



STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

DATED: 14/11/2022

**EXPRESSION OF INTEREST (EOI)
FOR THE EMPANELMENT OF AGENCIES / FIRMS / COMPANIES FOR SITC
[SUPPLY, INSTALLATION, TESTING, COMMISSIONING & MAINTENANCE]**

OF

PUBLIC ADDRESS SYSTEM (INDOOR USE) AS PER BIS 1881:1998

**FOR THE BANK BRANCHES / PREMISES LOCATED IN THE STATE OF
ASSAM, NAGALAND, MIZORAM, TRIPURA, MANIPUR, MEGHALAYA,
& ARUNACHAL PRADESH**

**UNDER THE JURISDICTION OF
STATE BANK OF INDIA, LOCAL HEAD OFFICE
GUWAHATI, NORTH EAST CIRCLE**

START DATE: 16/11/2022

CLOSE DATE: 06/12/2022 (BY 02.00 PM)

ADDRESS FOR COMMUNICATION

**ASSISTANT GENERAL MANAGER (PREMISES & ESTATE)
PREMISES & ESTATE DEPARTMENT
3RD FLOOR A-BLOCK, SBI LHO BUILDING,
P.O. ASSAM SACHIVALAYA, DISPUR,
GS ROAD GUWAHATI - 781 006, ASSAM**

E- mail: agmpne.lhoguw@sbi.co.in & copy to fo.lhoguw@sbi.co.in

ATTENTION FOR THE APPLICANTS:

- i. Applicants who are authorized dealers/manufacturers of any one or more of the offered brands or equivalent brands of products and fulfilling the Technical specifications and eligibility criterion as mentioned in EOI may only apply. Selection of Brand / Make is the sole discretion of the Bank.
- ii. The existing empanelled vendor on the Bank's panel who fulfill the eligibility criteria are also required to apply afresh. The application cum tender documents can be downloaded from the Bank's web-site "www.sbi.co.in" under procurement news.



STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
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**NOTICE FOR THE EMPANELMENT OF AGENCIES / FIRMS / COMPANIES FOR
SITC [SUPPLY, INSTALLATION, TESTING, COMMISSIONING] & MAINTENANCE
OF**

PUBLIC ADDRESS SYSTEM (INDOOR USE) AS PER BIS 1881:1998

**IN SBI BUILDINGS / PREMISES IN THE STATE OF ASSAM, NAGALAND, MIZORAM, TRIPURA,
MANIPUR, MEGHALYA, & ARUNACHAL PRADESH
UNDER NORTH EAST CIRCLE**

State Bank of India is a body corporate constituted under State Bank of India Act, 1955, having its Corporate Office at State Bank Bhawan, Madam Cama Road, Mumbai and one of its Local Head Office at Guwahati, North East Circle which expression shall mean and include its successors and assignees, hereinafter referred to as SBI / the Bank), represented by its authorized officer Assistant General Manager (P & E), SBI LHO Guwahati, North East Circle.

2. The Bank, hereby invites Expression of Interest (EOI) from the reputed firms/ Companies / Sole Proprietors for its Branches / Offices under the control of LHO, Guwahati and located in the State of Assam, Nagaland, Mizoram, Tripura, Manipur, Meghalaya & Arunachal Pradesh for supply, installation, commissioning, maintenance of **PUBLIC ADDRESS SYSTEM (INDOOR USE) AS PER BIS 1881:1998**. The proposed empanelment exercise is meant for enlisting qualified and competent vendors to fulfill the following objective:

- i. Acceptance for executing Annual Maintenance Contract (AMC) in respect of existing system already installed in Branches would be a mandatory condition.
- ii. To undertake fresh installation where warranted, as per new specifications laid down by the Bank for the future requirements at the Branches/Offices of approved Brand / Make as per relevant BIS.
- iii. To create and have a pool of readily available vendors capable of supplying required systems, equipment's / components or services as per laid down specifications at competitive rates without loss of time.

3. Empanelment of vendors for the purpose will be for a period of three years; however the same is subject to review by the Bank. The performance of the contractors - will be reviewed on yearly basis or as per discretion of the Bank for determining their continuation or removal from the panel during this period.

4. The evaluation for inclusion on bank's panel for the above said purpose will be based on the experience, reputation, empanelment with other Bank's PSU's, Govt. institutions, manpower & logistical support of the applicant, their financial capabilities, quality consciousness, etc. and if found necessary may also include inspecting the works undertaken by them for which, necessary co-ordination shall be provided by intending applicants. Based on the details furnished and inspection of works, eligibility criteria, the applicants will be shortlisted for empanelment. Decision of the Bank regarding selection / rejection for empanelment will be final.

5. Mere submission of application does not guarantee for empanelment, Bank may increase the numbers of Vendors in this category, if required and Bank's decision in this regard shall be final. Only



STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

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short listed applicants who are included on bank's panel will be intimated by the Bank for submission of the price bidding etc.

6. Intending applicants are required to submit their applications with full bio-data giving details about their organization, experience, technical personnel in their organization, competence, and adequate evidence of their financial standing etc. in the enclosed form which will be kept confidential. **EOI** is divided into following parts:

- i. **Part I** - General Terms & Conditions [Contains General Information and Instructions for the Bidders about the EOI such as the time, place of submission, validity period of tenders, etc].
- ii. **Part II** - Pre- Qualification Eligibility Criteria
- iii. **Part III** - Evaluation Criteria Cum Selection Process
- iv. **Part IV** - Technical Specifications of the items / Services required
- v. **Part V** - Scope of Work [For New installation / AMC of existing system]

7.0 For clarification, if any please contact **Manager (Fire)**, Premises & Estate Department, SBI LHO, Guwahati on Mob. No. 7570984242 during Office hours.



STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

DATED: 14/11/2022

INDEX

S. NO.	PARTICULARS	PAGE NUMBERS
1.	<u>PART- I: GENERAL INFORMATION AND TERMS & CONDITIONS:</u> (Sub Para: 1.1 to 1.2) (Instructions to the applicants, Definition of terms & terminologies etc.)	5-9
2.	<u>PART- II: PRE- QUALIFICATION / ELIGIBILITY CRITERIA:</u> (Sub Para 2.1 to 2.9) (Financial, Non-financial, Work Experience, Registration Requirements, Products Certifications, Procedure For Bid System, Authorization Letter, Definition of Terms & Terminologies Service Support Office etc.)	9-13
3.	<u>PART III- EVALUATION CRITERIA CUM SELECTION PROCESS:</u> (Sub Para 3.0 to 3.7) (Evaluation Based on Eligibility Criterion, and others instructions)	13-14
4.	<u>PART IV - TECHNICAL SPECIFICATIONS</u> (Sub Para 4.0 to 4.12) Technical Specifications of the items / services required for SITC/AMC of <u>PUBLIC ADDRESS SYSTEM (INDOOR USE) AS PER BIS 1881:1998</u>	15-17
5.	<u>PART V - SCOPE OF WORK</u> (Sub Para 5.0 to 9.14) [New supply wherever warranted and AMC of existing system]	17-27
6.	<u>OTHER IMPORTANT TERMS & CONDITIONS</u> (Sub Para 10.0 to 12.0) Warranty, Guarantee, Service Certificate / Report, Procurement through GeM portal, Confidentiality, Mode of Payment, Penalty Clause etc.	28-29
7.	Availability of application form for expression of interest and submission thereof	30
8.	Annexure A to J	31-42
9.	Check List	43



STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

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1.0 PART – I: GENERAL INFORMATION AND TERMS & CONDITIONS:

1.1 INSTRUCTIONS TO THE APPLICANTS

The intending Applicants should be actively engaged in the field of supplying / maintenance of **Public Address System (Indoor Use)** with reputed nationalized Banks / PSUs /Govt. / Large Private Sector Bank etc. and should have minimum experience as mentioned in Pre- Qualification Eligibility Criteria. Testimonials to be submitted along with the Application Form are as under: (Attested photocopies of all relevant documents as mentioned in the list of testimonials and other required documents, are to be submitted)

- i. List of clients, addresses, their contact numbers and Technical Specifications / Brochure of the product/s offered.
- ii. A valid current FY year Direct Authorized Dealer Certificate from Original Equipment Manufacturer (OEM) as well as Back-to-back agreement with OEM must be submitted, so that direct support for availability of spares and upgrades is available for at least 5 years.
- iii. Proof of registration with ESI and EPF and enrolment of employees under these schemes.
- iv. SBI reserves the right to change the dates mentioned in this document, which will be updated in the Banks website.
- v. The information provided by the vendors in response to this document will become the sole property of SBI and will not be returned. SBI reserves the right to amend, rescind, or reissue this application.
- vi. After scrutiny of applications for empanelment of vendors, Price bids will be invited from the technically short listed –applicants/ vendors only. Communication of selection on Bank’s panel will be made in this regard. No communication will be made to those applicants whose names are not included on Bank’s panel after short listing exercise.
- vii. Please note that all the information required by the Bank needs to be provided and incomplete Application would lead to disqualification/ non-consideration of the proposal and no request in this regard shall be entertained.
- viii. The Bank reserves the right to reject any or all application or cancel the empanelment process without assigning any reasons whatsoever. The Bank also reserves the right to change or modify any specification / configuration on a later date / during the process of bidding / demonstration / actual installation of the system.
- ix. **OPEN TO SUPPORT OFFICE**: Shortlisted applicants should have an office or shall open a Branch / Office setup within one month from the date of allotment of work, under the jurisdiction of SBI Administrative Offices / Regional Business Offices located in States of North East under North East Circle, wherever work allotted with sufficient qualified and trained engineers / technicians / personals for supervision and sufficient spare parts in stocks for execution of works. The Bank may inspect the facilities of the vendors to verify the genuineness and to ensure the conformity with the details given. In case the applicant refuses or fails to open his office / setup within the stipulated time, his empanelment is liable for termination and his EMD / security money with the bank shall also be forfeited.



STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

DATED: 14/11/2022

- x. **AUTHORIZATION CERTIFICATES TO THE TECHNICIAN**: Shortlisted Vendors shall submit the name of Service Engineers./ Technician to the Bank and further Bank's Fire Officer, LHO, Guwahati will evaluate the competency of the Service Engineers/ Technician and if found suitable authorization letter will be issued to perform the work at our SBI Branches/Offices. Without authorization, no other persons shall be allowed to visit / attend the Breakdown / AMC /New Installation of the System in SBI Branches / Offices.
- xi. The intending vendors who are under arbitration / litigation with our bank or have been black listed / de-listed by any Public Sector Bank / PSUs /Govt./ Large Private Sector Bank will not be considered for Empanelment and if it is found on latter stages, Bank will terminate his empanelment and also forfeit his EMD / Security Money deposited with the bank.
- xii. If the application is made by a partnership firm, a certified copy of the Partnership Deed, Current Address of the firm and the full names and current addresses of all the partners of the firm shall also accompany the application.
- xiii. If the application is made by a Limited Company it shall be signed by a duly authorized person holding the Board Resolution for signing the application in which case certified copies of the Power of Attorney and the Certificate of incorporation, Memorandum & Articles of Association shall accompany the application.
- xiv. If the space in the Application Form is insufficient for furnishing full details, the information shall be supplemented in separate sheets of paper stating therein the part of the statement and serial number. Separate sheets shall be used for each part, which shall have seal and signature.
- xv. The documents provided by the intended vendor are Non-returnable.
- xvi. The bank takes no responsibility for application being lost or delayed in receipt due to any reasons, whatsoever including natural calamity.
- xvii. The bank reserves its right to postpone the date of submission or issue any additional amendments/corrigendum, which will be published at Bank's website only.
- xviii. Applications received after due date and time or incomplete in any respect are liable to be rejected and no request in this regard will be entertained by the Bank.
- xix. No costs will be reimbursed by the Bank to the applicants/vendors for applying, in providing necessary clarifications or attending discussion, conferences, or site visits or giving demonstration of equipment.
- xx. The intending applicants are required to submit their full Bio-Data giving details about their organization, experience, technical personnel in their organization, competence and adequate evidence of their financial standing, etc., in the enclosed statement (along with requisite testimonials). Incomplete applications or applications without proper proof for establishing their credentials will not be considered for short listing for Empanelment.
- xxi. The decision of the bank with regards to short listing or selection of vendors will be final. The bank is not bound to assign any reason thereof.
- xxii. Technical Specifications / Brochure (wherever applicable) of the product offered will be attached along with the Application Form. The bank is at its discretion to call for



**STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE**

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

DATED: 14/11/2022

- demonstration of the product and also reserves its right to reject / select any of the products, which may not meet its requirement, without assigning any reason thereof.
- xxiii. The evaluation of the applicant vendors and their products will be carried out by the bank as per the information / testimonials provided along with the Application Form. If after empanelment it is found that any information or details furnished by applicants is/are false / inadequate at the time of evaluation or any time in future or any material information is withheld which comes to the notice of the bank at a later date, the Empanelment of such applicant will be cancelled immediately, without notice and without assigning any reason there for.
- xxiv. Empanelment of vendor for the purpose will be for a period of three years however the same is subject to satisfactory review. The performance of the contractor will be reviewed on yearly basis or as per discretion of the Bank for determining their continuation or removal from the panel during this period. Bank shall reserve the right to cancel the panel of vendors, or any individual vendor on account of unsatisfactory performance or go in for fresh empanelment or extend the period of validity of empanelment at its discretion and it shall be binding upon all the vendors who are empanelled through this exercise.
- xxv. Bank reserves the right to reject any or all the applications without assigning any reason thereof and also reserves the right to restrict number of applicants for tendering at its sole discretion. Bank's decision in this regard shall be final and binding on all concerned.
- xxvi. The Empanelment of a vendor shall be cancelled any time during the validity period in case of poor performance, abnormal delay in completion of work, abandoning of allotted work, non participation in the tendering process, bankruptcy, for any activity detrimental to the interests of the bank and in case the Empanelment is secured based on false information / documents. In case of cancellation / de-listing from the Empanelment list, the vendor shall be debarred from tendering / taking of works in the bank for a period decided by the bank. In this regard decision of the bank will be final and binding on the party.
- xxvii. Empanelment of vendors does NOT guarantee for allotment of TENDER/WORK.
- xxviii. The Vendors shall comply with the Labour Laws and/or other laws in force at the relevant time and the Bank will not be responsible for any action/ inaction/ acts/ deeds of the vendor. In case of failure on the part of vendor to comply with any law, the vendor will be solely responsible for the same without any exception.
- xxix. In case of any dispute arising out of or in relation to this EOI, the dispute shall be resolved by way of Arbitration and the decision taken by the Arbitrator who will be appointed by the Bank will be final and binding on the Applicant / Vendor. The place of arbitration shall be at Guwahati and its proceeding shall be governed by Arbitration & Conciliation Act, 1996 as amended from time to time. Legal disputes, if any, shall be subject to the exclusive jurisdiction of Courts in Guwahati only.
- xxx. The vendor/bidder should not sub-let the contract awarded to him to any other person.
- xxxi. If at any stage the information furnished by the applicant is found to be incorrect the empanelment of the vendor is liable to be canceled at the discretion of the Bank.
- xxxii. Incomplete applications and those received late will be rejected by the Bank and will not be considered for further processing of empanelment exercise. The decision of Bank to



STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

DATED: 14/11/2022

- accept or reject any application for pre-qualification will be final and no request shall be entertained in this regard.
- xxxiii. Bank will not enter into any correspondence with applicant / vendor except in case of clarification sought with regard to this document and only if considered appropriate by the Bank. The applicants are aptly informed that all new Fire Safety Equipment's to be procured by the Administrative Offices / Branches / Offices should meet the new specifications (**PART IV - TECHNICAL SPECIFICATIONS**). The detailed specifications of required product is enclosed for submission of compliance in Yes or No format by the applicant. Existing Fire Safety Equipment's in use in Branches/Offices need not be replaced till such time they are in working condition or before exhausted their self life period as mentioned in EOI either work order has not been placed for new procurement by the competent authority of the Bank.
- xxxiv. Applicants to ensure that the required documents by the Bank for this application are duly filled up and are being submitted as per the **CHECK-LIST** and enclosed along with this application and supporting documents.
- xxxv. **Amendment:** At any time before the last date and time for submission of response to the EOI the Bank may, for any reason, modify the EOI document, by an amendment that would be displayed on Bank's website www.sbi.co.in; the Bank would make no other intimation in this regard. It would be the sole responsibility of the applicant to submit bid / proposal incorporating amendments, if any.
- xxxvi. **Disclaimer:** The EOI would bind neither the Bank in any contract nor in an offer of an assignment/contract. The Bank reserves the right to accept any bid/ proposal or reject any or all the bids/ proposals received in response to the EOI and to cancel the entire process at any time prior to award of the assignment/contract, without thereby incurring any liability to the affected respondent/s. The Bank shall not be bound to offer any reasons for such acceptance/ rejection nor shall entertain any correspondence with the rejected respondents in this matter. The Bank reserves the right to cancel the empanelment process altogether at any time for any reason whatsoever purely at the discretion of the Bank.
- xxxvii. The Vendors shall not use logo and name of the State Bank of India on their letter head, sign board, visiting card and rubber stamp etc., and there shall not be any principal agent relationship between the Bank and the Vendor.

1.2 DEFINITION OF TERMS & TERMINOLOGIES

- i. **Bank / Purchaser'** shall mean the client on whose behalf this tender is issued and his authorized representative.
- ii. **'Fire Engineers'** shall mean Fire Engineer / Fire Officer appointed by Bank for the project.
- iii. **'Bidder'** shall mean party who quotes against this enquiry.
- iv. **'Contractor'** shall mean the successful `BIDDER' whose bid has been accepted by the Bank and on whom Purchase/Work Order will be placed.
- v. **'PROJECT'** shall mean the project specified in tender.



STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

DATED: 14/11/2022

- vi. **'SITE'** shall mean the actual place of work as detailed in specification / tender
- vii. **'SPECIFICATIONS'** shall mean collectively all the terms and stipulations contained in those portions of contract as general and special conditions, amendments, deletions, revisions as made in agreement or written agreements made pertaining to method of work.
- viii. **'Month'** shall mean Calendar month.
- ix. **'Plant/Equipment' and 'Works'** shall mean respectively the goods to be supplied and services to be provided by the contractor.
- x. **'Contract/Work Order'** shall mean the order specifying works and associated specifications to be executed by "Bank and Contractor."
- xi. **'Contract Period'** shall mean the period during which "Bank" and "Contractor" shall execute the entire contract as agreed.
- xii. **'Guarantee Period' / "Defect Liability Period"** shall mean period during which the plant / equipment and installations shall give same and trouble free performance as guaranteed by contractor.
- xiii. **'Fire Engineer's Instructions'** shall mean instruction oral or written, drawings, direction, explanations issued by Consultant / Fire Engineer / Architects on be-half of the Bank from time to time during period of contract. (All 'oral' instructions shall be authenticated by written instructions immediately.)
- xiv. **'Performance Tests'** shall mean all tests to be carried out by contractor as per specifications prior to installation being taken over by Bank under guarantee.
- xv. **'Commissioning'** shall mean integrated activity of carrying out performance tests, initial and trial operations of system.
- xvi. **'Drawings'** shall mean all drawings furnished by Fire Engineer / Bank for basis of proposal or for carrying out works, from time to time; all drawing submitted by vendor provided such drawings are acceptable to Fire Engineer/Bank.
- xvii. **'UR'** means quote unit rate.
- xviii. **Circulation Area** - Area (including a stairway) used mainly as a means of access between a room and an exit from the building or compartment.
- xix. **Floor** - Area contained on each storey of the building.
- xx. **Applicant** - means "Vendor" willing to apply Expression of Interest (EOI).
- xxi. **SITC**- means Selection-Installation-Testing-Commissioning of the said system.
- xxii. **AMC**- means Annual Maintenance Contract of the said system.

2.0 PART II: PRE- QUALIFICATION ELIGIBILITY CRITERIA

2.1 (a) FINANCIAL:

Average Annual Turnover of **Rs. 10 Lac** for the last three consecutive years ending 31st March 2022 by virtue of audited Balance sheet in the same field of business of installation and maintenance of **PUBLIC ADDRESS SYSTEM (INDOOR USE)** and should also be presently in same business (Supply/Installation of PA System/Fire Safety Equipments & Maintenance).



STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

DATED: 14/11/2022

- i) The applicant must have sound financial capacity / credit worthiness to be supported by a **Solvency Certificate of Rs. 5 Lac issued not more than 3 month older from the last date of submission of application** as per Annexure F.
- ii) **Solvency Certificate** must be produced in original on the letter head of issuing Bank and if applicant submitting EOIs in more than one categories then he may attach xerox copy by stating that original has been attached in which EOI (but only higher value of **Solvency Certificate** will be considered).
- iii) ITR for the last 3 Financial Years i.e. 2019-20, 2020-21 and 2021-22 ending March 2022.
The company should be in profit during the last 03 consecutive years.
- iv) Chartered Accountant Certified / Audited Balance Sheet and Profit & Loss Accounts.

2.1 (b) NON-FINANCIAL:

- i) The applicant should be in the business of **PUBLIC ADDRESS SYSTEM (INDOOR USE)** (Manufacturer / Dealers/Supplier) for the minimum **last five (05) years as on 31/10/2022**. Supply, Installation, & Maintenance of **Public Address System** shall be a **primary activity of the applicants**.
- ii) The firms shall furnish documents evidencing and establishing the bidder's eligibility to supply the material by means of a **Back to Back Support Certificate for minimum 05 years from the Original Equipment Manufacturers (OEM)**, besides the brochures, literature, drawings etc. in support of **Public Address System** being offered, should be attached.
- iii) OEM Certificate / letter to be in Original and no photocopy or colored xerox will be acceptable (**In absence of the Original Certificate from the OEM the applicant will be disqualified**).
- iv) Work Orders executed for PSU/ Nationalized Bank / State Govt./Central Govt./Large Private Sector Bank etc. mentioning nature of work and their value.

2.2 PERFORMANCE CERTIFICATES:

Performance certificates must be submitted as per **Annexure- J**, by the interested applicants against successful completion of work, AMC and must be issued by the competent authority from the currently working deptt i.e. Govt. Sectors/ Public Sector Bank / PSU / Financial institution issued during the current financial year **but issued not more than three months old from the date of publishing of the EOI**, and in case of applicant working with SBI "**Performance Certificates**" must be issued from the AOs/RBOs by the competent authority [not below the rank of Chief Manager (GB)/CM (CS)/CM (Admin)] only be accepted. Preference will be given if the Performance Certificates issued by the State Bank of India. **Performance Certificate must be produced in original on the letter head of that organization and if applicant submitting EOI in more than one categories then he may attach xerox copy by stating that original has been attached in which EOI.**

2.3 WORK EXPERIENCE:

- 2.3.1 The applicant should produce contract orders and installation certificate along with satisfactory performance certificate from customers for eligible services. The experience of having successfully completed similar works of supply, installation, testing, commissioning of **PUBLIC ADDRESS SYSTEM (INDOOR USE)** during last five years as on 31/10/2022 at PSU/ Public



STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

DATED: 14/11/2022

Sectors Bank / State Govt./Central Govt./Large Private Sector Bank etc.. The system to /be installed should conform to relevant BIS code.

2.3.2 The applicant should produce contract orders and installation certificate along with satisfactory performance certificate from customers for eligible services. The experience of having successfully completed similar works of SITC (supply, installation, testing, commissioning) / **AMC of Public Address System** which aggregate work value comes (multiple work order may also be considered) Rs.10, 00,000/- (**Ten Lac**) or **more** during last five years wherein at least **one work order should be reputed Public Sector Bank** during last five years as on 31/10/2022.

2.4 APPLICANTS HAVING NEAR RELATIVES: Near relative shall mean spouse, father (including step father), Mother (including step mother), Son (including step son) and / or his wife, grandson, daughter (including step daughter) and/or her husband, brother (including step brother) and/or his wife, sister and/or her husband, Father-in-law, Mother-in-law, Brother-in-law and / or his wife, Sister-in-law and/or his husband. A declaration to the effect that near relative (s) is/are employed in SBI or not should be submitted by the applicant as per **Annexure F.**

2.5 REGISTRATION REQUIREMENTS:

- i. Registration Certificate of the Firm showing the activities of the Firm or Certificate of Incorporation in case of Company.
- ii. GST Registration Certificate.
- iii. Pan Card.
- iv. The applicant firm/vendor must be registered for the purpose of service tax and have a registration number for the purpose.
- v. Registration Certificate under Shops & Establishment Act issued by the respective State Governments (**Assam, Nagaland, Mizoram, Tripura, Manipur, Meghalaya, and Arunachal Pradesh**). Those applicants who do not have Shops & Establishment license must give an **undertaking to submit the same within 10 calendar days from the last date of submission of EOI**, failing which the candidature shall be cancelled and no separate reminder/communication will be done in this regard.

2.6 PRODUCTS CERTIFICATIONS:

Component of the P.A System should be as per Bank specifications viz BOSCH/SONODYNE/JBL or any other if considered equivalent at the discretion of the Bank, to be specified by the bank at the time of tendering for the particular project/work. However it is advised that as per the requirements / discretion of the Bank amendment may be made with regards to equipment specifications. The product offered by the Applicant/Vendor must be certified /approved by ERTL/CE or any agency approved by the Government of India.

2.7 AUTHORIZATION LETTER:

- i. The applicant should submit the authorization Letter from the Principal / OEM whose products are proposed.
- ii. The applicant should either be the original equipment manufacturer of the proposed system or a subsidiary company of a manufacturer company for such system or an authorized supplier/channel partner of a manufacturer of a proposed system.



**STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE**

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

DATED: 14/11/2022

- iii. If the Applicant is authorized supplier of the equipment, he shall have back to back agreement with each of the equipment manufacturer, so that direct support for maintenance, spares parts are available for at least 5 years.
- iv. State Bank of India reserves the right to visit /inspect Applicant / Manufacturer / workshop facilities to ascertain the above facts. The Bank’s representatives may visit the applicant’s factory site/offices and contact his past clients for verification of information given by the applicant. The applicant will be required to give them the necessary facilities for verification.

