/
Chartered Accountant/authorized
person of the company

Name (in capital letters)



ANNEXURE- M

LIST OF MAJOR SIMILAR WORKS EXECUTED AND COMPLETED DURING THE LAST 7 YEARS ENDING 30 .11.2019:

(Enclose supporting documents)

(Add separate sheet if required)

Sr no	Name of client	Nature of work	Value of the Contract.	Date of Start & Completion	Actual Period of Completion	Remarks (If any)
1	2	3	4	5	6	7

Notes:

1. Information has to be filled up specifically in this format.
2. Please enclose documentary proof for having executed above work, certificate of completion, copy of work order, agreement etc.

Name of Authorized Signatory
applicant

Sign & seal of the



ANNEXURE – N

LIST OF MAJOR SIMILAR WORKS ON HAND AS ON 30.11.2019:

(Add separate sheet if required)

Sr No	Name of Client	Nature of Work	Contract Value	Date of Strat & completion	Present Position	Remarks (If any)
1	2	3	4	5	6	7

Notes:

1. Information has to be filled up specifically in this format.
2. Please enclose documentary proof for having executed above work, certificate of completion, copy of work order, agreement etc.

Name of Authorized Signatory
applicant

Sign & seal of the



ANNEXURE- O

LIST OF MAJOR SIMILAR WORKS EXECUTED AND COMPLETED IN GOVT./ SEMI GOVT./ PSU SECTOR / PSU/ BANK/ PRESTIGIOUS ORGANIZATIONS ONLY DURING THE LAST 7 YEARS ENDING 30.11.2019:

(Enclose supporting documents)

(Add separate sheet if required)

Sr no	Name of client	Nature of work	Value of the Contract. with copy of work order & completion certificate from project incharge/client	Date of Start & Completion	Actual Period of Completion	Remarks (If any)
1	2	3	4	5	6	7

Notes:

1. Information has to be filled up specifically in this format.
2. Please enclose documentary proof for having executed above work, certificate of completion, copy of work order, agreement etc.

Name of Authorized Signatory

Sign & seal of the



applicant

4.0 PREQUALIFICATION (PQ) CRITERIA

S. no	Eligibility Criteria	Supporting Document	Bidder's Response
1	The Bidder should be the Original Equipment Manufacturer (OEM) or their authorized representative in India, who have at least 3 years' experience in similar field. 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. No consortium is allowed to bid.	OEM Certificate Copy. Authorization Letter.	
2	The Bidder/ Original Equipment manufacturer (OEM) should have national presence and should have experience in handling, installations, maintenance and services support of 100 Queue Management Systems of similar Technical & Functional Specification mentioned into Annexure -A in at least 3 PSBs in last five Years.(Current FY orders can also be consider for PSB).	Order Copies and Installations proofs required. The Satisfactions Letters from respective PSB can be given.	
3	The Bidder must have registered Average turnover of Rs.58.21 lakh or above (from Indian Operations only) in each year during the last three completed financial years 2016-17, 2017-18 and 2018-19.	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, audited figures for other years.	
4	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 net worth.	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, audited figures for other years.	
5	The Bidder should have its Service center in Odisha	Address of Service Center and List of Engineers with Mobile No. and their Address.	Undertaking to be Enclosed to open an office in case not having presence.
6	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	

A. Interested prospective Bidders who satisfy the above mentioned pre-qualification criteria may submit their duly filled in application in the prescribed format in a sealed cover along with other details etc. as required in the enclosed Annexures. The application shall also accompany the copy of the enclosed draft agreement duly signed in all pages as token of acceptance. The sealed cover super scribed with the legend "Prequalification of Supply, Installation, Commissioning and Maintenance Of Wireless Queue Management System at various Branches falling under Bhubaneswar Local Head Office.

B. STDR/FD/Bank Guarantee of Rs. 5.0 % of the contract amount in favour of SBI Bhubaneswar will be deposited by successful vendor as a security deposit for 1 year.

C. There are two bid systems of tender, Technical bid (hard copies in sealed envelope) and financial bid (only through online) which is to be submitted by the vendors separately.

