

**REQUEST FOR PROPOSAL**

**For**

**Annual Maintenance Contract (AMC) & FMS Support of  
Video Conferencing Equipment at various SBI Life Offices**



**RFP Reference no: SBIL\_2019\_VC AMC & FMS\_ 12<sup>th</sup> July 2019**

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## 1. REQUEST FOR PROPOSAL

This Request for Proposal (RFP) is being issued by SBI Life Insurance Co Ltd (here in after referred to as SBIL) inviting proposals for Audio Video Conferencing Systems Equipment AMC and onsite Four Resources (3 resources at Natraj & 1 resource at Seawoods)FMS Support for boardroom, audio & video conferencing room and training room at SBIL Head Office at 'Natraj' Andheri (E), SBIL Central Processing Center at Seawoods, which include Soft Call Support to all Regional Offices at various locations. This RFP will comprise of Annual maintenance contract (AMC) of Audio Video Conferencing Systems Equipment which further extend to supply, installation and commissioning for maintenance as mentioned in the Scope.

### AND

Providing infrastructure management services as explained in the Scope of work.  
The time schedule for various activities is listed below:

Activity	Expected date
Release of RFP	12/07/2019
Queries from bidder and responses thereof	17/07/2019
Submission of proposal	22/07/2019

This RFP is not an offer by SBIL, but an invitation for Bidder response. No contractual obligation whatsoever shall arise from this RFP process unless and until a formal contract is signed and executed by the duly authorized signatory of SBIL and the Bidder.

Responses submitted after the stipulated date and time will not be entertained.

## 2. INTRODUCTION

SBI Life Insurance Company Limited ("SBI Life"/ "the Company"), established in 2001, is a joint venture between State Bank of India and BNP Paribas Cardiff S.A. and is one of the leading life Insurance companies in India. SBI Life has an authorized capital of ` 20,000 million and a paid up capital of ` 10,000 million.

SBI Life offers a comprehensive range of life insurance and pension products at competitive prices, ensuring high standards of customer service and world class operating efficiency. The Company offers individual and group products which include savings and protection plans to address the insurance needs of diverse customer segments.

SBI Life has a multi-channel distribution network comprising of an expansive Bancassurance channel with SBI, which has an unrivalled strength of over 24,000 branches across the country. SBI Life also has a large and productive agent network comprising of 96,126 agents, as on September 30, 2017. The Company's other distribution channels include direct sales and sales through corporate agents, brokers, insurance marketing firms and other intermediaries. As on September 30, 2017, the Company has a widespread network of 808 branches across the Country to address customer needs effectively and efficiently. The Company had an AUM of ` 1,050,666 million as of September 30, 2017.

The Company is listed on National Stock Exchange (“NSE”) and The Bombay Stock Exchange (“BSE”).

SBIL extensively leverages the SBI Group as a platform for cross-selling insurance products along with its numerous banking product packages such as housing loans and personal loans. SBIL’s access to over 100 million accounts across the country provides a vibrant base for insurance penetration across every region and economic strata in the country ensuring true financial inclusion.

SBIL solicits offer from reputed Vendors (System Integrator SI) with requisite expertise & experience for AMC and FMS support for Audio Video Conferencing Devices for SBI Life offices in terms of this Request for Proposals (RFP).

This RFP is not an offer by SBIL, but an invitation for Bidder responses. No contractual obligation on behalf of SBIL, whatsoever, shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of SBIL and the Bidder.

SBIL reserves the right to amend, modify, add, delete, accept or cancel in part or full any conditions or specification of all proposals/ bids, without assigning any reason thereof at any time during the tender process. Each party shall be entirely responsible for its own costs and expenses that are incurred while participating in the RFP, subsequent presentations and contract negotiation processes

### 3. Eligibility Criteria

Each Bidder must bid for all the components defined in the scope of work. Partial bids will be rejected.

Bids should be submitted by one single entity / organization. Bidder will not be permitted to submit the bid in a consortium with any service provider/ supplier. Bids submitted by consortium will be rejected without assigning any reasons thereof.