2.8 PRODUCT LITERATURE:

Applicant shall furnish Product Literature as a part of bid documents establishing the applicant’s ability to supply the material as per Bank’s approved specifications. The applicant shall also submit documentary evidence in the form of literature, drawing, & data on the product offered. Evaluation will be done on the basis of the documents submitted along with the bid without any further reference to the applicant.

2.9 SERVICE SUPPORT OFFICE:

- i. The applicant should have an established Office / Service Center with technical personnel or else must open the said office within a month from the date of receipt of work allotment letter (undertaking to be submitted as per **Annexure H**) for providing 24x7 post implementation support, proof for the same to be submitted.
- ii. The applicant should be prepared to open the additional support offices at new centers within the area of jurisdiction of Administrative Offices Guwahati (Assam), Dibrugarh (Assam & Arunachal Pradesh), Shillong (Meghalaya & Manipur), Jorhat (Assam, Nagaland), and Silchar (Mizoram, Tripura). Complete address, contacts, and documentary evidence for the same needs to be provided to the Bank. The contact details, especially the telephone numbers, or service focal point/s should remain unchanged during the currency of vendor’s relation with SBI North East Circle. In case, these are changed, the vendor should inform the same to the Bank 15 days in advance.
- iii. Details area of operations under North East Circle are as under:

S.NO.	Network	ZONES	AREA OF OPERATION
i.	NW-I	AO Guwahati	<u>Branches / Offices are under the state of Assam covering Districts:</u> Bongaigaon, Baksa, Barpeta, Chirang, Dhubri, Goalpara, Hojai, Kamrup, Kamrup Metro, Karbi Anglong, Kokrajhar, Morigaon, Nagaon, Nalbari, South-Salmara-Mancachar, West Karbi Anglong
ii.		AO Dibrugarh	<ul style="list-style-type: none"> i. <u>Branches / Offices are under the state of Assam covering Districts:</u> Biswnath, Darrang, Dhemaji, Dibrugarh, Lakhimpur, Sonitpur, Tinsukia and Udalguri. ii. <u>Branches / Offices are under the state of</u>



STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

DATED: 14/11/2022

			<u>Arunachal Pradesh covering Districts:</u> West Siang, West Kameng, Upper Subansiri, Upper Siang, Tirap, Tawang, Subansiri, Siang, Papumpare, Namsai, Lower Subansiri, Lower Dibang Valley, Longding, Lohit, Kurung Kumey, Kra Daadi, Kameng, East Siang, East Kameng, Dibang Valley, Chunglang, Anjaw.
iii.	NW-II	AO Shillong	i. <u>Branches / Offices are under the state of Manipur covering Districts:</u> Bishnupur, Chandel, Churachandpur, Imphal East, Imphal West Jiribam, Kakching, Kamjong, Kangpokpi, Noney, Pherzwal, Senapati, Tamenglong, Tengnoupal, Thoubal & Ukhrul. ii. <u>Branches / Offices are under the state of Meghalaya covering Districts:</u> East Garo Hills, East Jaintia Hill, East Khasi Hills, North Garo Hill, Ri Bhoi, South Garo Hills, South West Garo Hill, South West Khasi Hills, West Garo Hills, West Jaintia Hill & West Khasi Hills.
iv.		AO Jorhat	i. <u>Branches / Offices are under the state of Assam covering Districts:</u> Charaideo, Golaghat, Jorhat, Majuli and Sibsagar. ii. <u>Branches / Offices are under the state of Nagaland covering Districts:</u> Dimapur, Kiphire, Kohima, Longleng, Mokokchung, Mon, Peren, Phek, Tuen Sang, Wokha, Zunheboto.
v.		AO Silchar	i. <u>Branches / Offices are under the state of Assam covering Districts:</u> Kachar, Dima Hasao, Hailakandi & Karimganj. ii. <u>Branches / Offices are under the state of Tripura covering Districts:</u> Dhalai, Gomati, Khowai, North Tripura, Sepahijala, South Tripura, Unakoti & West Tripura. iii. <u>Branches / Offices are under the state of Mizoram covering Districts:</u> Aizwal, Champhai, Hnahthial, Khawzawl, Kolasib, Langtlai, Lunglei, Mamit, Saiha, Saktual & Serchip.

3.0 PART IV- EVALUATION CRITERIA CUM SELECTION PROCESS:

3.1 EVALUATION BASED ON ELIGIBILITY CRITERION:



STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

DATED: 14/11/2022

Bank will evaluate the application for Empanelment on the basis of pre-qualification mandatory requirements based on eligibility criterion and those who meet the criteria will be evaluated based on the scoring sheet where cut off requirements for scoring is **30/90 mark** in total and minimum score for parameters given at each requirement is mandatory for short listing the applicants for further evaluation. (Copy of Evaluation Mandatory requirements cum scoring sheet is enclosed **Annexure-C**). Also, it may kindly be noted that there are some mandatory requirements (**Minimum 5 marks must be scored in each category as mentioned in referred Annexure**) in the scoring sheet which must be complied, failing which the application would not be considered although minimum qualifying marks are scored (30 out of 90).

3.2 EVALUATION BASED ON PRESENTATION CUM DEMONSTRATION:

Only the shortlisted applicants based on their eligibility criteria (Annexure-C) would be invited by the Bank to make a presentation/demonstration of the equipments on their capabilities and their proposed methodology for execution of this project on all the Technical specifications of the Bank at date, time and place (to be intimated by the Bank to those who technically qualify and meets the eligibility criteria) on their own cost/arrangements. Demonstration cum presentation will also be evaluated based on the scoring sheet where cut off requirements for scoring is **35/45 mark** in total and minimum score for parameters given at each requirement is mandatory for short listing the applicants for further evaluation (copy of evaluation mandatory requirements cum scoring sheet is enclosed **Annexure-D**). Also it may kindly be noted that there are some mandatory requirements (**Minimum marks must be scored in each category as mentioned in referred Annexure**) in the scoring sheet which must be complied, failing which the application would not be considered although minimum qualifying marks are scored.

3.3 Based on the **Annexure- C & D “Pre-Qualification Mandatorily Evaluation cum Scoring Sheet”** the designated committee will decide to qualify /disqualify the applicants. The applicants at this stage after the satisfactory presentation, considered eligible for empanelment would then be invited to participate in the financial bid by the Bank (which could be by e-tendering) for the final selection of vendors. Marks under each parameter will be awarded by the committee but will not be disclosed to the applicants. The required cut off for scoring is **65/135 mark** in total is mandatory for short listing the applicants for further empanelment and onwards submission of price bid.

3.4 The applicants who are included in the Bank’s panel will only be allowed to participate in price bid through e-tendering on prefixed date & time as decided by the Bank. If the rates, terms and conditions of Bank are accepted by them then the work will be distributed amongst the finalist as per the discretion of the Bank (**Quantum of allotment of Branches / Offices will be advised before the price bid to the eligible applicants only**). Although allotment of work and the area of operation amongst the finally empanelled vendors would be the sole discretion of the Bank.

3.5 After inclusion in the bank’s panel, applicants have to submit along with their financial bid a Security Money Deposit of Rs. **10,000/- (Rs. Ten thousand only)** issued separately in the form of a Demand Draft / Banker's Cheque in favor of State Bank of India and payable at Guwahati. The Security Money Deposit will be refunded to unsuccessful bidders. However, in case of successful bidders /empanelled vendor, this Security Money deposit would be refunded only after successful completion of the referred empanelment. The Bank will not pay any interest on Security Money Deposit. If any empanelled vendor wishes to withdraw his security deposit money between the



**STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE**

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

DATED: 14/11/2022

validity of empanelment period, then in that case his empanelment will be terminated. The security money so deposited with the Bank shall be subject to forfeiture in terms of this EOI.

3.6 The Bank reserves the right to assign or withdraw any work to any empanelled vendor or successful bidder without assigning any reasons and can cancel the empanelment by giving one month notice without assigning any reason in this regard.

3.7 Vendors so empanelled should comply with all statutory and labor laws, rules, and regulations of central / state government at their own cost.

4.0 PART IV - TECHNICAL SPECIFICATIONS OF PUBLIC ADDRESS SYSTEM (INDOOR USE):

The installation and use of amplifying systems for public and private functions have been greatly on the increase in the past few years. While in some instances such installations are done by professional engineers, more often than not, installation by non-professional people show inadequate attention to essential details and under such circumstances, even the best pieces of Public Address equipment do not give their optimum performance. This code has been prepared with a view to act, as a guide for indoor installations (permanent as well as temporary) taking into consideration the practical limitations and requirements which are normally met with

4.1.0 The installation of sound distribution system in closed auditoria and other enclosures calls for careful choice of equipment, positioning of the various units of the system and many other precautions to be taken in order to obtain the optimum performance from such a system. As is well known, the acoustics of the hall or enclosure itself plays a significant role in the ultimate effect of the installation. These aspects are taken into consideration while preparing this code. However, it is also recommended that for large scale installations, advice of a competent and qualified sound engineer should be sought. Such an engineer should be able to assist in preparing an initial statement of the exact requirements of the equipment to meet a particular situation and later on confirm that the installation offered is likely to meet the needs of such a situation. This code covers the preliminary steps to be taken, design consideration, choice of equipment and installation practices including installations of column loudspeakers.

4.1.1 Since most of the public address installations work from electric mains supply, the need for safety precautions is obvious. Consideration has, therefore, been given in this code to the best practices of earthing and other steps to prevent electrical shocks from accidental contact. Besides, a nomogram for easy determination of audio power required in the specified enclosure has also been included. Unless specified otherwise, the requirements or characteristics of amplifier, specified in this standard are based on the methods of measurements specified in IS 9302 (Part 2): 1979 'Characteristics and methods of measurements for sound system equipment: Part 2 Amplifiers'. Installation of outdoor public address systems, though having many features in common with indoor systems, varies from the latter mainly on the question of effect of the acoustics of the hall or enclosure itself, and to cover it, a separate code of ~practice, namely, IS 1882 : 1961 'Code of practice for outdoor installation of public address systems', has been prepared. Wherever a reference to any Indian Standard appears in this code, it shall be taken as a reference to the latest version of the standard.

4.1.2 All quantities and dimensions appearing in this standard have been given in metric system. This code is intended chiefly to recommend the requirements of design and quality of equipment and the methods of installation of indoor public address amplifying and sound distribution systems,



**STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE**

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

DATED: 14/11/2022

and it does not include all the necessary provisions of a contract. In reporting the results of a test or analysis made in accordance with this standard, if the final value, observed or calculated, is to be rounded off, it shall be done in accordance with IS 2 : 1960 'Rules for rounding off numerical values (revised)'. Generally works to be carried out as per BIS standard and applicable and National Building Code of India (NBC). Items are required to be use in Public Address System is as under, which may be change as per the future requirement of the Bank:

<u>S.No.</u>	<u>Items</u>	<u>Specification (Approved by ERTL/CE or equivalent and as per BIS:1881-1998)</u>	<u>Make/Brand</u>
i.	Advanced Power Mixing Amplifier 120/240 Watt	120/240 Watt advanced power mixing amplifier with inbuilt blue tooth for audio streaming, supports audio play back fom USB pen drive, 4 mike / line inputs plus music source input, 2 tone chime generator for channel 1, Inrush current 36 A, Freq response 80 to 18000 Hz, Distortion <1%, Bass & treble control +- 8Db, Front panel has Power-ON switch with LED indication • LCD display, USB port, UBS/BT keyboard functions with IR remote sensor • Four volume knobs for microphone inputs • Volume knob for AUX input • Knob for treble level • Knob for bass level • Master volume knob • LED VU meter for master output (LEDs for -18, -12, -6,-3,0 dB) Headphone socket and surge voltage protection.	Bosch/ Sonodyne/ JBL/ or equivalent
ii	Booster Power Amplifier	Bosch 240/480 WATT booster power amplifier having multiple outputs 70 /100 Volts and 8/4 Ohms, .Temperature controlled forced front to back ventilation directly stackable , mains / battery backup ,2U 19" case , input voltage 230 Volts AC Frequency 60 to 18000 Hz, S/N Ratio > 85dB . Pwer consumption 760 VA, gain 40 dB. Impedance > 20 K Ohms with surge voltage protection.	Bosch/ Sonodyne/ JBL or equivalent
iii.	Gooseneck microphone condenser type / wireless mic	Gooseneck microphone condenser type unidirectional with flexible stem / wireless mic, phantom powered, voltage range 12-48 Volts, sensitivity 2.5 mV/pascal, Freq 100 to 16000 Hz, output impedance < 200 Ohms. Mike to be fitted on some good quality desk stand with On /Off facility with announcement alert tune facility.	Bosch/ Sonodyne/ JBL or equivalent
iv	Recessed mount (Ceiling), Speakers 4/6/8 watts with selectable 8 Ohms, 70 & 100 Volts taps	Recessed mount (Ceiling), 4/6/8 Watt with built in 100 Volt Line Matching transformer complete with dual cone loudspeaker and frame. A circular metal grille is an integrated part of the front. Ceiling speakers are supplied with a 100 V matching transformer with taps on the primary winding for full power, half-power, quarter-power and eighth-power radiation. The unit has integral spring clamps on the rear which can be used to easily fix the loudspeaker into the false ceiling. Rated power SPL 108 dB, Effective Freq 150 to 15000 Hz, Rated impedance 1667 Ohms. Max power 8 Watt & rated voltage 70 / 100 Volts	Bosch/ Sonodyne/ JBL or equivalent
v	Wall mounted Speakers 4/6/8 watts with selectable 8 Ohms, 70 & 100 Volts taps	Wall mounted 4/6/8 Watt with built in 100 Volt Line Matching transformer complete with dual cone loudspeaker and frame. A circular metal grille is an integrated part of the front. Ceiling speakers are supplied with a 100 V matching transformer with taps on the primary winding for full power, Half-power, quarter-power, and eighth-power radiation. The	Bosch/ Sonodyne/ JBL or equivalent



**STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE**

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

DATED: 14/11/2022

		unit has integral spring clamps on the rear which can be used to easily fix the loudspeaker into the false ceiling. Rated power SPL 108 dB, Effective Freq 150 to 15000 Hz, Rated impedance 1667 Ohms. Max power 8 Watt & rated voltage 70 / 100 Volts	
vi	Steel Rack for Amplifiers complete with pre-wired and control accessible from the front	-Convenient and quick movable on wheel -Cable entry from the rear side -Turning Angle of front and Rear Door over 180 ⁰ -Material SPC quality cold rolled sheet -Powder coating frame and door key lock -Compatible with 19" international standard. -Maximum Loading capacity 60-80 Kg -Welded frame with reliable structure -Front toughened Glass door with good quality of body finishing	Leading Brand fulfill the specification
vii	Wiring Cable	Wiring : 1.5 sq mm 2 core PVC insulated preferably FRLS with low impedance	Finolex /Polycab or equivalent
viii	Digital Selector & Recorder unit	Facility to Select the announcement at particular zone either all zones or compatible with any amplifier/booster amplifier, Emergency pre-recorded evacuation message (Pre recorded good quality of voice for minimum 10 mints), Voice Recording facility to play recording voice as and when required for min 10 mints recording facility for single voice, digital display of play back sound/voice etc.	Soft-Chip, Ahuja or other equivalent leading brand
ix	PVC Conduit	PVC Conduit 1"-1.5"	Leading / ISI Brand

5.0 PART-V: SCOPE OF WORK

5.1 FOR NEW SUPPLY, INSTALLATION, TESTING, COMMISSIONING OF PUBLIC ADDRESS SYSTEM (INDOOR USE) COVERS THE FOLLOWING:

- i. Supply, installation, testing, commissioning, handing over to owner the complete **PUBLIC ADDRESS SYSTEM (INDOOR USE)** as per IS-18881-1998 (CODE OF PRACTICE FOR INDOOR INSTALLATION OF PUBLIC ADDRESS SYSTEMS) and as per latest edition of National building code/BIS.
- ii. Transportation to site, unloading and intermediate storage at site, complete work of erection including final grouting, testing and commissioning and putting into operation of entire fire protection system.
- iii. Supply, installation, testing & commissioning of Public Address System as per schedule of work & specification.
- iv. Supply of all consumable materials required to complete erection of the system.
- v. Supply, installation, testing, commissioning of complete cabling for PA system including earthing cable etc.
- vi. Supply of various drawings, data, test reports, test certificates, operation, and Maintenance manual as necessary.
- vii. The cost incurred for covering complete scope of work specified above shall be included in various



STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

DATED: 14/11/2022

items of schedule of works. No extra payment shall be given for covering anything of the above scope of works.

5.2 SHOP / EXECUTION DRAWINGS:

- a) Before starting the work, the contractor shall submit to the Fire Officer for his approval in the prescribed manner, the shop / execution drawings for the entire Installation.
- b) The BANK, reserves the right to alter or modify these drawings if they are found to be insufficient or not complying with the established technical standards or if they do not offer the most satisfactory performance or accessibility for maintenance. Contractor shall supply in six (6) sets of all approved shop drawings for execution. Shop drawings shall be submitted under the following conditions:-
 - i) Large scale drawings showing fixing detail of fixtures, equipment, and showing co-ordination with other services. Showing any change in layout in the Fire Fighting drawings.
 - ii) Equipment layout and wiring diagram along with Manufacturer's or Contractor's fabrication drawings for any materials or equipment supplied by him.
 - iii) The contractor shall submit four copies of catalogues, manufacturer's drawings, equipment characteristics data or performance chart as required by the Engineer-in-Charge.

5.3 INSTRUCTION/MAINTENANCE MANUAL:

The Contractor shall prepare and produce instruction, operation and maintenance manuals in English for the use, operation and the maintenance of the supplied equipment and installations, and submit to the Bank in (2) copies at the time of handing over. The manual shall generally consist of the following:

- a) Description of the project.
- b) Operating instructions.
- c) Maintenance instructions including procedures for preventive maintenance.
- d) Manufacturers catalog.
- e) Spare parts list.
- f) Trouble shooting charts.
- g) Drawings.
- h) Type and routine test certificates of major items.
- i) One (1) set of reproducible 'as built' fire fighting system drawings.

5.4 COMPLETION CERTIFICATE: On completion of the Fire Fighting installation a certificate shall be furnished by the contractor countersigned by the licensed supervisor, under whose direct supervision the installation was carried out. This certificate shall be in the prescribed form as required by the local supply authority.

5.5 GUARANTEE: At the close of the work and before issuance of final certificate of completion by the SBI Fire Officer/Consultants, the contractor shall furnish written guarantee indemnifying the owner against defective materials and workmanship for a period of **one Year**. The contractor shall hold himself fully responsible for reinstallation or replacement, free of cost to owner, the following:

- a) Any defective work or material supplied by the Contractor.
- b) Any material or equipment supplied by the owner which is damaged or destroyed as a result of defective workmanship by the contractor.



STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

DATED: 14/11/2022

- c) Any material or equipment damaged or destroyed as a result of defective Workmanship by the contractor.

5.6 MAINTENANCE DURING WARRANTY PERIOD:

- a) During the currency of the warranty and annual maintenance contract, any number of fault complaints shall have to be attended-to, free of charge. It is to be noted well that any such complaint has to be attended within the time-frame laid down i.e. within 24 hrs. Failure on this score may invite penal action.
- b) The initial maintenance during the warranty period of the system as well as the battery (which is covered by its separate warranty) will be free of charge and shall include free replacement of any / all failed components / spares, **with regular quarterly visits to carry out maintenance of the system, as per the enclosed schedule** and scope of work under AMC.

5.7 DEMONSTRATION /TRAINING OF PA SYSTEM

Imperative Training / demonstration on handling of PA System is vital role for the Bank's staff posted at the Branches / Offices. Therefore, to avert any Fire Incident in its incipient stage the occupants must have the knowledge on handling /operation of the PA System available at the site. It is necessary for the Vendors / Firms /Contractors, to visit the Branches for AMC/Maintenance as per schedule (whenever they due), or on any Breakdown whenever warranted. Representative of the Firm have to conduct demonstration with prior permission to the BM to conduct a small training session (10-15 minutes) during AMC/**New Installation**. The details of training /demonstration must be recorded in Security Information register and also mentioned in Service Certificate issued to the Branches/Offices.

6.0 TERMINOLOGY AND OTHER TECHNICALITY IN PA SYSTEM

6.1.0 AMPLIFYING SYSTEM: That part of the installation which comprises of preamplifiers, mixers, equalizers, and power amplifier.

6.1.1 PRE-AMPLIFIER: The part of the amplifying system, & essentially a voltage amplifier, suitable for operation with input source such as from microphone, tape player, etc. The output from such an amplifier is connected to a mixer or another amplifier operating at a higher input level.

6.1.2 POWER AMPLIFIER : The part of the amplifying system intended to amplify the signal derived from pre-amplifier, mixer and equalizer to a level capable of driving load, that is, loudspeaker.

6.1.3 MIXER: A mixer is a device used to mix two or more input signals from microphones as well as from input sources like cassette tape players, electronic Morgan, etc. The mixer also has inbuilt pre-amplifier so that mixer can be connected to another amplifier operating at higher input level.

6.1.4 MIXER CONSOLES: When large number of microphone inputs are required, these cannot be handled by mixing stage provided in the amplifier. For such applications audio mixing consoles should be provided. Normally a) audio mixing consoles are for 8, 12 and 18 inputs. Audio mixing consoles should provide following minimum facilities: b) 3 Band equalizer for 'Bass', 'Mid' and 'Treble' cut and booster controls for each channel. Sensitivity control for each channel to adjust the input, thus preventing overloading of each channel. c) Overload indicator LED for each channel. d) Facility for programme. e) Facility for stage monitoring (fold back).

6.1.6 EQUALIZER : An equalizer is a circuit to perform equalization which is a technique employed in transmitting, recording or amplifying program material by which selected frequencies are compensated in order to obtain a desired overall frequency response. The term is also applied to the matching of sound systems to room acoustics by the use of filter.



STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

DATED: 14/11/2022

6.1.7 LOUDSPEAKER CLUSTER: A combination of direct radiator type LF driver and HF driver (direct radiator or compression type) with frequency divider network. These are generally used for high quality installation.

6.1.8 CIRCUIT PLANS AND OPERATING INSTRUCTIONS: Complete block and schematic diagrams for the equipment installed should be prepared and made available along with the circuit diagrams for each of the equipment, at the place where the central equipment is located. The layout and sizes of the wiring and cabling should also be indicated. The loudspeaker load connected to each output line and the 'particulars of the line transformers should be indicated. The operating instructions should also be made available which, among others, should also indicate the rating of the fuses.

6.1.9 POWER SUPPLY: Local electricity authorities should be contacted for providing the electric power supply mains near the proposed location of the central equipment. The installation should be normally operated from 240 volts, single phase, 50 Hz AC mains supply and preferably capable of operation from 12- 14 V storage battery.

6.1.10 INSTALLATION OF LOUDSPEAKERS, MICROPHONES AND WIRING: These items should be installed at appropriate time after other arrangements like decoration, seating, etc, are completed. This will minimize the risk of damage or loss. Necessary supports and structures for the loudspeakers may be erected after the information mentioned above has been obtained. The wiring for the loudspeakers and microphones may be laid just sufficiently in advance of the appropriate time for completing the installation so that preliminary tests that may be necessary to decide on the type and position of loudspeaker could be made after an acoustic survey. Normally the installations comprise the following principal items of equipment:

- a) Source of Input Signals - One or more microphones, cassette player or any other sound recording and reproducing equipment;
- b) Amplifying Equipment System-One or more amplifiers; and
- c) Loudspeakers.

6.2.0 AMPLIFYING SYSTEM/EQUIPMENT: The rated output power of the amplifying equipment should be sufficient to work the loudspeaker load connected to the output line. The amplifier which may have sensitivity sufficient to operate only from the highest input voltage likely to be met with has to be supplemented with pre-amplifier for use with sources of lower voltage. Either integrated amplifier having facility for accepting input signal from various sources mentioned in above or a separate mixer and booster combination can be used. The output transformers of the amplifiers should have impedance tapplings of 4, 8 and 16 ohms to enable operation with loudspeakers of these standard impedances. When specified, the transformer should be provided with 70 to 100 volts constant voltage tapplings . High power amplifiers should be capable of withstanding short term over load, etc. Also incorporate safeguards against excessive voltage or current rise in case of open circuit conditions or short. Circuit conditions respectively, in the output circuit. The frequency response of the amplifiers used for high quality reproduction should be within plus-minus 3 dB from 75 to 10 000 Hz. For general purpose, the response should -be within +3 dB from 100 to 7 500 Hz. The amplifying system may be provided with tone controls. For high quality reproduction, there should be provision for both bass and treble controls.

6.2.1 LOUDSPEAKER-LINE-MATCHING TRANSFORMERS: In certain indoor installations, a large number of loudspeakers of different type connected to the output of the amplifying system through loud speaker line-matching transformers may be required. These transformers should have at least

the minimum frequency characteristics required of the public address system. The power handling capacity of the transformer used with a loudspeaker should not be less than the power to be absorbed by the speaker. These should have several taps on primary and/or secondary to give multiple turns ratio. These transformers enable the loudspeakers, through the selection of proper turns ratio, to take an input of the determined value of audio from the amplifier, care being taken at the same time not to overload the loudspeaker. Where the constant voltage output line from the amplifier is used, the total wattage of loudspeaker load should not exceed the rated power of the amplifier.

6.2.2 INSTALLATION PRACTICE: All equipment should be robustly made and designed for continuous operation. Equipment should securely be installed in such a manner as to have convenient access to all sides of it. Access by unauthorized persons should be guarded against. Precautions should be taken to keep away dust from the equipment, especially if earth moving machines, concrete mixers, etc, are working in immediate vicinity of the accommodation provided. Controls All preset controls should be mounted behind cover plates and designed for adjustment only by use of a tool, such as a screw driver. The use of manual controls should be restricted to as few as necessary.

a) All controls should be mechanically and electrically noiseless. For temporary installation or when the number of items of equipment is not large, they may be placed on a table and wired. The positioning of the equipment should be such that the lengths of the inter connecting cables are kept minimum for convenience.

b) Rack mounting for permanent installation or in case the number of items is large; it is desirable to mount them in racks of suitable dimensions. The racks may be of metal or wood and having compartments of uniform width assembled together. Each compartment shall contain one item of equipment. The height of the rack will depend on the number of items to be mounted and accommodation available, ensuring that all manual controls are within easy reach.

c) Switches should be provided for isolating any faulty section of the equipment, thereby facilitating operation, and avoiding danger to the operating personnel. The arrangements made should enable the remaining part of the equipment to be available for use. The patch cords, if used, should be tested and neatly arranged to avoid obstruction and should be easily identifiable. Necessary safety measures should be adopted to avoid accidental contacts with high voltage points in the rack.