D. Work will be distributed among the eligible vendors details as mentioned in the NIT, if they agree to work on L-1 rates after e-reverse auction. The distribution done by SBI/SBIIMS will be final and binding.



5.0 ANNEXURE – A
Minimum Requirement:

Feature	Compliance (yes/no)	Remarks
System		
Should support 8 Service queues		
Should support 16 Counters		
Facility to issue Priority tokens to Premium customers		
Selective closure of individual services at user configurable times.		
User configurable grouping of counters to service queues.		
Rom based software immune to virus		
Kiosk		
Option of Wall mount kiosk and floor mount kiosk		
Should support multiple synchronized kiosks for crowded branches		
Should support 8 Service queues		
Printer		



<p>Heavy duty thermal printer with</p> <ul style="list-style-type: none"> - auto-cutter - variable size of paper, - Customer logo printing - easy drop & shut paper loading -80 meter paper roll to print 1000 tickets in one load 		
Token Ticket		
<p>Token ticket to have</p> <ul style="list-style-type: none"> -Title of the service selected -Unique token number for each service - Date and Time stamp - 3 lines of user defined text - customer logo 		
Master Display		
<p>LED Master Display should be configurable to show</p> <ul style="list-style-type: none"> -last four -static four -selected four 		
<p>System should support multiple Master displays individually configured</p>		
Counter Display		
Dual side display		



Customer waiting indicator for operators		
Option of single Call button		
Multifunction Call pad to Call next token, Call a specific token on priority Call a skipped or deferred token Call token from another service for load distribution.		
Cabling		
Option of Single wire cabling (Same wire carries data and power to all modules with central switch on/off) and Wireless operation		
Reports		
Printing of summary reports on token printer itself showing -Service-wise tokens issued each day -Counter-wise transactions done each day		
Options		
Option to connect to Supervisor's PC through		



<p>USB port to show</p> <ul style="list-style-type: none">▪ Floor overview▪ Detailed daily, weekly, monthly reports		
<p>Option to connect to TV through an old PC (XP+) for</p> <ul style="list-style-type: none">- Called token display- Promotional video- Scrolling text- Voice announcement in selected languages		
<p>Option to connect to Central Server for detailed Zone wise and individual branch reports</p>		



6.0 ANNEXURE – B

(I.) Terms & Conditions:

1. The SBIIMS shall not be responsible for any delay/loss or non-receipt of tenders by post/courier service.
2. No unsolicited correspondence shall be entertained after the submission of the offer
3. Quoting merely the lowest price does not confer any right on any bidder for award of supply order. The SBIIMS, reserves the right to select any bid on the ground of quality, brand reputation, offer of additional/special features, compatibility, etc.
4. The Tenderer shall not assign or sublet the entrusted work to any other third party for any benefit there under.
5. The SBIIMS also reserves the right to reject any bids with unbranded/substandard brand/uncertified brands of products even if they found to be lowest.
- 6.0 At the time of dispatch of articles, Delivery Note/Challan should be given along with the articles
- 7.0 The price approved should be maintained without any change during the contract period of ONE year.
- 8.0 All legal disputes arising out of this tender will fall under the jurisdiction of courts in Bhubaneswar only.
- 9.0 The earnest money of unsuccessful tenderers will be returned as soon as possible after the tenders are processed; but that of the successful tenderers will be adjusted towards the security that will have to be deposited for the satisfactory fulfilment of the contract. No interest will be paid for the earnest money
Deposited and if tenderer backs out during before/ during execution of the work, SBIIMS will forfeit their EMD without assigning any reasons thereof.
- 10.0 If any tenderer withdraws from his tender before the expiry of the period fixed for keeping the rates firm for acceptance, the earnest money, if any deposited by him will be forfeited to SBIIMS or such action taken against him by SBIIMS.
- 11.0 Tenderers shall invariably specify in their tenders the delivery conditions including the time required for the supply of articles tendered for.
- 11(a) The tenderers shall clearly specify whether the articles offered bear Indian Standards Institution Certification Mark or not. In such cases, they shall produce copies of certification marks along with their tender in support of it.
- 11(b) Tenderers shall clearly specify whether the goods are offered from indigenous sources, from imported stocks in India or from foreign sources to be imported under a license. The SBIIMS reserve the right to reject offers for import of goods if the Import Trade Control Policy in force at the time of award of the contract prohibits or restricts such imports.
12. The final acceptance of the tenders rests entirely with the SBIIMS who do not bind



themselves to accept the lowest or any tender. But the tenderers on their part should be prepared to carry out such portion of the supplies included in their tender as may be allotted to them.