#### Eligibility Criteria

S/N	Qualifying Criteria	Supporting Documents to be provided
1	The Bidder should have adequate experience, expertise, capabilities, certifications and skilled personnel to design, set up, establish and maintain active AUDIO & VIDEO CONFERENCE SYSTEM.	Self-certification by authorized signatory with relevant supporting documents.
2	The bidder should be a Limited company registered under the Companies Act, 1956. The company/firm should be in existence for more than 5 years.	Certificate of Incorporation
3	The bidder should have been in this business for a period of more than 5 years as on 1st Jan 2019. The Bidder should have minimum 5 years of experience to build & maintain active AUDIO & VIDEO CONFERENCE SYSTEM within India.	Work Orders confirming year and area of activity.
4	The Bidder should have experience in AV equipment maintenance and operation for more than 5 years for minimum 16 different locations. (Which include Teleconferencing and Video Conferencing solutions, display solutions,	1. Copy of work order / client certificates which shall be duly signed by the customer. 2. Completion certificates which shall be duly signed by the customer.

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	integration of projector, display systems, Audio with lighting controls etc.) Note: Bidder's in house AUDIO & VIDEO CONFERENCE SYSTEM shall not be considered in the locations.	3. Reference contacts.
5	Power of Attorney / Authorization Letter is to be submitted in-favor of the person, who is signing and submitting the RFP on behalf of the bidder.	Power of Attorney / Authorization Letter
6	The bidder must be a profitable organization in 2 years out of past 3 financial years. The bidder must have an average turnover of minimum Rs. 25 Crores	Certified copy of the audited profit and loss account of the company showing turnover of the company for last three years.
7	The bidder must have on its roll at least 20 technically qualified (Minimum Qualification: Degree/Diploma in engineering or its equivalent with minimum of 3 years work experience in Network equipment, Video Conferencing equipment, systems integration, product installation / commissioning, implementation & related services). Out of which 5 should have associate and professional levels of CCVP, PCVE or CVE certifications.	Certificates
8	An undertaking that, no penalties/fines have been imposed on their entities by any Regulatory or Government Agency or any Authority for breach of any Regulations or Laws should be provided by the bidder. The bidder should not be currently blacklisted by any Government / Government agency/ Bank / institution in India or abroad	Declaration in this regard by the authorized signatory.
9	The bidder should submit valid certification from OEMs (whose products are being supported confirming the following.) i) Bidder is holding highest rank in skill set and partnership with OEM such as Gold or equivalent.	Bidders reqd. to submit MAF (Manufacturer Authorization Form) from OEM's (Original Equipment Manufacturer) for all the equipment's mention in the RFP • Certificate from OEM
10	The bidder should have an office in Mumbai and all the Support locations ( or engineer) as mentioned in Annexure -1 SLA and SOW Requirement .	Relevant Documents stating the address of the Support office or details of engineer with location address and contact information.

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11	The Technical Assistance Center should have the remote support capability for fast resolution of calls.	Self-certification must produce.
12	The bidder should have executed two or more projects of similar nature.	Provide customer details and references.
13	The bidder should be a support service provider for Polycom	Provide letter from Polycom.

**(Above Details are MANDATORY and to be included in technical bid. Without the above details, the Bids are liable to be rejected)**

### 4. Scope of Work and Technical Compliance.

Under this service, SBIL expects the Bidder to provide an AUDIO & VIDEO CONFERENCE SYSTEM Equipment's AMC and FMS Support.

Detailed requirement with scope of work are enclosed in **Annexure-1**.

Detailed list of equipment's to be covered in AMC, Equipment's required only for Support (Non AMC) and there are spares inventory (Non AMC) is included in Annexure- 2.

The Bidder should accordingly, submit the responses with conformity to the requirement with scope of work and Technical Compliance sheet.

**(Details mentioned above for submissions are MANDATORY and to be included in technical bid. Without the above details, the bids are liable to be rejected)**