6.2.3 MICROPHONE INSTALLATION: Microphones should be, as far as possible, behind the loud speakers in order to minimize acoustic feedback. The microphone stands may be on the floor, table, or desk type, capable of adjustment so that the height and direction of the microphone can be adjusted to suit the speaker. The microphone plugs and sockets should preferably be multi-contact type and freely interchangeable. The microphone sockets may be permanently fixed on the foot-light troughs as shown in Fig. 3 or suspended from ceiling. When suspended types of microphones are used, these should be hung and concealed from the audience. The correct distance between the microphone and source should be predetermined and arranged to be constant as far as possible. It is important to see that if the level of reverberant sound (undesired) or surrounding noise near the microphone is high, the distance between the microphone and the source of sound (desired) should be reduced. The sound source should be directed towards the microphone as otherwise the high notes which are highly directional, would not be satisfactorily picked up by the microphone and thereby the clarity of the speech sound reproduced by the public address system will be poor.

Microphone should be low impedance type which permits the use of long microphone cables without any loss of high frequencies. When more than one microphone is employed, the output from several

microphones should be mixed in a mixer and the common output fed to the amplifiers. Where the amplifier itself is capable of mixing the individual microphone inputs, separate mixer is not required.

6.2.4 LOUDSPEAKER INSTALLATION: For high quality reproduction, directional type of loudspeakers should be used. Vertical directivity pattern of the system should be such as to feed the audience at uniform level, avoid harmful reverberant sound or echo, and avoid feedback of energy to the microphones. In the horizontal plane, the directivity should be uniform across the width of the hall.

6.2.5 WIRING AND CABLING: Microphone and Other Input Source Cables carry low level signal currents and are therefore susceptible to electrical interference. It is preferable to use twin core screened (copper braiding) microphone cable. The copper braiding should be sheathed with an insulating covering. The microphone cables should be isolated from power, loudspeaker and telephone cables. Joints in the cables should be avoided as far as possible. The plugs and sockets used for microphone cables should have strong self cleaning contacts so as to eliminate noise and they should be non-reversible and have a sufficient number of pins to connect not only the main conductors but also the cable shield. Microphone cables should be laid without sharp bends as far as possible. Inside the building they may be laid on the floor along the walls or under the carpet to avoid damage due to heavy object falling on them and cutting them. When laid in the open, they should be either buried in the ground to a depth of not less than 20 cm or laid through an iron pipe buried in the ground to a depth of 15 cm if heavy pressure is expected due to movement of personnel over the surface. They may also be laid overhead at a height not less than 3.5 m from the ground clipped securely to a bearer wire which may be galvanized iron of diameter 1.60 to 2.00 mm, the length depending on the span of suspension. Protection by conduit or capping should be provided wherever there is a risk of damage or interference with the wiring. Any wiring, that is, to be run below about 1.8 m in height along corridors or outside walls or on the floor should be protected likewise. The conduit should permit easy drawing in and out of the cables. The input and output cables of the amplifying equipment should not be run in the same conduit in which mains power supply cables are drawn.

6.2.6 WIRING OF THE EQUIPMENT: A schematic diagram of the equipment, switching arrangements and incoming and outgoing lines should be drawn before the equipment is assembled and wired. The main and stand by equipment (if any) is wired in accordance with the scheme. Patch cords, if used, for connecting the equipment should be carefully checked for faults before use.

7.0 POWER SUPPLIES: MAINS SUPPLY: The equipment should normally be operated from 240 volts single phase 50 Hz AC mains supply. If, however, the supply is different, for example, 110 volts AC, a transformer of the required capacity and rating may be used. A voltage regulating device will have to be provided if the regulation of the power supply is poorer than +5 percent. The supply mains should be terminated in an iron clad switch with fuses of adequate capacity to meet the estimated load and provided with indicator lamps for each phase. Auxiliary switch board with 3 pin socket outlets and switch controls should be provided for connecting the soldering iron, test gear, inspection lamps, etc.

7.1.0 ABSENCE OF MAINS SUPPLY: If no mains supply is available, petrol or diesel engine driven generating sets of the required capacity giving 240 volts, single phase, 50 Hz AC power supply should be used. Such a generating set should be located at sufficient distance from the rostrum preferably a large building shielding it, so that its noise at the rostrum is not higher than what is present in the vicinity.



**STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE**

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

DATED: 14/11/2022

7.1.1 BATTERY SUPPLY: In case of low power installations or when no mains supply is available, the amplifying system should be capable of operation directly from a strong battery. All amplifiers should preferably be capable of operating on 12 V/24 V DC car battery besides on 240 V, 50 Hz AC supply.

7.1.2 EARTHING: Proper earthing of the entire installation (with appropriate earthing of the individual equipment also) is absolutely essential to avoid danger from any possible shock to the users of the equipment, the operating personnel, or the audience.

8.0 QUALITY OF REPRODUCTION: The sound reproduction resulting from indoor public address systems may be classified as follows with reference to the quality of reproduction: a) 'A' category - desirable when high quality reproduction is aimed at (for example, theatre, halls and large auditoria having good acoustical properties). b) 'B' category - Adequate for lecture and assembly halls and similar applications.

'A' category system should be governed by the following requirement:

- a) Frequency response - The frequency response of the system (excluding loudspeakers) shall be within 53 dB from 100 to 10 000 Hz.
- b) Harmonic distortion - Total harmonic distortion of the system (excluding loudspeakers) shall not exceed 5.0 percent at rated output of the amplifier.
- c) Signal-to-noise ratio - The signal-to-noise ratio under operating conditions of the amplifier system as a whole with flat operation of the tone control shall not be worse than 50 dB.

'B' Category systems should have a useful frequency range from 100 to 7 500 Hz within +/-3 dB (excluding loudspeakers). In noisy and reverberant locations this can be further limited to improve speech intelligibility.

9.0 REQUIREMENTS FOR ANNUAL MAINTENANCE CONTRACT OF PUBLIC ADDRESS SYSTEM (INDOOR USE) IN THE BRANCHES/OFFICES UNDER SBI NORTH EAST CIRCLE.

Annual Maintenance Contract of PA System at the various Branches / Offices under SBI LHO Guwahati, North East Circle. This would include repair and maintenance of PA system at site to ensure 24x7 operation of the system.

Details of the Parts of the PA system installed: (quantity and specifications may be edit as per requirements)

S.NO.	ITEMS PARTICULARS	QUANTITY INSTALLED
1.		
2.		
3.		
4.		
5.		
...and so on....		

- a) Scope of work in Annual Maintenance Contract shall include checking, cleaning, repairing, maintenance at the site to ensure 24x7 operation of the system. The system shall be maintained on "**AS IS WHERE IS**" basis. Any modification/shifting/extension of the system shall be carried out on chargeable.
- b) During the currency of the contract, the firm will attend to any number of break-down calls without any additional charges and any break down will be repaired **within 48 hrs.** For this



STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

DATED: 14/11/2022

purpose, communication by any means e.g. **Letter, Email, SMS, Instant Messages, Mobile Phone Calls etc** which are independently logged will be considered sufficient and the vendor shall have no right to insist on any particular form of communication. For all Electronic Forms of communications the time of sending shall also be considered as time of receipt by the vendor unless the vendor is able to prove delayed receipt of such communication.

- c) Any part required to be replaced shall be genuine and from Original Equipment Manufacturer (OEM).

9.1 QUARTERLY AMC VISIT

- a) Checking, testing, cleaning, and repairing/rectifying, of the system.
- b) Clean the amplifiers, speakers, and accessories properly.
- c) Switch "ON" the system and ensure all indicating lamps are glowing. If any of them are not glowing the same to be rectified.
- d) All the switches and push buttons should be in working condition.
- e) The sound level LED's should be in working condition.
- f) The console panel to be tested of its function i.e. isolating the floors/wings, function to be ensured.
- g) Each and every speaker of the system to be made in working condition without unwanted Noise/Sound (Humming, Motor beating, Hissing sounds etc.)
- h) Each amplifier and all the Amplifiers, Audio level must be equally maintained.
- i) The LMT (Load matching Transformer) diaphragm and the magnet of all the speakers to be checked.
- j) Wiring of the system to be checked and maintained.
- k) The amplifiers input and output terminal connection should be made with colour code wiring and kept in working/proper condition.
- l) The microphone and its connecting wire plug to be maintained. The sensitivity of the microphone to be set at an optimum level.
- m) Whenever the microphone is switched ON/OFF, music shall be electronically muted giving electronic indication by a ting tong sound, prior to speech with ON/OFF switch.
- n) Check and ensure the proper function of the rotary selector switch.
- o) Volume control regulator of the monitor speaker to be tested/checked.
- p) The sound level indicator LED's corresponding the each rack shall be activated whenever a speech or tone is fed into the system to indicate the output level.
- q) The level indicator panel indicates the input level. This is directly connected to the pre-amplifier in the control desk and indicates whether the input signal is being well received or not.
- r) Whenever the microphone is switched ON, a chime shall be heard through either the monitor speaker or the speakers in the selected zone.
- s) Selector switch button/LED's to be tested simultaneously "all call "button/LED's too.
- t) Ensure proper earthing. All fuses to be tested.
- u) Please ensure that the volume control settings and the sensitivity settings of all amplifiers and booster amplifiers are similar to what they were at the time of commissioning.
- v) Main junction box to be kept free from foreign particulars.
- w) The record player system to be checked & kept in working condition.



9.2 OTHER CONDITIONS

- a. The checking and testing should be carried out by your qualified technicians/Engineers only.
- b. The Firm representative or technician shall carry an identity card in original, issued by firm's along with a copy of AMC allotment letter issued by the Bank's.
- c. The status of the system will be recorded in the register or log book provided at control room daily which is maintained by control room staff; same should be put up to the Fire Officer for his perusal.
- d. In case of any break down (minor or major) Firm's Engineer or Technician should be deputed for rectifying the system immediately. Besides, the agreed scope of service, your service engineer or technician will be required to attend to any number of breaks down calls during the period of this contract, free of charge including the cost of material required as and when we intimate to your firm about the break down.
- e. As per instructions from our office the firm will depute its service Engineer or technician to be associated with our designated personnel to jointly arrange a mock fire drill to see the reactions of the security or other staff as to how they behave under emergency conditions of fire.
- f. If any recommendations or suggestions for the improvement of the system (PA system) are required to be made, then the same should be brought to the notice of Branch Head (Bank's Fire Officer in case of LHO and its establishment). If any alteration is to be required, prior permission of the Branch Head should be obtained and inventory to be made in the concerned register or log book maintained at control room. However, in case any materials (spare parts) are required to be replaced, it should be done with the prior permission of BM.
- g. The repairs or servicing of the system or equipment's shall be carried out to the entire satisfaction of the Branch Manager.
- h. The repairs or servicing of the system or equipment's shall be done as per the guidelines of the respective manuals of the manufacturers.
- i. The spare parts used for the repair or servicing of the all the systems (PA system or parts of it) shall be of the Original Make. Any damage caused to the system due to the use of spurious parts (decided by the Branch Head on confirmation from original equipment manufacturer) etc. shall be recovered from the firm if used, as recommended by him.
- j. In case spare parts or components accessories supplied and to be used for replacement or repair or servicing of the system or equipment should be brought for verification by Branch Manager. After the satisfaction or approval of the Branch Manager, the spare parts can be used for repairs or replacement.
- k. All disputes arising out of or in connection with this agreement shall be deemed to have arisen in Guwahati and the courts at Guwahati shall have jurisdiction in case of any dispute.
- l. The firm or its employees undertaking the work shall maintain total and complete secrecy and assure not to communicate or allow to be communicated to any person or divulge in any matter or information relating to the ideas, concepts, know-how, techniques, data, facts, figures, and all information what so ever concerning, relating



STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

DATED: 14/11/2022

to the bank and its affairs to which the employees have the access and the employer shall also execute letters of fidelity and secrecy in such form as may be prescribed by the bank and the firm hereby guarantees the fidelity and secrecy on behalf of its employees.

9.3 VALIDITY OF CONTRACT PERIOD:

- a) The Agreement shall be effective from --/--/---- to --/--/---- and shall be in force for an initial period of **One Year** and shall automatically be terminated after the expiry of one year. However the same shall be renewable only on getting a written request from the firm and at the sole discretion of the Bank, depending on the yearly performance report of the firm.
- b) SBI shall have sole discretion to terminate the contract agreement at any time during the contract period, if considered necessary, for any reason, whatsoever.