13. Communication of acceptance of the tender normally constitutes a concluded contract. Nevertheless, the successful tenderer shall also execute an agreement for the due fulfilment of the contract within the period specified in the letter of acceptance. The contractor shall have to pay all stamp duty/lawyer's charges and other expenses incidental to the execution of the agreement.

14.1 The successful tenderer shall, before signing the agreement, and within the period specified in the letter of acceptance of this tender, deposit a sum equivalent to 5 per cent of the value of the contract as security for the satisfactory fulfilment of the contract less the amount of money deposited by him among with his tender. The amount of security may be deposited in the manner as specified in the NIT.

14.2 If the successful tenderer fails to deposit the security and execute the agreement as stated above, the earnest money deposited by him will be forfeited by the SBIIMS, and the contract arranged elsewhere at the defaulter's risk and any loss incurred by the SBIIMS on account of the purchase will be recovered from the defaulter who will, however not be entitled to any gain accruing thereby. If the defaulting firm is a registered firm, their registration is liable to be cancelled.

14.3 In cases where a successful tenderer, after having made partial supplies, fails to fulfil the contracts in full, all or any of the materials not supplied may at the discretion of the SBIIMS, be purchased by means of another tender/quotation or by negotiation or from the next higher tenderer who had offered to supply already and the loss, if any, caused to the SBIIMS shall thereby, together with such sums as may be fixed by the SBIIMS towards damages, be recovered from the defaulting tenderer.

14.4 Even in cases where no alternate purchases are arranged for the materials not supplied, the proportionate portion of the security deposit based on the cost of the materials not supplied at the rate shown in the tender of the defaulter shall be forfeited and balance alone shall be refunded.

15. The security deposit shall, subject to the conditions specified herein, be returned to the contractor within three months after the expiration of the contract, but in the event of any dispute arising between the SBIIMS and the contractor, the SBIIMS shall be entitled to deduct out of the deposit or the balance thereof, until such dispute is determined, the amount of such damages, costs, charges and expenses as may be claimed. The same may also be deducted from any other sum which may be due to any time from the SBIIMS to the contractor. In all cases where there are guarantee for the goods supplied, the security deposit will be released only after the expiry of the guarantee period.

16. Payments will be made only after the supplies are actually verified and taken to stock and after successful installation as the case may require.

17. In case the contractor becomes insolvent or goes into liquidation, or makes or proposes to make any assignment for the benefit of his creditors or proposes any composition with his creditors.

for the settlements of his creditors for the settlement of his debts, or carries on his business or the contract under inspection on behalf of his creditors or in any case



receiving order or orders, for the administration of his estate are made against him, or in case the contractor shall commit any act of insolvency or in case in which under any clause or clauses of his contract the contractor shall have rendered himself liable to damages amounting to the whole of his security deposits: the contract shall thereupon, after notice given by the Asst. Vice President to the contractor, be determined and the SBIIMS may complete the contract in such time and manner and by such persons as the SBIIMS shall think fit. But such determination of the contract shall be without any prejudice to any right or remedy of the SBIIMS against the contractor or his sureties in respect of any breach of contract therefore committed by the contractor. All expenses and damages caused to the SBIIMS by any breach of contract by the contractor shall be paid by the contractor to the SBIIMS and may be recovered from him under the provisions of the Revenue Recovery Act in force in the State.