### 5. Terms and Conditions for the Proposal

Instructions for Sealing and marking the Technical Bids	Technical Response should be wrapped, sealed in an envelope and clearly marked, as "Technical Proposal AUDIO & VIDEO CONFERENCE SYSTEM of SBILife. Commercial Response should be sealed in an envelope and clearly marked as
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	<p>“Commercial proposal for Audio &amp; Video Conference System AMC and FMS at SBI Life” We will not be responsible for inadvertent opening of response not clearly labeled.</p>
BID Submission	<p>Bidders are not permitted to submit more than one bid. The cost of bidding and submission of the bids is entirely the responsibility of the BIDDERS, regardless of the conduct or outcome of the tendering process. Sealed Bids should be delivered as per schedule only. Bids may be sent by registered post or hand delivered so as to be received at the following address:</p> <p style="text-align: center;">VP– IT Support &amp; Compliance SBI Life Insurance Co Ltd, 1<sup>st</sup> Floor, Kapas Bhavan, Plot 3A, Sector 10, CBD Belapur - 400614 Navi Mumbai</p> <p>SBIL will not be responsible for any delay due to postal / courier or any other means of delivery as specified in time schedule above.</p>
Commercial Proposal	<p>The vendors who qualify BID will be called for vendor Selection Process. The vendor would have to submit the breakup of the prices for each of the components as per the <b>Annexure_2</b> commercial sheet It should be noted that the Commercial Comparison would be done. Payment for AMC/FMS would be payable on <b>quarterly</b> basis at the end of every <b>quarter</b>. SBIL reserves the right to remove any line item, quantity, include the service, support, AMC or manpower over the entire tenure of the contract and inclusions can be made at any stage as per requirement of SBIL accordingly payment will be processed based on line items and quantity</p>
Clarification relating to the RFP	<p>Requests for clarification may be submitted to SBIL by e-mail to <a href="mailto:Gururaj.Poojary@sbilife.co.in">Gururaj.Poojary@sbilife.co.in</a>, on or before the last date of such queries as per schedule mentioned in Sr. No1. The response to all the clarifications will be provided by email to all the vendors simultaneously.</p> <p>Bidders must acquaint themselves fully with the conditions of the tender. No plea of insufficient information will be entertained at any time. To assist in the scrutiny, evaluation and comparison of offers, SBIL may, at its discretion, ask some or all Bidders for clarification of their offer. If deemed necessary, the Bidder will be required to give presentation on the solution offered.</p>
Amendments to the Bid Document	<p>Amendments to the Bid Documents may be issued by SBIL at any time during the tendering process. Amendments to Bid Documents so made shall be deemed to form an integral part of the Bid Documents.</p>
Bidder Presentations	<p>Bidders may be asked to make technical presentations at SBIL’s Belapur Office. These presentations should cover details of the proposal described in this RFP document. The presentations will also give SBIL an opportunity to clarify issues arising out of the Bidder’s response to this RFP. SBIL shall not be under any obligation to bear any part of the expenses incurred by the Bidder for the presentations.</p>
Format and Signing of the Bid	<p>Acceptance of the entire proposal by printing and signing each page of eligibility criteria in clear text (along with supporting document), Annexure-1,(Scope of work &amp; SLA) and Terms and conditions of the RFP.</p>

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Language of BID	All bids and supporting documentation shall be submitted in English.
Period of Validity	The Bids shall be valid for a period of 180 days from the closing date for submission of the bid. All the prices, technical specifications and other terms and conditions of the offer proposed by the Bidder should be valid for a minimum period of 180 days. Commercial bids in the proposal shall be valid for a period of one year from the date of issue of PO for re-ordering of line-items.
Correction of Errors	<p>Arithmetic errors in bids will be treated as follows:</p> <p>Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern; and Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of SBIL, there is obviously a gross error such as a misplacement of a decimal point, in which case the line item total will govern.</p> <p>Where there is a discrepancy between the amount mentioned in the bid and the line item total present in the Bill of Material, the amount obtained on totaling the line items in the Bill of Materials will govern.</p> <p>The amount stated in the tender form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall tender price to rise, in which case the bid price shall govern.</p>
BID Evaluation	<p>The Technical Bids will be evaluated as per the terms against each clause of the Tender under different sections and per AUDIO &amp; VIDEO AMC and FMS support requirement &amp; Scope of Work (<b>Annexure-1</b>), The following aspects (which are illustrative and not exhaustive in nature) will be considered for evaluating the technical bids</p> <ul style="list-style-type: none"> <li>• Company profile,</li> <li>• Management capabilities of bidder</li> <li>• Bidder support facilities</li> <li>• Past experience of the company in similar lines of business,</li> <li>• Past experience of the SBIL with the Bidder</li> <li>• Reputation of the company</li> <li>• Quoting as per the quantity and make specified in <b>Annexure-2</b></li> <li>• Acceptance of terms and conditions laid down</li> </ul>
OEM AMC	If the bidder is not a manufacturer of the equipment's, documentary evidence regarding tie up/back to back arrangement with OEM for warranty/maintenance are to be necessarily submitted along with details of date of commencement of AMC with OEM and end of tenure. No invoices will be processed without submission of evidential document.
Duration and Condition of Engagement	<p>SBIL will engage and appoint the selected vendor for the project as detailed in the Scope of Work of RFP for the Objective and Description of the Project as detailed in this RFP in consideration of remuneration payable by SBIL to the vendor.</p> <p>SBIL will reserve the right to terminate the services of the Vendor at any point of the Project. Either side will, in such a case, will provide one month's notice.</p> <p>Duration for the engagement is initially for 3 years which may be extendable as per the terms agreed by SBIL and the Selected Bidder.</p>