9.4 MODE OF PAYMENT:

- a) The bills of all the expenditure will be paid by the Bank Branches/Offices/RBOs after satisfactory report, scrutinized and endorsed by the Branch Manager. The value of AMC Charges, excluding taxes, is Rs...../Year, Then the total AMC charges payable to the vendor for Quarter shall be Rs...../each quarter plus taxes as applicable.
- b) Proportionate amount of the total quoted value of **the AMC will be released on Quarterly Basis.**
- c) **No advance payment will be made by the Bank.** No deduction shall be made from the bills except for mandatory statutory dues. Taxes have to be paid / deducted as actual as applicable.

9.5 PERFORMANCE GUARANTEE DEPOSIT & PENALTY:

- a) In case, the firm fails to rectify the fault within 48 hrs, the Bank shall impose a penalty of Rs.200/ per day till the rectification maximum up to 5% of the total proportionate amount of quarterly AMC Charge.
- b) For this purpose, a register shall be maintained in the department, which shall record the details of preventive maintenance, details of faults, time of reporting the fault and its rectification etc.
- c) Performance Guarantee of 10% of total AMC charges shall be deposited with the Bank in the form of DD till the contract exists. This will cater for the performance of the firms. In case firms fail to carry out the AMC, Banks reserves the right to cancel the whole contract and forfeit the Security deposit partially or fully.
- d) This penalty shall not apply in case of delays caused by so called acts of God, War, Earthquake, Tsunamis, Riots, Bandhs, Civil Disturbances.

9.6 Firm shall, under no circumstances, be allowed any enhancement of rates for 12 months from the date of signing of the contract. The rates accepted are inclusive of labour, transportation, and exclusive of all taxes as applicable and no extra or additional charges other than the ones quoted in the respective tenders shall be allowed. It is also made clear that firm completely indemnify the bank against such dues and/or any claims made by any stator authority subsequently, and to settle all such claims shall remain firm's responsibility.



STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

DATED: 14/11/2022

- 9.7 The vendor shall attend to any other unforeseen, reasonable requirement of the Bank within the overall framework of the contract, which may arise during the course of operations/currency of Contract.
- 9.8 Any work which is not in the scope of this if deemed necessary the Bank may be arranged by at its own cost. Any difficulty faced by the contractor in execution of this contract shall be brought to the notice of Circle Security Officer without any delay.
- 9.9 In case of any dispute the procedure (under Arbitration Act) as laid down in our various earlier documents shall be taken recourse to. The courts at Guwahati shall alone have jurisdiction in this regard.
- 9.10 Notwithstanding any condition stipulated above, the Bank shall have the right to instantly revoke / cancel the said contract, partially or fully, on the grounds of proven deficiencies, inability or unwillingness failure in fulfilling the contractual obligations, as the Bank reserves the right to terminate/cancel the contract and its sole discretion with liability to pay only for the equipments supplied and installed at its entities.
- 9.11 The Vendor shall issue Photo-Identify Cards to all its employees who would be deployed for the maintenance or any other work for the system and produced by the individual employee on demand by Bank to gain access to the site. The Photo-Identify Cards shall be signed by the employee concerned, the authorized signatory of Vendor and countersigned by the designated official of the Branch/Office.
- 9.12 The Vendor shall make his own arrangement for the engagement of all labour and shall be responsible for regulating their service and work conditions in conformity with all Acts, Regulations, Rules or Order of Competent Authority under relevant laws in force during the Warranty period. Vendor shall indemnify the Bank from all claims relating to Workers/Staff/Sub-Contractor's Salaries, Wages, Overtime, Leave, Provident Fund, ESI, Medical Facilities, Gratuity, Bonds or any other claim as applicable and stipulated in any Statutory provisions, rules or order of Competent Authority.
- 9.13 Log Book shall be maintained and the same to be put up to the Branch Head for know the status of the system and endorse.
- 9.14 The firm or its employees undertaking the work to maintain total and complete secrecy and assure not to communicate or allow to be communicated to any person or divulge in any matter/information relating to the ideas, concepts, know-how, techniques, data, facts, figures, and all information what so ever concerning, relating to the bank and its affairs to which the employees have the access and the employer shall also execute letters of fidelity and secrecy in such form as may be prescribed by the bank and the firm hereby guarantees the fidelity and secrecy on behalf of its employees.

I/We have carefully read and accept all the above mentioned scope/terms and conditions stipulated by the Bank. This agreement duly signed with official seal of the authorized signatory on all the pages, as a token of your having accepted the contract at terms and conditions enumerated above, without any reservations.

(Name of Authorized Signatory)

(Seal of the firm/agency/company)



10.0 OTHER IMPORTANT TERMS & CONDITIONS

- a. **BANK'S RIGHT TO ISSUE CLARIFICATIONS, ADDENDUMS, CORRIGENDUM ETC:** The Bank can at any time issue clarifications, addendums or corrigendum before finalization of empanelment. The same will be published on the Bank's website. The applicants are requested to regularly visit the Bank's website.
- b. **PURCHASE THROUGH GEMS PORTAL (GOVERNMENT E-MARKET):** The Bank reserves the right to purchase the system/equipments/items through GeM portal of Govt. of India and provide the same to the Agency for installation and commissioning in the required branch. However, cost of any material / component provided by the agency for installation and commissioning of the system will be paid as per approved rates, including installation charges.
- c. **GUARANTEES:** The Public Address System (Indoor Use) including all components delivered to the Bank should be brand new and as per relevant BIS. The supplier should also guarantee that maintenance of the system to be carried out as per BIS.
- d. **AVAILABILITY OF SPARES:** Spares for the product offered should be available for at least 05 years.
- e. **WARRANTY:** The offer must include comprehensive on-site warranty of minimum 01- year either maximum as given by OEM for all type of equipments from the date of installation or commissioning of the equipment. Service Provider shall be fully responsible for the manufacturer's warranty in respect of proper design, quality, and workmanship of all equipment, accessories, etc., covered by the offer. The supplier must warrant all equipment, accessories, spare parts etc., against any manufacturing defects during the warranty period.
- f. **MAINTENANCE STANDARD EXPECTED DURING WARRANTY:**
The supplier should ensure that in case the equipment cannot be repaired within the stipulated period, the supplier should provide a replacement till the system/equipment is returned duly repaired.
- g. **RECORDS:**
As per requirement of the Bank / Branch, if request is made by the Bank / Branch to the vendor for providing details of all PUBLIC ADDRESS SYSTEM (INDOOR USE) branch-wise with date of installation and due date of refilling, **the vendor shall make arrangements to provide the details.**
- h. **FALL CLAUSE:**
At any point of time if it is observed that the vendor is supplying to other financial institutions / firms similar equipments/ material / services at lower rates than offered to Bank, then the vendor shall have to compensate the Bank by paying the difference amount and downward revise the rate of respective item / services at the time of renewal of contract/agreements as applicable.
- i. **GUIDELINES FOR THE OEM:**
OEM should have online dedicated support center available during working hours and a fully equipped repair and maintenance office in India. Document details to be submitted for the same for verification.
 - a) OEM should have valid BIS Certification.
 - b) Documents of Manufacturing license/ Excise Registration of the OEM factory need to be submitted for verification.
 - c) Product Certification copies to be attached as per the specifications.



STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

DATED: 14/11/2022

- d) Vendor will be responsible for non-genuine products. Audit for Banks whether actual material is provided or not needs to be done by OEM, as and when required by Bank, without any additional cost, as a service support to Bank.
- e) Random Check / inspection of Bills & Service Certificates as well as quality of work/AMC will be carried out by the Bank Fire Officer, LHO, and severe action (as deemed fit) will be initiated against the firm if any abnormality noticed against the Bank's instruction.

11.0 SERVICE CERTIFICATE / REPORT

Three copies of visit report will be prepared after testing /maintenance of the system by the authorized technician of the company. The Branch Manager/Authorized officials will stamp and countersign all reports after satisfying them that the system is fully functional.

- **One copy** will be handed over to the **Branch**,
- **Second copy** to be retained by the **Vendor**,
- **Third copy** shall be sent to **Fire Officer, P&E Department at Local Head Office, Guwahati** on quarterly interval along with forwarding letter and highlight of the severe abnormalities, if any.
- Format for the **Service Certificate** will be advised to the shortlisted vendors in due course which shall be bind to implement.

12.0 CONFIDENTIALITY:

The vendor or its employees are required to maintain total and complete secrecy and assure not to communicate or allow to be communicated to any person or divulge in any matter/information relating to the ideas, concepts, know-how, techniques, data, facts, figures, and all information what so ever concerning, relating to the bank and its affairs to which the employees have the access.

.....



STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

DATED: 14/11/2022

**AVAILABILITY OF APPLICATION FORM FOR
EXPRESSION OF INTEREST AND SUBMISSION THERE OF:**

Document/Application form for EOI may be downloaded from <http://www.sbi.co.in> under link **Procurements News** without editing the text whatsoever. Any violation of this condition shall render the application invalid.

The duly filled in and sealed tender documents including complete set of supporting documents in **ONE envelope shall be sent to “The Assistant General Manager (P&E), State Bank of India, Premises & Estate Department, 3rd Floor A-Block, Local Head Office, P.O. Assam Sachivalaya, Dispur, GS Road Guwahati - 781 006 Guwahati, Assam”**

Complete set of Tender documents with all supporting documents, copies / photocopies duly filled in & self-attested with company seal on all pages, to be submitted by the bidders and submit in a separate envelop (in case of applying in multiple categories). Applicants who fulfill the eligibility criteria need to apply with covering letter (as per **Annexure –‘A’**) and application form for EOI (as per **Annexure-‘B’**), may post or drop their dully filled EOI application in all respect, to the under mentioned address latest by **02: 00 pm on or before 06.12.2022**. Any application received through e-mail, will not be entertained and only hard copy (physical form) of EOI will be accepted: The Address for submission of EOI as under-

IF WALK TO DROP IN TENDER BOX	IF BY POST / COURIER
Tender Box: Expression of Interest for the Fire Safety Equipments. Ground Floor, State Bank of India Local Head Office Building, Opposite Assam Sachivalaya PO: Assam Sachivalaya, Dispur, GS Road Guwahati - 781 006, Assam	To, The Assistant General Manager (P & E) Premises & Estate Department 3 rd Floor A-Block, SBI LHO Building, P.O. Assam Sachivalaya, Dispur, GS Road Guwahati - 781 006 , Assam

Envelope should be **SUPER SCRIBED / MARKED** as below:

“EXPRESSION OF INTEREST (EOI) - FOR THE EMPANELMENT OF AGENCIES / FIRMS / COMPANIES / SOLE PROPRIETORS FOR SUPPLY, INSTALLATION, TESTING AND MAINTENANCE OF PUBLIC ADDRESS SYSTEM”

Note:

- Single envelope must contain single (1) application and multiple applications in single envelope will not be considered).
- If the space provided in the form is not sufficient, additional sheets may be attached for which suitable mention should be made in the form. All such sheets must be signed by authorized signatory.
- The interested are advised to keep checking Bank’s web site for any subsequent changes /corrigendum /additions /updates etc. for which there would be no separate press notifications.



STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

DATED: 14/11/2022

Annexure A

(On Bidder's Company letter head)

Letter No.

Date:

To,
The Assistant General Manager (Premises & Estate)
Premises & Estate Department
3rd Floor A-Block, SBI LHO Building,
P.O. Assam Sachivalaya, Dispur,
GS Road Guwahati - 781 006 (Assam)

Dear Sir,

APPLICATION FOR EXPRESSION OF INTEREST (EOI) FOR EMPANELMENT OF AGENCIES / FIRMS / COMPANIES/ SOLE PROPRIETORSHIP FOR SUPPLY, INSTALLATION, TESTING, MAINTENANCE OF PUBLIC ADDRESS SYSTEM (INDOOR USE) IN SBI BRANCHES / OFFICES UNDER, NORTH EAST CIRCLE

With reference to advertisement notification No. **P&E/FIRE-SAFETY/2022-23/EOI** /.....dated....., for the captioned work, we enclose herewith for kind consideration our profile in the format along with necessary supporting documents as per **Annexure (B to J)**, with an additional set of it's Xerox copies, duly signed and sealed by the authorized signatory of the company/agency/firm. A copy of the authorization letter is enclosed. We confirm that the details furnished by us are true and correct and no material information has been withheld.

2. We undertake to produce the original of all documents attached herewith as and when asked for by the Bank and shall extend all assistance to the Bank Authorities for the purpose of empanelment.

3. We clearly understand & undertake that mere submission of application does not guarantee for our empanelment and Bank's decision in this regard shall be final and binding on us. We submit this application in token of our acceptance of the terms and conditions laid down in this advertisement (EOI).

