



**SBI INFRA MANAGEMENT SOLUTIONS PVT. LTD.**

TENDER DOCUMENT  
FOR  
TOKEN MACHINES (WIRELESS TYPES)

AT BRANCHES UNDER THE CONTROL OF

**LOCAL HEAD OFFICE, DELHI**

(Covering Delhi / Agra/ Noida / Dehradun / Haldwani Module)

**CLIENT:**

**SBI INFRA MGMT. SOL. PVT. LTD.**  
5<sup>TH</sup>FLOOR, D- BLOCK,  
NEW DELHI-110001

## Notice Inviting Tender

TENDER ID : DEL201912099

SBI Infra Management Solutions Pvt. Ltd. on behalf of State Bank of India invites online Tenders from the Contractors dealing with for Supply of Wireless Token System for its Branches under the control of local Head Office, Delhi covering ( Delhi / Agra / Noida / Dehradun / Haldwani Module **of SBI.**

Details of tenders are as under:

1.	Name of Work	:	Supply of Wireless Token Systems/ for use in 194 branches under the control of local Head Office, Delhi covering ( Delhi/ Agra / Noida / Dehradun / Haldwani Module
2.	Time allowed for completion	:	<b>30 days</b> from issue of Work Order.
3.	Earnest Money Deposit (1% of Estimated cost)	:	<b>Rs. 1,50,000/- (Rupees One lac fifty thousand only)</b> by crossed Bank Draft / Banker's Cheque drawn in favour of State Bank of India, New Delhi <b>(to be enclosed in sealed envelope as a part of Technical Bid).</b>
4.	Security Deposit	:	The contractor, to whom work shall be awarded, shall deposit a sum of 5% of the total contract value as Security Deposit (inclusive of EMD) for due fulfilment and performance of the contract. This amount will be refunded after completion of the work.No interest shall be paid to the amount retained by the Bank as security Deposit.
5.	Processing Fee of Tender Documents	:	<b>TENDER ID 2019012099</b> 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 <b><a href="https://www.onlinesbi.com">https://www.onlinesbi.com</a></b> 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.
6.	Last date and time of receipt of Tenders	:	<b>03/01/2020</b> up to 3.00 p.m.

7.	Address at which the Tenders are to be submitted	:	<b><i>Technical Bid: to be submitted in Hard Copy at SBI INFRA MANAGEMENT SOLUTIONS PVT. LTD. 5<sup>th</sup> Floor, D- Block, 11, Parliament Street, New Delhi- 110001. Price Bid: to be submitted online <a href="http://www.tenderwizard.com/SBIETENDER">www.tenderwizard.com/SBIETENDER</a></i></b>
8.	Date and time of opening of Tenders	:	<b><i>03/01/2020 at 3.30 p.m. Technical Bid: In hard copy. Price Bid: In Online</i></b>
9.	Place of opening Tenders	:	<b><i>SBI INFRA MANAGEMENT SOLUTIONS PVT. LTD. 5<sup>th</sup> Floor, D- Block, 11, Parliament Street, New Delhi- 110001.</i></b>
10.	Validity of Offer	:	<b><i>90 days from the date of opening the Tenders.</i></b>
11.	Liquidated Damages	:	<b><i>At the rate of 0.5% of the Contract Value per week which subject to a maximum of 5% of the accepted Contract Value.</i></b>

**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 Processing Fee of Tender Document.
- 2) Envelope marked **Cover 2** shall be of adequate size and shall contain envelopes marked **Covers 1 & tender document/Undertaking as in Annexure- I** and shall be properly sealed & signed. This envelope shall be endorsed on the outside face as under:

**“PROVIDING / SUPPLYING TOKEN MACHINES (WIRELESS TYPES)”**

**The envelope marked Cover 2 containing the tender documents/ Undertaking as in Annexure- I as per instructions mentioned above shall be submitted in the office of VICE PRESIDENT (CIVIL), SBI INFRA MANAGEMENT SOLUTIONS PVT. LTD., 5<sup>TH</sup>FLOOR, D-BLOCK, 11, SANSAD MARG, NEW DELHI 110001 ON OR BEFORE 3.00 p.m. on 03/01/2020.**

**Envelope marked Cover 1 & Cover 2 containing Earnest Money Deposit along with Covering Letter and Processing Fee of Tender Document, tender document/Undertaking as in Annexure- I will be opened if the Earnest Money Deposit or Processing Fee of Tender Document, tender document/Undertaking as in Annexure- I is not found as prescribed, the tender shall be rejected.**

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.