### **6. General Terms and Conditions**

1. All New Purchase of PRODUCTS during AMC should be Certified for Green Environment and compliant with LEEDs Certification for the Building and should be within permissible limits of LEAD consumption during production and life cycle of the product. (Required document, approval, permissions and certifications to be submitted along with the bid as a proof of compliance.)
2. All Products should be covered with 3 Years Comprehensive Onsite AMC. Commercial bids should accordingly be factored. For details please refer the Commercial Sheet.
3. SBIL reserves the right to terminate the agreement, at any time during the currency of the Contract by giving three months' notice.
4. The prices quoted by the Bidder for AMC and FMS Support shall be in Indian Rupees, firm and not subject to any price escalation, if the order is placed within the validity period.
5. Further, subsequent to the orders being placed/agreement executed, the Vendor shall pass on to SBIL all fiscal benefits arising out of reductions in Government levies viz. sales tax, excise duty, custom duty, etc.
6. Commercial bids shall be valid for a period of next Three year from the date of issue of PO for reordering.
7. Annual maintenance Charges will be paid in Quarterly breakup after producing the satisfactory service certificate upon submission of the required reports and deduction
8. The commercial comparison and arriving at the appropriate vendor would be based on an opening bid price as decided by SBIL.
9. Bid should include the AMC for the three years including, On-site FMS Support, supply, installation, project co- ordination etc.
10. The commercial bid is to be inclusive of Central/State Taxes, Sales tax, customs duty, as also cost of transportation, insurance etc. but exclusive of Service Tax, Octroi /Entry Tax which will be reimbursed on production of receipts.
11. The equipment's are to be compliant with IS Audit /IT Security requirements.
12. All New Purchase software's are required to be provided with original licenses.
13. The New equipment's supplied will be subjected to detailed acceptance procedures as considered relevant.

### **7. Right to Verification**

SBIL reserves the right to verify any or all statements made by the Bidder in the tender document and to inspect the Bidder's facility, if necessary, to establish to its satisfaction about the Bidder's

capacity to perform the job and would carry out complete or random check with the referrers provided to SBIL in the RFP stage.

### **8. Domestic Presence of Bidders**

The Bidders should have a presence in Mumbai and support all across India as per RFP locations during the entire period of contract.

### **9. Complete Proposals**

The Bidder's proposal is subject to evaluation process. Therefore, it is important that the Bidders carefully prepare the proposal and answers the questionnaire completely.

The Bidder is required to respond to the RFP only in the prescribed format. Under no circumstances, the format can be changed, altered and modified. All pages in the bid should be authenticated by a duly authorized signatory of the bidder under seal.

#### **9.1 Cost Break up**

The Bidder will provide a detailed price break-up of all items as called for as per commercial format specified in Annexure-2

#### **9.2 Acceptance or Rejection of the Bid**

SBIL reserves the right not to accept any bid, or to accept or reject a particular bid at its sole discretion without assigning any reason whatsoever and the decision of SBIL will be final and binding. The tenders not submitted in the prescribed format or incomplete in any manner are likely to be rejected.

#### **9.3 Bidder Indication of Authorization to Bid**

Responses submitted by a Bidder to this RFP represent a firm offer to contract on the terms and conditions described in the Bidder's response. The proposal must be signed by an official authorized to commit the Bidder to the terms and conditions of the proposal. The signatory should have the authority to sign the above bid documents on behalf of the bidder.

#### **9.4 Award of Contract**

The acceptance of a Bid will be communicated in writing at the address furnished by the Bidder in the tender response. Any change of address of the Bidder, should therefore be promptly notified to SBIL.

### **10. RFP Ownership**

The RFP and all supporting documentation / templates are the sole property of SBIL and violation of this will be a breach of trust and SBIL would be free to initiate any action deemed appropriate.

### **11. Proposal Ownership**

The proposal and all supporting documentation submitted by the Bidder shall become the property of SBIL.