Thanking You,

Yours faithfully,

(Name of Authorized Signatory)
(Seal of the firm)



**STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE**

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

DATED: 14/11/2022

Annexure-'B'

APPLICATION FOR EXPRESSION OF INTEREST (EOI) FOR EMPANELMENT OF AGENCIES / FIRMS / COMPANIES/ SOLE PROPRIETORSHIP FOR SUPPLY, INSTALLATION, TESTING, MAINTENANCE OF PUBLIC ADDRESS SYSTEM (INDOOR USE) IN SBI BRANCHES/OFFICES UNDER, NORTH EAST CIRCLE					
1	NAME OF ORGANISATION				
2	CONSTITUTION (PROPRIETARY/ PARTNERSHIP/ HUF/ PRIVATE LIMITED/ PUBLIC LIMITED/ CO-OPERATIVE SOCIETY (PLEASE ENCLOSE A COPY CERTIFICATE OF REGISTRATION/PARTNERSHIP DEED))				
3	YEAR OF ESTABLISHMENT (NB: DATE OF COMMENCEMENT OF BUSINESS IN CASE OF COMPANY)				
4	DETAILS OF PARTNERS/ KEY/ SENIOR OFFICIALS / DIRECTORS / TECHNICAL OFFICER	NAME	DESIGNATION	QUALIFICATION	EXPERIENCE
5	NO. OF OFFICES IN INDIA AND NORTH EASTERN STATES UNDER SBI NORTH EAST CIRCLE				
6	REGISTERED/HEAD OFFICE ADDRESS WITH DETAILS		ADDRESS		
			MOBILE NO		
			PHONE NO		
			FAX NO		
			E MAIL ADDRESS		
7	LOCAL OFFICE ADDRESS WITH DETAILS		ADDRESS		
			MOBILE NO		
			PHONE NO		
			FAX NO		
			E MAIL ADDRESS		
8	CONTACT DETAILS FOR CORRESPONDENCES IN CONNECTION WITH TENDER		ADDRESS		
			MOBILE NO		
			PHONE NO		
			FAX NO		
			E MAIL ADDRESS		
9	WHETHER REGISTERED / EMPANELLED WITH ANY ORGANISATION / PUBLIC BODY		NAME OF ORGANISATION	SINCE WHEN	
			ENCLOSE DOCUMENTARY PROOF		



**STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE**

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

DATED: 14/11/2022

	PLEASE FURNISH COMPLETE DETAILS OF OFFICES (ADDRESS AND CONTACT DETAILS LIKE MOBILE NO., PHONE NO, FAX, EMAIL ADDRESS) WITH NUMBER OF SUPPORT ENGINEERS. WHETHER HAVING OFFICES AT UNDER NOTED LOCATIONS?				
10	SERVICE SUPPORT IN NORTH EAST CIRCLE (PROVIDE DETAILS AS PER FORMAT) ALSO, REFER PARA 2.9 OF NOTICE AND LIST OF DISTRICTS UNDER CONTROL OF ADMINISTRATIVE OFFICES	LOCATION	OFFICE AVAILABLE (YES/NO)	ADDRESS AND CONTACT DETAILS LIKE MOBILE NO , PHONE NO, FAX, EMAIL ADDRESS) WITH NUMBERS OF SUPPORT ENGINEERS AND THEIR NAMES	
		Guwahati			
		Dibrugarh			
		Jorhat			
		Shilong			
		Silchar			
11	SALES TAX / VAT REGISTRATION/GST NUMBER	(PLEASE ENCLOSE A CERTIFIED COPY)			
12	PAN (PERMANENT ACCOUNT NUMBER) OF FIRM/ENTITY AND TIN	(PLEASE ENCLOSE A CERTIFIED COPY OF LATEST INCOME TAX CLEARANCE CERTIFICATE/RETURN FILED/ASSESSMENT ORDER)			
13	REGISTRATION NUMBER AS PER SHOPS AND ESTABLISHMENT ACT	(PLEASE ENCLOSE COPY OF REGISTRATION CERTIFICATE)			
14	KEY FINANCIALS	AS AT CLOSE OF BUSINESS AS ON			
	(RS IN LACS)	31.03.20	31.03.21	31.03.22	
	TURNOVER/SALES				
	OTHER INCOME				
	PROFIT BEFORE TAX				
	PROFIT AFTER TAX				
	CAPITAL& RESERVES				
	(PLEASE ENCLOSE COPIES OF AUDITED PROFIT AND LOSS AND BALANCE SHEET ALONG WITH AUDITOR'S NOTE)				
15	NAME AND ADDRESS OF BANKERS	(PLEASE ENCLOSE SOLVENCY CERTIFICATE OF RS.5 LACS ISSUED NOT MORE THAN 3 MONTH OLDER FROM THE LAST DATE OF SUBMISSION OF APPLICATION AS PER ANNEXURE G)			
16	LIST OF CLIENTS WHOSE WORK HAS BEEN UNDERTAKEN DURING LAST FIVE YEARS				
	CLIENT NAME AND WORK LOCATION ADDRESS	CONTACT PERSON WITH TELE NO	NAME OF WORK	AMOUNT OF WORK UNDERTAKEN	START DATE AND COMPLETION DATE



STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

DATED: 14/11/2022

(PLEASE ENCLOSE ORDER COPY/CONTRACT COPY/ AND INSTALLATION CERTIFICATE/ CERTIFICATE OF SUCCESSFUL WORK FROM CUSTOMERS)				
	ASSOCIATE FIRMS/COMPANIES WITH DETAILS OF ACTIVITY AND TURNOVER	NAME OF FIRM	ACTIVITY	ANNUAL TURNOVER
17				
18	DEALING WITH STATE BANK OF INDIA	SINCE: (PLEASE ENCLOSE ORDER COPY/CONTRACT COPY AND INSTALLATION CERTIFICATE(S)/SATISFACTORY PERFORMANCE CERTIFICATES FROM THE CONTROLLING OFFICE		
19	DEALING WITH PUBLIC SECTOR BANKS(OTHER THAN SBI)	(PLEASE ENCLOSE ORDER COPY/CONTRACT COPY AND INSTALLATION CERTIFICATE/ SATISFACTORY PERFORMANCE CERTIFICATE FROM CONTROLLING OFFICES OF BANKS CONCERNED		
20	DECLARATION REGARDING NEAR RELATIVE WORKING IN SBI AS PER ANNEXURE-F. PLEASE READ THE CLAUSE 2.4 OF THIS EOI.	(MENTION IN YES OR NO)		
21	MENTION ANY LITIGATION/ARBITRATION CASE PENDING AGAINST THE FIRM, IF YES, FURNISH DETAILS AND REASONS.	(MENTION IN YES OR NO)		
22	HAVE YOU BEEN BLACK LISTED /DELISTED BY ANY ORGANISATION IN THE PAST, IF YES, FURNISH DETAILS AND REASONS FOR BLACK LISTED / DELISTED	(MENTION IN YES OR NO)		
23	WHETHER THE APPLICANT IS WILLING TO MAINTAIN / REPAIR THE EXISTING PUBLIC ADDRESS SYSTEM (INDOOR USE) AND ITS ACCESORIES	(MENTION IN YES OR NO)		



**STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE**

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

DATED: 14/11/2022

Annexure-‘C’

**PRE-QUALIFICATION OF MANDATORY REQUIREMENTS
EVALUATION CUM SCORING SHEET FOR SUPPLY, INSTALLATION, TESTING, MAINTENANCE OF
PUBLIC ADDRESS SYSTEM (INDOOR USE) IN SBI BRANCHES/OFFICES UNDER, NORTH EAST CIRCLE
[BASED ON THE ELIGIBILITY CRITERION]**

M/s.....

E-MAIL:.....Mob/PH.No.....

	PARTICULARS	MARKS	MARKING BY THE APPLICANT	EVALUATION BY THE COMMITTEE
1	SERVICE SUPPORT CENTERS AT 5 LOCATION WITHIN THE AREA OF JURISDICTION OF AO GUWAHATI / DIBRUGARH / SHILLONG / JORHAT & SILCHAR [SUPPORTED BY DOCUMENTS WHICH IS ACCEPTABLE TO THE BANK]			
	3 TO 5 SERVICE SUPPORT OFFICE	15		
	2 TO 3 SERVICE SUPPORT OFFICE	10		
	0-1 (PRESENTLY NO / NIL - REFER, PARA 2.9 OF EOI)	5		
2	RELEVANT EXPERIENCE IN PUBLIC ADDRESS SYSTEM (INDOOR USE) (AS ON 31/10/2022)			
	10 YEARS AND ABOVE	15		
	MORE THAN 5 YEARS AND LESS THAN 10 YEARS	10		
	MINIMUM 5 YEARS	5		
3	INSTALLATION OF PA SYSTEM AT PSU/ NATIONALIZED BANK / STATE GOVT./CENTRAL GOVT./LARGE PRIVATE SECTOR BANK ETC. IN LAST FIVE YEARS AS ON 31/10/2022, ONE PUBLIC SECTOR BANK IS MUST, FOR SITC (SUPPLY, INSTALLATION, TESTING, COMMISSIONING) / AMC OF PUBLIC ADDRESS SYSTEM OF DURING LAST FIVE YEARS			
	CONSOLIDATED WORK VALUE MORE THAN RS. 15.0 LAC	15		
	CONSOLIDATED WORK VALUE MORE THAN RS. 12.0 LAC UP TO 15.0 LAC	10		
	CONSOLIDATED MINIMUM WORK VALUE RS. 10.0 TO 12.0 LAC	5		
4	AVERAGE ANNUAL TURN OVER LAST 3 YEARS (I.E. 2019-20, 2020-21 & 2021-22)			
	ABOVE 20.0 LAC	15		
	MORE THAN 15.0 LAC - UPTO 20.0 LAC	10		
	MINIMUM 10.0 LAC - UPTO 15.0 LAC	5		
5	WORKING EXPERIENCE IN PSU/ NATIONALIZED BANK / STATE GOVT./CENTRAL GOVT./LARGE PRIVATE SECTOR BANK ETC. OUT OF WHICH, NOS OF PUBLIC SECTOR BANK DURING LAST FIVE YEARS AS ON 31/10/2022.			
	4 OR MORE THAN 4 ORGANIZATIONS OF WHICH 3 OR MORE PUBLIC SECTOR BANKS.	15		
	MINIMUM 3 ORGANIZATIONS OF WHICH 2 PUBLIC SECTOR BANKS.	10		
	MINIMUM 2 ORGANIZATIONS OF WHICH 1 PUBLIC SECTOR BANKS	5		
6	APPLICANT HAVING SHOP & ESTABLISHMENT LICENCE ISSUED BY THE CONCERNED DEPTT OF STATE GOVT.			
	MORE THAN 5 NE STATES UNDER NORTH EAST CIRCLE	15		
	MINIMUM 2 TO 5 NE STATES UNDER NORTH EAST CIRCLE	10		
	MINIMUM 0-1 NE STATES UNDER NORTH EAST CIRCLE [PRESENTLY NO. / NIL - REFER, PARA 2.5 (v) OF EOI]	05		
	TOTAL MARKS [Max Marks:90 and Min :30 Marks to be scored]	90		

Note:

- Minimum score (5 mark) in each category is mandatorily requirement.
- Minimum qualifying mark in total is 30.
- Committee Marking will be Final, based on the document submitted by the applicant

Seal & Signature of Authorized Officials

Committee Member Signature

SEAL & SIGN

PUBLIC ADDRESS SYSTEM (INDOOR USE) AS PER BIS 1881:1998

PAGE 35 OF 43



**STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE**

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

DATED: 14/11/2022

Annexure-'D'

(NOT TO BE FILLED BY THE APPLICANTS)

**PRE-QUALIFICATION OF MANDATORY REQUIREMENTS
EVALUATION CUM SCORING SHEET FOR SUPPLY, INSTALLATION, TESTING, MAINTENANCE OF
PUBLIC ADDRESS SYSTEM (INDOOR USE) IN SBI BRANCHES/OFFICES UNDER, NORTH EAST CIRCLE**

[BASED ON PRESENTATION CUM DEMONSTRATION OF THE EQUIPMENTS]

> MINIMUM QUALIFYING MARKS IS 35 > SHOULD SCORE MINIMUM MARKS IN EACH CATEGORY. > SECTION - 1.0 [a, b, c & d] PARAMETERS ARE MANDATORILY TO QUALIFY > SECTION - 2.0 [b, c & d] PARAMETERS ARE MANDATORILY TO QUALIFY			
PARTICULARS		MAX MARKS	MARKS SCORED
Sec 1.0	a. ON SUCCESSFUL DEMONSTRATION ON OPERATION OF COMPLETE SET OF PA SYSTEM AS PER BANKS SPECIFICATIONS ALONG WITH DIGITAL SELECTOR & RECORDER, MIC,SPEAKERS (CEILING & WALL)	5	
	b. INBUILT PROVISION IN THE CONTROL PANEL I.E. LCD DISPLAY, USB PORT, BT,UBS / BT KEYBOARD FUNCTIONS WITH IR REMOTE SENSOR, COMPATIBLE TO CONNECR COMPUTER OR ANY OTHER EXTERNAL DEVICES WITHOUT ANY DISTURBANCE/NOISE IN SOUND QUALILTY AND OTHERS	5	
	c. QUALITY / WORKMAN SHIP [PAINTING / FINISHING OF THE BODY /GAUGE OF THE BODY ETC.] OF THE OFFERED BRAND / MAKE PA SYSTEM AS PER BANK'S SPECIFICATION (PARA 4.0)	5	
	d. THIRD PARTY AUTHORIZED BY GOVT. CERTIFICATION (ERTL/UL/CE ETC) FOR THE OFFERED BRAND AND BACK TO BACK SUPPORT FOR SPARE PARTS FOR AT LEAST FIVE YEARS FROM THE OEM	5	
	e. ADDITIONAL FEATURES IF ANY	5	
	Section-1.0 [Max Marks : 25 & Min Marks: 20]		25
Sec 2.0	COMMITTEE EVALUATION		
	a. MARKS SCORED MORE THAN 50% TO 100% OF TOTAL MARKS IN PRE-QUALIFICATION EVALUATION OF CUM SCORING SHEET (ANNEXURE - C) ASSESSED BY THE COMMITTEE.	10	
	b. IF SCORED BETWEEN 33% TO UP TO 50% OF TOTAL MARKS IN PRE-QUALIFICATION EVALUATION OF CUM SCORING SHEET (ANNEXURE - C) ASSESSED BY THE COMMITTEE.	5	
	c. SATISFACTORY PERFORMANCE CERTIFICATE SUBMITTED BY THE FIRMS / VENDORS ISSUED NOT MORE THREE MONTHS OLD FROM THE DATE OF PUBLISHING OF THE EOI, AS MENTIONED IN PARA 2.2 OF THIS EOI [PREFERENCE WILL BE GIVEN TO THE PERFORMANCE CERTIFICATES F ISSUED BY STATE BANK OF INDIA].	5	
	d. OVERALL ASSESSMENT BY THE COMMITTEE MEMBER (ASSESSMENT OF COMPANY WITH REGARD TO ITS REPUTATION, PERFORMANCE FEEDBACK, EXPERIENCE, AND INFRASTRUCTURE).	5	
	Section-2.0 [Max Marks: 20 & Min Marks :15]		20
TOTAL MAX MARKS : 45 [Section -1 + Section -2], Min Marks : 35 to be scored		45	

FINAL SCORING SHEET

M/s.....