16. No representation for enhancement of rates once accepted will be considered.

17.a) In case the contractor fails to supply and deliver any of the said articles and things within the time provided for delivery of the same, or in case the contractor commits any breach of any of the covenants, stipulations and agreements herein contained, and on his part to be observed and performed, then and in any such case, it shall be lawful for SBIIMS (if they shall think fit to do so) to arrange for the purchase of the said articles and things from elsewhere or on behalf of the SBIIMS by and order in writing under the hand of the Asst. Vice President put an end to this contract and in case the SBIIMS shall have incurred, sustained or been put to any costs, damages or expenses by reason of such purchase or by reason of this contract having been so put an end to or in case any difference in price, compensation, loss, costs, damages and expenses or other moneys shall then or any time during the continuance of this contract be payable by the contractor to the SBIIMS under and by virtue of this contract, it shall be lawful for the SBIIMS from and out of any moneys for the time being payable or owing to the contractor from the SBIIMS under or by virtue of this contractor otherwise, to pay and reimburse to the SBIIMS all such costs, damages and expenses they may have sustained incurred or been put to by reason of the purchase made elsewhere or by reason of this contract having been so put an end to as aforesaid and also all such differences in price, compensation, loss, costs, damages, expenses and other moneys as shall for the time being be payable by the contractor aforesaid.

b) In case any difference or dispute arises in connection with the contract, all legal proceedings relating to the matter shall be instituted in the Court within whose jurisdiction the SBIIMS, Bhubaneswar.

(II) Representations and warranties of the deliverables and SLA

Terms & Conditions for Hardware, Software & Maintenance Services

1. The Vendor warrants that the products supplied under the Contract are new, unused, of the most recent or current model and they incorporate all recent improvements in design and / or features. The Vendor further warrants that all the Products supplied under this Contract shall have no defect, arising from design or from any act of omission of the Vendor that may develop under normal use of the supplied products in the conditions prevailing in India.



2. Warranty for Hardware Components: Onsite comprehensive warranty for all the hardware components including free replacement of spares, parts, kits as and when necessary will be available for the period of 1yr. contract and subsequent AMC as agreed.
3. Warranty for the System Software/off-the-shelf Software will be provided to the Bank as per the general conditions of sale of such software.
4. On-site comprehensive warranty: The warranty would be on-site and comprehensive in nature and back to back support from the OEM. The vendor will warrant all the hardware and software against defects arising out of faulty design, materials and media workmanship etc. for a period of one year from the date of acceptance of the hardware and software. The vendor will provide support for Operating Systems and other pre-installed software components during the warranty period of the hardware on which these software & operating system will be installed. The Vendor shall repair or replace worn out or defective parts including all plastic parts of the equipment at his own cost including the cost of transport.
5. During the term of the contract, the VENDOR will maintain the equipment in perfect working order and condition and for this purpose will provide the following repairs and maintenance services:
 - a) Free maintenance services during the period of warranty. Professionally qualified personnel who have expertise in the hardware and system software supplied by the vendor will provide these services.
 - b) The Bidder shall rectify any defects, faults and failures in the equipment and shall repair/replace worn out or defective parts of the equipment during working hours i.e. from 8.00 A.M. to 8.00 P.M. on all working days (viz. Monday to Saturday). In case any defects, faults and failures. If the equipment could not be repaired or rectified during the said period, the engineers of the VENDOR are required to accomplish their duties beyond the said schedules in case of any situation if it warrants. In cases where unserviceable parts of the equipment need replacement, the VENDOR shall replace such parts, at no extra cost to the BANK, with brand new parts or those equivalent to new parts in performance. For this purpose the VENDOR shall keep sufficient stock of spares at Bank's premises and at the premises of The VENDOR.
 - c) The maximum response time for a maintenance complaint from the site of installation (i.e. time required for Vendor's maintenance engineers to report to the installations after a request online complaint management system/call / fax /email is made) shall not exceed 4 working (four) hours.
 - d) The VENDOR shall ensure that faults and failures intimated by Bank as above are set right within 8 (Eight) working hours of being informed of the same. In any case the equipment should be made workable and available not later than the Next Business Day.
 - e) The VENDOR shall ensure that the full configuration of the equipment is available to the BANK in proper working condition viz. uptime of



97% of the time on a 24x7x365 basis.