### **12. Service Level Agreement (SLA) Guidelines**

SBIL will avail services under an agreed SLA with the selected Bidder. The detailed SLAs including uptime, response time and other requirements stipulated herein will be agreed at the time of signing the contract.

Terms of SLA and the Scope of Work are provided in the **Annexure- 1**

### **13. Time lines for completion and penalty**

The selected bidder should deploy the FMS engineer within one week of receiving the Purchase order for FMS and AMC support. Not completed within the stipulated period will attract penalty as defined in the SLA document (**Annexure- 1**)

### **14. Bidder Status**

Each Bidder must indicate whether or not they have any actual or potential conflict of interest related to contracting services with SBIL.

### **15. Confidentiality**

This document contains information confidential and proprietary to SBIL. Additionally, the Bidder will be exposed by virtue of the contracted activities to internal business information of SBIL, the Associates, Subsidiaries and/or business partners. Disclosure of receipt of this RFP or any part of the aforementioned information to parties not directly involved in providing the services requested could be treated as breach of trust and SBIL would be free to initiate any action deemed appropriate. No news release, public announcement, or any other reference to this RFP or any program there under shall be made without written consent from SBIL. Reproduction of this RFP, without prior written consent of SBIL, by photographic, electronic, or other means is strictly prohibited.

### **16. Nondisclosure Agreement**

The Bidder shall treat all documents, information, data and communication of and with Purchaser as privileged and confidential and shall be bound by the terms and conditions of the Non-Disclosure Agreement, draft of which is given in **Annexure-3**. The selected Bidder shall execute and submit this Non-Disclosure Agreement before release of P.O.

### **17. Indemnification**

The Bidder shall, at its own cost and expenses, defend and indemnify SBIL against all third-party claims including those of the infringement of Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights, arising from use of the Products or any part thereof

in India.

The Bidder shall expeditiously meet any such claims and shall have full rights to defend itself there from. If SBIL is required to pay compensation to a third party resulting from such infringement, the Bidder shall be fully responsible therefor, including all expenses and court and legal fees.

The Bidder shall also be liable to indemnify SBIL, at its own cost and expenses, against all losses/damages, which SBIL may suffer on account of violation by the Bidder of any or all national/international trade laws, norms, standards, procedures etc.

The Bidder should furnish a photocopy of the Agreement with their Principals in respect of hardware and software products offered. Further, the Vendor shall indemnify SBIL and keep indemnified against any loss or damage that SBIL may sustain on account of any violation of patents, trademark etc., by the Vendor in respect of hardware, hardware components, system software, etc. supplied.

### **18. Performance Bank Guarantee**

The selected bidder would be required to submit a performance Bank Guarantee (PBG) to the SBI Life for an amount equivalent to 10% of order value within 15 days of purchase order issue date. The performance guarantee would be for the entire period of the Contract. If the Performance guarantee is not submitted, the SBIL reserves the right to cancel the contract. The Performance Guarantee would be returned to the VENDOR after the expiry or termination of the contract.

The bank guarantee should be issued by any scheduled commercial bank, other than SBI.

A format for PBG is attached as per **Annexure-4**

In case, SBI is the sole Banker for the Bidder, a Letter of Comfort from SBI may be accepted.

The Performance Bank Guarantee is required to protect the interest of purchaser against the risk of non-performance of the successful bidder in respect of successful implementation of the project which may warrant the invoking of Bank Guarantee (BG), also if any act of the supplier results in imposition of Liquidated Damages then the purchaser reserves the right to invoke the submitted Performance Bank Guarantee.

By submitting a proposal, the VENDOR agrees to promptly contract with the SBI Life for any work awarded to the VENDOR. Failure on the part of the awarded VENDOR to execute a valid contract with the SBI Life will relieve the SBI Life of any obligation to the VENDOR, and a different VENDOR may be selected.

### **19. Arbitration**

All disputes and differences of any kind, whatsoever shall be referred by either party (SBIL or the Bidder), after issuance of 30 days' notice in writing to the other, clearly mentioning the nature of the dispute / differences, to a single arbitrator, acceptable to both the parties, for initiation of arbitration proceedings and settlement of the dispute/s and difference/ strictly under the terms and conditions of this contract, executed between SBIL and the Bidder. The arbitration shall be governed by the provisions of the applicable Indian Laws. The award shall be final and binding on both the parties. The venue for arbitration shall be at Mumbai, India.