State Bank of India has the right to accept / reject any or all tenders without assigning any reasons.

For E-Tender related queries: **Service provider:** M/s Antares Systems Limited, Registered Office at: - #24, Sudha Complex, 3rd Stage, 4th Block, Bangalore – 560079. Ph: - 080-49352000 / 40482000 Fax: - 080-49352034

**Help Desk:** Contact Person: Mr. Pushpraj / Mr. Kushal Bose Mobile no. 7503347659/  
07686913157 (On working days-9 hours-18 hours) E-mail:  
[pushpraj@antaressystems.com](mailto:pushpraj@antaressystems.com) / [kushal.b@antaressystems.com](mailto:kushal.b@antaressystems.com)

**SBI Infra Management Solutions Pvt. Ltd. (SBIIMS)**

**SIGNATURE OF THE TENDERER**

**INSTRUCTIONS FOR Bidders**  
**TABLE OF CLAUSES**

<b>Clause No.</b>	<b>Topic</b>
1	Introduction
2	Contract Period
3	Pre Qualification Criteria & Documents constituting/ comprising the Bid
4	Application Fee
5	Instruction to the Bidders
6	Broad Scope of Work
7	Annexure-A Technical & Functional Specification
8	Annexure-B Terms & Conditions for Hardware, Software & Maintenance Services
9	Annexure --C Final Price Proposal

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## 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 at various Branches falling under the control of Local Head Office Delhi.

## 2. CONTRACT PERIOD:

The contract with the selected vendor will be valid for a period of 4 years from the Date of Installation of Each Machine, after 1 year of comprehensive warranty period the machines will be given for further comprehensive AMC for 3 years. In 1<sup>st</sup> year comprehensive warranty period it is required to provide Quarterly Preventive maintenance and need basis support with in 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. PREQUALIFICATION (PQ) CRITERIA

Eligibility Criteria	Supporting Document	Bidder' Response
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. No consortium is allowed to bid.	OEM Certificate Copy. Authorization Letter.	

<p>The Bidder/ Original Equipment manufacturer (OEM) should have national presence and should have experience in handling, installations, maintenance and services support of minimum 200 Queue Management Systems of similar Technical &amp; Functional Specification mentioned into Annexure -A in at least 3 PSBs in last five Years.(Current FY orders can also be consider for PSB).</p>	<p>Order Copies and Installations proofs required. The Satisfactions Letters from respective PSB can be given.</p>	
<p>The Bidder must have registered Average turnover of <b>Rs. 1 .00</b> crore or above (from Indian Operations only) in each year during the last three completed financial years 2016-17, 2017-18 and 2018-19.The turnover must be specific to Queue Management System</p>	<p>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.</p> <p><b>Supporting Required:</b> Provisional / Audited figures for 2018-19, audited figures for other years.</p>	

<p>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.</p>	<p>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.</p> <p><b>Supporting Required:</b> Provisional / Audited figures for 2018-19, audited figures for other years.</p>	
<p>The Bidder should have its Service center in Delhi NCR, Agra, Dehradun &amp; Haldwani</p>	<p>Address of Service Center and List of Engineers with Mobile No. and their Address./</p>	<p>Undertaking to be enclosed</p>
<p>The Bidder Should have Installed at least 200 any QMS in PSB/Reputed organisation in last 3 Years i.e.2016-17,2017-18 &amp; 2018-19.</p>	<p>Order Copies and installation Proofs required.</p>	
<p>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.</p>	<p>Self Declaration</p>	



**5** 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 under the control of local Head Office, Delhi covering ( Delhi/ Agra / Noida / Dehradun / Haldwani Module

B . STDR /FD / Bank Guarantee by any PSB other than SBI of 5% of Billed Amount with joint name of SBIIMS Delhi will be deposited by successful vendor as a security deposit for 4 year (1 year warranty period + 3 years AMC period).

