



SBI INFRA MANAGEMENT SOLUTIONS (SBIIMS)
CIRCLE OFFICE
Ground Floor, State Bank of India, Local Head Office,
Sector 17-A, Chandigarh – 160017.

ON BEHALF OF

State Bank of India

TENDERS

(QUEUE MANAGEMENT SYSTEM WORKS)

FOR

**“SITC & MAINTENANCE OF QUEUE MANAGEMENT SYSTEM WORKS AT
VARIOUS SBI BRANCHES UNDER LHO CHANDIGARH”.**

TENDER DOCUMENTS

TENDER ID: CHA202003040

SBI Infra Management Solutions (P) Ltd.(SBIIMS) on behalf of State Bank of India (SBI) Invites Sealed E-Tenders From Contractors for **“SITC & MAINTENANCE OF QUEUE MANAGEMENT SYSTEM WORKS AT VARIOUS SBI BRANCHES, CHANDIGARH”**. Details of tenders are as under :-

1.	Name of work	SITC & MAINTENANCE OF QUEUE MANAGEMENT SYSTEM WORKS AT VARIOUS SBI BRANCHES, CHANDIGARH
3.	Earnest Money Deposit	Rs. 1,50,000/- (One Lac Fifty Thousand Only) by crossed Bank draft/ Banker’s cheque drawn in favor of State Bank of India payable at Chandigarh.
4.	Security Deposit	5% of the accepted value of the contract including earnest money.
5.	Cost of tender documents	Tender Documents can be downloaded Online. An amount of Rs. 5,000/- (Five Thousand Only) to be paid only through SB Collect payment portal available in SBI site www://www.onlinesbi.com , copy of which is to be submitted along with the Technical Bid also. (Tender ID No: CHA202003040)
6.	EMD & Tender (Technical Bid) to be submitted at :	SBIIMS Circle Office, 17A, Chandigarh
7.	Address at which the Price Bid tender to be submitted:	“http://etender.sbi”
8.	Last Date and Time of technical Bid submission of Tenders:	06.06.2020 at 3:00PM
9.	Date and Time of opening of technical Bid/tender	06.06.2020 at 3:30PM E-tenders Price Bid will be opened ONLINE.
10.	Validity of offer	60 days from the date of opening of tenders.

Note:

In case the date of opening of tenders is declared as a holiday, the tender will be opened on the next working day at the same time. SBIIMS / SBI have the right to accept/reject any/ all tenders without assigning any reasons.

For and behalf of State Bank of India

MODE OF SUBMISSION OF TENDER: ON LINE E-TENDER

The e-tender shall be submitted online in accordance with the procedure detailed herein below. Specified documents shall be sealed in envelopes of appropriate size each of which shall be sealed.

a)

An Envelope shall contain covering letter, clarification (if any), technical and commercial terms, duly signed and requisite EMD & Cost of Tender along with an covering letter accepting all standard technical terms & conditions and a declaration for unconditional tender to be deposited at SBIIMS, Circle Office, Chandigarh latest by **06.06.2020** upto 03:00 PM.

Opening of E-Tender:

- 1) Price bids will be opened ON LINE.
- 2) Cover-1 containing the Earnest Money Deposit, covering letter accepting all standard technical terms & conditions and a declaration for unconditional tender will be opened first.
- 3) After opening of cover-1 and after evaluating the clarifications / conditions, if any, stipulated by the contractors, i.e. if the vendor are qualified, cover-2 containing priced BOQ will be called ONLINE of those qualified vendors.

IMPORTANT NOTE:-

- Contractor shall submit online digitally signed copy of all the pages of technical bid in online portal i.e. <https://etender.sbi>
- Contractors are advised to submit online tender.

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.

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

Yours faithfully,
-----S/d-----

Signature of the Tenderer

CIRCLE HEAD
SBIIMS, Circle Office, Chandigarh

HOW TO MAKE ONLINE APPLICATION FEES

Go to SBI Internet Banking web site-https://www.onlinesbi.com/
↓
Select SBI Collect from Top Menu
↓
Click Check box to Proceed
↓
Select "All India "in state Corporate/Institution and "Commercial Services "in type of Corporate / Institution after that click go
↓
Select "SBI INFRA MANAGEMENT SOLUTIONS PVT. LTD."IN Commercial Services Name and Submit
↓
Select "Tender Application Fee "in Payment category and Enter "Tender ID "and Submit
↓
The Vendor will have to fill up the fields properly and submit upon making the payment a receipt will be generated with a reference no. on submit. The Contractor has to upload the online tender fees receipt while online process of tendering.

INSTRUCTIONS FOR Bidders

S.No.	Topic
1	Introduction
2	Contract Period
3	Pre Qualification Criteria & Documents constituting/ comprising the Bid
4	Broad Scope of Work
5	Annexure-A Terms & Conditions for Hardware, Software & Maintenance Services
6	Annexure -B Final Price Proposal

1. INTRODUCTION:

SBI Infra Management Solutions Pvt. Ltd. (SBIIMS) on behalf of State Bank of India (SBI) invites applications for the SITC & MAINTENANCE of Wireless Queue Management System On at various Branches falling under Chandigarh Local Head Office.

2. CONTRACT PERIOD:

The contract for maintenance with the selected vendor will be valid for a period of 5 years (3 YEARS FULL WARRANTY INCLUDING REPAIR & REPLACEMENT) from the Date of Installation of Each Machine, after 3 Yr. the machines will be given for further comprehensive AMC. In 3 year warranty period it is required to provide Quarterly Preventive maintenance and need basis support within 08 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's 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 adequate 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 Govt. Sector/ PSBs in last five Years.</p>	<p>Order Copies and Installations proofs required. The Satisfaction Letters from respective PSB can be given.</p>	
<p>The Bidder must have registered Average turnover of Rs.1 Crore or above (from Indian Operations only) in during the last three completed financial years 2016-17, 2017-18 and 2018-19.</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>Supporting Required: Provisional / Audited figures for 2018-19, audited figures for other years.</p>	

<p>The Bidder should have its Service center in Chandigarh</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 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>	

4. 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 307 initially; However Scope of Work may increase/decrease even up to One/Nil 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 Engineer 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.
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.
6. 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

ANNEXURE - A

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 3yr. 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 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.
- 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. 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.
- 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 less than 10 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 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. 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:

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.

14 Payment terms: - Payment of product will be paid by concern branch.

15 Rates are inclusive of three year comprehensive warranty Rates also inclusive of transportation, installation, necessary electrical and networking and other related works.

L-1 will be derived based on Total cost of SITC of machines & AMC for 2 Years. Thermal Consumable Rolls will be paid as per actual consumption.

Security Deposit/ Retention money will be released after 5 years on completion of warranty period of 3 years + AMC of 2 years.

ANNEXURE – B
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 55mm auto cutter thermal printer housed in a wall/floor mounting kiosk With shelf for storage of consumables like paper roll. Rates inclusive of warranty for 3 years.	1		
Wireless Counter Display for each Counter 7 segment Red LED Display minimum 2" height approx. housed in a ceiling/ wall mountable cabinet with Blue 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:- 32" LED TV Panel. Inclusive of three year warranty.	1		
Thermal Consumable Rolls (55mm*80 mt.)	1		
Sub Total:-			
A) For SITC & warranty for 3 years			
B) AMC for further period of 2 years per year			
Grand Total (A+B)			

GST Extra as applicable

SEAL & SIGN of Contractor