E-MAIL:Mob/PH.No.....

Marks Scored in Technical Bid [Annexure-C] Max:90, Min:30	Marks Scored in Demonstration [Annexure-D] Max:45, Min:35	Total Score [Max:135, Min:65]	Remarks Qualified = > 65 Disqualify < 65

Committee Member

SEAL & SIGN

PUBLIC ADDRESS SYSTEM (INDOOR USE) AS PER BIS 1881:1998

PAGE 36 OF 43



STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

DATED: 14/11/2022

Annexure- E

(On Bidder's Company letter head)

SITC PUBLIC ADDRESS SYSTEM (INDOOR USE)
INSTALLED DURING THE LAST FIVE YEARS [AS ON 31/10/2022]

S.NO.	BLOCK YEAR	NOs. OF SITC /AMC of Public Address System	Work Value supported by Bill Invoice / Work Order	Name of organization with contact persons where work undertaken with contact details
1.	2017-18			
2.	2018-19			
3.	2019-20			
4.	2020-21			
5.	2021-22			
TOTAL				

Note: - The figures quoted above should be verifiable from the audited balance sheet as well as Work Order / Bills / Tax Invoice (self attested copy must be enclosed), wherein quantities are mentioned clearly. Also note that wrong information in this regard may disqualify the applicants

(Authorized signatory)

Seal of the firm

Date:

Place:



ANNEXURE - F

DECLARATION OF NEAR RELATIVES OF SBI EMPLOYEES

[Crossed which one is not applicable]

If having near relatives

I,/We.....S/O
,D/O,W/O.....residin
g at.....hereby certify that one or more of our near
relative(s) as defined in the pre-qualification notice is/are employed in the State Bank of India,
whose details are as under:

<u>S.No.</u>	<u>Employee PF No.</u>	<u>Name</u>	<u>Age</u>	<u>Male/Female</u>	<u>Branch/Office</u>
1.					
2.					
3.					

In case at any stage, it is found that the information given by me/ us is false/incorrect, State Bank of India shall have the absolute right to take any action as deemed fit, without any prior intimation to me.

If not having near relatives

I,/We.....S/O
,D/O,W/O.....residin
g at.....hereby certify that none of our near relative(s)
as defined in the pre-qualification notice is/are employed in the State Bank of India. In case at any
stage, it is found that the information given by me/ us is false/incorrect, State Bank of India shall have
the absolute right to take any action as deemed fit, without any prior intimation to me.

***The near relatives are members of Hindu Undivided family/husband and wife/the one related to the other in the manner as father, mother, son(s) and son's wife (daughter in laws), daughter(s) and daughter's husband (son in law), brother(s) and brother's wife, sister(s) and sister's husband (brother in law).

Place: Signature with Seal

Date: Name in Block Letters:

Designation: Address:



ANNEXURE-G

(On Bank's letter head)

SOLVENCY CERTIFICATE FORMAT

This is to certify that to the best of my knowledge and information
M/s.....(Firm/
Company/ Sole Proprietorship name with address) having marginally noted address, a customer of our
bank is/are respectable and can be treated as good for any engagement up to a limit of
Rs.....(Rupees.....).

This certificate is issued without any guarantee or responsibility on the bank or any of the officers.

(Signature of Branch Manager with Seal)

Note:

1. Banker's certificate should be on the letter head of the Scheduled Commercial Bank
2. In case of partnership firm, certificate to include names of all partners as recorded with the Bank.



Annexure-H

(On Bidder's Company letter head)

UNDERTAKING
ACCEPTANCE OF TECHNICAL SPECIFICATION
AND AMC/NEW INSTALLATION OF PUBLIC ADDRESS SYSTEM

I, undertake to provide the **EQUIPMENTS AND THEIR SPARE PARTS** as per the specifications and also maintain existing / newly installed system in good/functional condition during the AMC as per scheduled as given **in this** EOI or as advised by the bank from time to time.

2. And, I also agree to undertake that if any abnormalities are noticed by any inspecting Officials of the Bank in this regard, the Bank may impose suitable penalty and deduct the amount equivalent to loss to the Bank from my/our Bill/Bills or forfeit our Security Money deposited against non-adherence of Bank instructions as stipulated by the Bank.

Place:

Signature with Seal of the Company/Firm

Date:

Name in Block Letters:

Designation:

Address:



(On Bidder's Company letter head)

ANNEXURE - I

UNDERTAKING FOR

**OPENING OF SUPPORT OFFICE AND SUBMISSION OF SHOP AND ESTABLISHMENT
REGISTRATION CERTIFICATE ISSUED BY STATE GOVT.**

I/We..... hereby undertake that I shall open support office / service center with technical personnel within a month from the date of **ALLOTMENT OF WORK** in the area where work is allotted to me in any North Eastern States under the SBI North East Circle for providing 24X7 post implementation support and proof for the same along with details of Technical Staff will be submitted to the Bank.

2. I, also undertake to submit Shop & Establishment Certificate within the due date as mentioned in Clause 2.5 (v) of this EOI.
3. And I understand that physical verification of the support office / service center will be done by Bank Officials and if any deviation is found, the empanelment is liable to be canceled without any notice.

Place:

Signature with Seal

Date:

Name in Block Letters:

Designation:

Address:



STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

DATED: 14/11/2022

ANNEXURE - J

PERFORMANCE CERTIFICATE

(On letter head of the issuing authority/department)

This is to certify that M/s.....
Address :is being providing / have been provided the
services of.....(mentioned
the category of Fire Safety work for which applied) to our Offices / Branches
since.....to.....

2. We are satisfied with the performance of work of installation / maintenance services
provided by the Vendor/Firms. The Certificate is issued based on the information and records
available with us and is true to the best of my knowledge and belief.

3. Details of work of new installation/supply and maintenance, and their work value are as
under during the last.....years.

S.NO.	Period	Nature of the Services provided	Work Value supported by Bill Invoice / Work Order	Name of organization with contact persons where work undertaken with contact details
i.				
ii.				
iii.				
....				
TOTAL				

[Note: Issued not more than **THREE MONTH OLDER** from the date of publishing of EOI & as per para 2.2]

(Signature)
Name of Organization:
Designation:
Contact No.
Date:
Place:

Office Seal/Stamp



**STATE BANK OF INDIA, PREMISES & ESTATE DEPARTMENT, LOCAL HEAD OFFICE GUWAHATI
NORTH EAST CIRCLE**

RFP Ref. No. P&E/ FIRE SAFETY /2022-23/ EOI/93

DATED: 14/11/2022

CHECK-LIST

(TO BE FILLED BY APPLICANTS ON COMPANY LETTER HEAD)

M/s.....

E-MAIL:.....Mob/PH.No.....

Sl. No.	PRE-QUALIFICATION OF MANDATORY REQUIREMENTS	WHETHER COMPLIED?	ATTACHED AS FLAG
1	COVERING LETTER AND APPLICATION FORM (AS PER ANNEXURE - A , B)	YES / NO	Flag - A
2	PRE-QUALIFICATION OF MANDATORY REQUIREMENTS (AS PER ANNEXURE - C)	YES / NO	Flag - B
3	AVERAGE AUDITED ANNUAL TURNOVER RS. 10.0 LAC IN LAST THREE YEARS.	YES / NO	Flag - C
4	COPY OF AUDITED BALANCE SHEET,IT RETURNS AND PROFIT AND LOSS ACCOUNTS SUPPORTED BY CHARTED ACCOUNTANT NOTES DURING LAST THREE FINANCIAL YEARS (I.E. 2019-20, 2020-21 & 2021-22)	YES / NO	Flag -D
5	MINIMUM FIVE YEARS RELEVANT EXPERIENCE IN THE FIELD OF FIRE SAFETY EQUIPMENTS SUPPLY /INSTALLATION OF <u>PUBLIC ADDRESS SYSTEM (INDOOR USE)</u> (SUPPORTED BY WORK ORDER / COMPLETION CERTIFICATE)	YES / NO	Flag - E
6	WORKING EXPERIENCE IN MINIMUM ONE PUBLIC SECTOR BANK (SUPPORTED BY WORK ORDER /AGREEMENT COMPLETION CERTIFICATE)	YES / NO	Flag - F
7	MINIMUM RS. 10.0 LAC OF VALUE INSTALLATIONS/AMC IN LAST FIVE YEARS (SUPPORTED BY WORK ORDER/BILL/INVOICE, (AS PER ANNEXURE-E))	YES / NO	Flag - G
8	PAN, GST CERTIFICATE	YES / NO	Flag - H
9	DECLARATION OF NEAR RELATIVES OF SBI EMPLOYEES (AS PER ANNEXURE- F)	YES / NO	Flag - I
10	AUTHORIZATIONS LETTER FROM PRINCIPAL / OEM AND BACK TO BACK SUPPORT FOR UNINTERRUPTED SUPPLY OF FIRE SAFETY EQUIPMENTS AND ITS SPARE PARTS.	YES / NO	Flag - J
11	PRESENTLY SERVICE SUPPORT OFFICE IN NORTH EAST CIRCLE WITH ADDRESS AND CONTACT DETAILS.	YES / NO	Flag - K
12	BLACK LISTED FROM ANY PUBLIC SECTOR BANK'S / GOVT UNDERTAKING (AN UNDERTAKING MUST BE SUBMITTED IN THIS REGARD ON FIRM LETTER HEAD)	YES / NO	Flag - L
13	IS THERE ANY DISPUTE PERTAINING TO BUSINESS AS RENDERED / SOUGHT BY YOU IN COURT OF LAW OR ANY JUDICIAL AUTHORITY. (AN UNDERTAKING MUST BE SUBMITTED IN THIS REGARD ON FIRM LETTER HEAD)	YES / NO	Flag - M
14	SOLVENCY / EQUIVALENTV CERTIFICATE SUBMITTED/ENCLOSED OF Rs. 5 LAC DATED AS NOT MORE THAN 3 MONTH OLDER FROM LAST DATE OF SUBMISSION OF APPLICATION (AS PER ANNEXURE-G)	YES / NO	Flag - N
15	WILLING TO ACCEPT ANNUAL MAINTENANCE CONTRACT (AMC) FOR EXISTING AND SUPPLY OF NEW <u>PUBLIC ADDRESS SYSTEM (INDOOR USE)</u> AS PER TECHNICAL SPECIFICATION (AS PER ANNEXURE-H)	YES / NO	Flag - O
16	UNDERTAKING FOR OPEN SERVICE SUPPORT OFFICE [SEE CLAUSE: 2.9 OF EOI], AND SHOP & ESATBLISHMENT REGISTRATION CERTIFICATE WITHIN DUE DATE AS MENTIONED IN EOI OFFICE [SEE CLAUSE: 2.5 (v) OF EOI], (AS PER ANNEXURE- I)	YES / NO	Flag - P
17	REGISTRATION CERTIFICATE ISSUED BY THE STATE GOVT UNDER SHOPS AND ESTABLISHMENT ACT BY ANY NE STATES UNDER NORTH EAST CIRCLE.[SEE CLAUSE:2.5 (v) OF EOI]	YES / NO	Flag - Q
18	PERFORMANCE CERTIFICATE ISSUED BY EXISTING OR PREVIOUS EMPLOYER AS PER ANNEXURE-J , NOT MORE THAN THREE MONTH OLD [SEE CLAUSE:2.2 OF EOI,PREFERENCE WILL BE GIVEN TO THE PERFORMANCE CERTIFICATES IF ISSUED BY STATE BANK OF INDIA]	YES / NO	Flag - R

**(Note: - Please enclose valid supporting documents for each item from Sr. No. 1 to 18 in the given order only.)
(Authorized signatory & seal)**