- f) The VENDOR shall ensure that the meantime between
In the event of the equipment/system not being functional for period of more than 5 days, penalty of Rs. 500/- per day will be charged. Maximum Rs. 5000/- per month. The vendor may provide temporary equivalent replacement as a workable solution to avoid the above penalty.
- g) Preventive maintenance: the VENDOR shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment, and necessary repair of the equipment) once within first 15 days of the installation once within the first 15 days of every alternate month during the currency of this agreement on a day and time to be mutually agreed upon. Notwithstanding the foregoing the VENDOR recognizes Bank's operational needs and agrees that Bank shall have the right to require the VENDOR to adjourn preventive maintenance from any scheduled time to a date and time not later than 15 working days thereafter. Subsequently the vendor will undertake preventive maintenance once in a quarter during the period of contract.
- h) All engineering changes generally adopted hereafter by the VENDOR for equipment similar to that covered by this AGREEMENT, shall be made to the equipment at no cost to the Bank.
- i) Qualified maintenance engineers totally familiar with the equipment shall perform all repairs and maintenance service described herein.
- j) The Bank shall maintain a register at its site in which, the Bank's operator / supervisor shall record each event of failure and / of malfunction of the equipment. The VENDOR's engineer shall enter the details of the action taken in such register. Additionally every time a preventive or corrective maintenance is carried out, the VENDOR'S engineer shall make, effect in duplicate, a field call report which shall be signed by him and thereafter countersigned by the Bank's official. The original of the field call report shall be handed over to the Bank's official.
- k) The VENDOR shall provide replacement equipment if any equipment is out of the premises for repairs.

A detailed SLA will be drawn with the vendor after the award of contract

- 6. AMC agreement may be done after 1 year warranty period with vendor, if service found satisfactory.
- 7. Any worn or defective parts withdrawn from the equipment and replaced by the VENDOR shall become the property of the VENDOR and the parts replacing the withdrawn parts shall become the property of Bank.
- 8. The VENDOR's maintenance personnel shall, be given access to the



equipment when necessary, for purpose of performing the repair and maintenance services indicated in this agreement.

9. However if Bank desires to shift the equipment to a new site and install it thereof urgently, the VENDOR shall be informed of the same immediately. The Bank shall bear the charges for such shifting and the VENDOR shall provide necessary arrangement to Bank in doing so. The terms of this agreement, after such shifting to the alternate site and reinstallation thereof would continue to apply and binding on the VENDOR.
10. Bank shall arrange to maintain appropriate environmental conditions, such as those relating to space, temperature, power supply, dust within the acceptable limits required for equipment similar to that covered by this Agreement.
11. NO term or provision hereof shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to or waiver of a breach by other, whether express or implied, shall not constitute a consent to or waiver of or excuse for another different or subsequent breach.
12. On account of any negligence, commission or omission by the of the VENDOR and if any loss or damage caused to the Equipment, the VENDOR shall indemnify/pay/reimburse the loss suffered by the BANK.

13. CONFIDENTIALITY:

- 13.1 The VENDOR acknowledges that all material and information which has and will come into its possession or knowledge in connection with this agreement or the performance thereof, whether consisting of confidential and proprietary data or not, whose disclosure to or use by third parties may be damaging or cause loss to Bank will all times be held by it in strictest confidence and it shall not make use thereof other than for the performance of this agreement and to release it only to employees requiring such information, and not to release or disclose it to any other party. The VENDOR agrees to take appropriate action with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information under this agreement are fully satisfied. In the event of any loss to the Bank in divulging the information by the employees of the VENDOR, the bank shall be indemnified. The VENDOR agrees to maintain the confidentiality of the Bank's information after the termination of the agreement also.
- 13.2 The VENDOR / Bank will treat as confidential all data and information about the VENDOR /Bank / Contract, obtained in the execution of this tender including any business, technical or financial information, in strict confidence and will not reveal such information to any other party.
- 14 **Payment terms:- Payment of product will be made by SBI centrally at LHO, Bhubaneswar.**
- 15 **Rates are inclusive of one year comprehensive warranty**



.Rates also inclusive of transportation, installation, necessary electrical and networking work & any other related work required in the branches

16. Comprehensive annual Maintenance contact (CAMC) will be provided by the vendor after expiry of one year DLP/Warranty period. The start date of DLP of 1 year will commence after virtual completion of project. The CAMC amount shall be paid annually in advance after currency of the Branch.