C. There are two bid systems of tender, Technical bid and financial bid which is to be submitted by the vendors separately.

D. SBIIMS reserve right to cancel the tender process at any stage without citing any reasons

## **6. 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 comprehensive maintenance, required/guaranteed uptime, etc
2. Bank proposes to procure 194 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 – A**  
**Minimum Requirement**

<b>Feature</b>	<b>Compliance (yes/no)</b>	<b>Remarks</b>
<b>System</b>		
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		
<b>Kiosk</b>		
Option of Wall mount kiosk and floor mount kiosk		
Should support multiple synchronized kiosks for crowded branches		
Should support 8 Service queue		
<b>Printer</b>		

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

Customer waiting indicator for operators		
Option of single Call button		
<b>Multifunction Callpad</b> to Call next token, Call a specific token on priority Call a skipped or deferred token Call token from another service for load distribution		
<b>Cabling</b>		
Option of Single wire cabling (Same wire carries data and power to all modules with central switch on/off) and Wireless operation		
<b>Reports</b>		
Printing of summary reports on token printer itself showing  -Service-wise tokens issued each day  -Counter-wise transactions done each day		
<b>Options</b>		
Option to connect to Supervisor's PC through		
USB port to show <ul style="list-style-type: none"> <li>▪ Floor overview</li> <li>▪ Detailed daily, weekly, monthly reports</li> </ul>		
Option to connect to TV through an old PC (XP+) for <ul style="list-style-type: none"> <li>- Called token display</li> <li>- Promotional video</li> <li>- Scrolling text</li> <li>- Voice announcement in selected languages</li> </ul>		

8.

## **ANNEXURE - B**

### **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 entire contract including AMC.
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 three years 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.

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

in 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.

- a) 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.
- b) The VENDOR shall ensure that faults and failures intimated by Bank as above are set right within 24 (Twenty Four) 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.
- c) 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.
- d) 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.
- e) 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.
- f) 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.
- g) Qualified maintenance engineers totally familiar with the equipment shall perform all repairs and maintenance service described herein.
- h) 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.

- i) 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 3 year 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. 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.
10. 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.
11. 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.
12. CONFIDENTIALITY:
  - 12.1 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.

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.

13. Rates are inclusive of One year comprehensive warranty  
Rates also inclusive of transportation, installation, necessary electrical and networking and other related work.  
The Vender has to Quote separate Rate for AMC per year for next 3 Years after warranty period of 1 Years. The Payment of AMC amount will be released on Quarterly basis of respective year and after completion of each Quarter of respective year.

**ANNEXURE – C**  
**PRICE BID**

## PART-A

Item	QTY	Rate per Unit (in Rs)	Amount
Wireless Queue Management System Token Dispenser integrated with microcontroller/ processing unit - With clear markings and indications and <b>80mm auto cutter thermal printer</b> 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. Rates inclusive of three year warranty	1		
Wireless Counter Display for each Counter 7 segment Red LED Display minimum 2" height approx. housed in a ceiling / wall mountable cabinet with transparent/ Smokey acrylic cover. Inclusive three year warranty	1		
Counter Calling Key Board:- LED Display for present token no and single button for call next token no. used in ABS industrial grade enclosure. Inclusive three year warranty	1		
Wireless Central Display Unit integrated with microcontroller/ processing unit suitable for <b>4 Nos</b> counters:- 7 segment Red LED Display 2" height approx. housed in a wall mountable cabinet with Blue transparent / Smokey acrylic	1		
Thermal Consumable Rolls (80 mm*80 mt.)	1		
<i>Comprehensive annual Maintenance charges for above systems, which will starts after expiry of one year</i>			

<i>warranty period</i>			
1st year	1		
2nd year	1		
3rd year	1		
	TOTAL		Rs
Total amount in words:Rupees			

GST Extra as applicable

SEAL &SIGN of Contractor