7.0 Broad Scope of Work:

1. The successful bidder should provide Wireless Queue Management System, including but not limited to providing of the required Hardware, Software, Databases, Third Party Utilities, if any, and installation, testing, commissioning, warranty, annual maintenance, required/guaranteed uptime, etc
2. Bank proposes to procure 352 Wireless Queue management System. Bank reserve the right to modify this number based on the actual requirement of the Bank.
3. To provide all necessary hardware and software required to make the solution work strictly as per technical specifications. The specifications given are minimum. Bidders can quote equivalent or higher technical specifications to meet the Bank's requirements.
4. The Wireless Queue management System should be such that it should be capable of being provide Online/Offline Reports, Hardware Fault, Token issued time. Counter number, wait time Automatic Call logging Facility outside the Bank's Network via Mail to Bank's Authorize Officials and also a SMS alert to concern Service Engg. Of vendor for Machine Fault.
5. The Solution should be outside the Bank's Existing Network and will not be connected to Bank's LAN.
6. A detailed account of the scope of the work is also given in Annexure-A of this RFP and the bidders are advised to take a note of the same.
7. Solution should be capable of generating suitable MIS reports customized to Bank's requirements in respect of activity, uptime, fault event. Typical fields in this MIS: No. of Tokens issued daily, No. of Tokens serviced daily, Service Wise Number of Tokens, Counter No., Wait Time. Report etc.



8.

ANNEXURE – C
INDICATIVE PRICE BID

S.No	Item	QTY (Unit)	Rate per Unit (in Rs)	Amount (in Rs)
PART-A: Supply & Installation of following items per Branch.				
1	<u>Wireless and wire (provision of both) Queue Management System Token Dispenser</u> integrated with microcontroller/ processing unit - With clear markings and indications, LCD type Display, and 80mm auto cutter thermal heavy duty printer housed in a wall/floor mounting kiosk With shelf for storage of consumables like paper roll. as per the scope of work enumerated in the RFP.	1		
2.	<u>Wireless and wire (provision of both) dual Counter Display</u> for each Counter 7 segment Red LED Display minimum 2" height approx. housed in a ceiling/ wall mountable cabinet with transparent/ Smokey acrylic cover with single call button (wire/wireless) with token waiting indication.	4		
3.	<u>Counter Calling multi-function Key Board:-</u> LED Display for present token no. and single button for call next token no. used in ABS industrial grade enclosure.	1		
4.	<u>Wireless and wire (provision of both) Central Display</u> Unit integrated with microcontroller/ processing unit suitable for 4 Nos counters:- 7 segment Red LED Display min. 2" height approx. housed in a wall mountable cabinet with Blue transparent/ Smokey acrylic	1		
5.	Thermal Consumable Rolls (80 mm*80 mt.)	1		
Sub Total amount of Part-A (in Rs.)				
PART-B: Comprehensive Annual Maintenance Contract (CAMC)				
6	Comprehensive Annual Maintenance Contract charges for above systems (Part-A), which will start after expiry of DLP of one year.	Lump sum Per Branch	Rate per year (In Rs.)	Amount (in Rs)
6.1	1 st Year	1		
6.2	2 nd Year	1		
6.2	3 rd Year	1		
Sub Total amount of Part-B (in Rs.)				
7	Total amount (subtotal of A + Subtotal of B) in Rs. per Branch			
8	Grand Total amount for 352 Nos. Branches (Sr. No. 7 X 352)			



(Grand total amount in words Rupees

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.....)

Note:

- i) The quoted prices shall be firm and inclusive of cable, electrical & networking related works, all duties, transportation, labour, road permit, handling, loading, unloading & installation at site/branch etc. and no extra will be permitted. GST will be paid extra as per actual.
- ii) SBIIMS reserves the right to increase or decrease the no. of branches, quality of items to be supplied i.e counter display, multifunction key board etc and also reserves the right to reject, cancel or revise or accept any or all the tenders or part of tenders without giving any reasons thereto.
- iii) SBIIMS/Bank/Branch has discretion to ask the successful bidder for supply of Consumable Rolls at quoted price (excluding GST) & same to be deliver to the branch during the warranty & AMC period. The SBIIMS/Bank/Branch has also hold the rights to purchase directly from the market at its sole discretion.

SEAL &SIGN of vendor.