



Tender ID: SBI/LHOLUC/FIRE/2024/03



STATE BANK OF INDIA

TENDER DOCUMENT FOR

**ANNUAL MAINTENANCE CONTRACT (COMPREHENSIVE) OF
THE AUTOMATIC FIRE DETECTION AND ALARM SYSTEM
INSTALLED AT LHO BUILDING, LUCKNOW**

NAME OF TENDERER :
ADDRESS :

**(Limited Tender: Those vendors who are empanelled in this category at Lucknow circle
are only eligible participate category of work)**

(Note: Firm should possess valid digital signature for this e-tendering process)

**DETAILS OF WORK/TENDERS FOR THE ANNUAL MAINTENANCE CONTRACT
(COMPREHENSIVE) OF THE AUTOMATIC FIRE DETECTION AND ALARM SYSTEM
INSTALLED AT LHO BUILDING, LUCKNOW**

State Bank of India (SBI), LHO Lucknow invites sealed tenders/quotations from the empaneled Firm/Agency of SBI LHO Lucknow in the field of Installation/Maintenance of Automatic Fire Detection & Alarm System installed at mentioned below site of SBI.

1.	Name of Work	:	Annual Maintenance Contract (Comprehensive) of Automatic Fire Detection and Alarm System installed at LHO Building, Lucknow
2.	Earnest Money Deposit	:	NIL
3.	Initial Security Deposit	:	5 % of the L-1 rate in the form of STDR in the favor of bank
4.	Last date and time of receipt of Tenders	:	19/06/2024 up to 03:00 P.M.
5.	Address at which the Tenders are to be submitted	:	Technical Bid: Tender document duly signed and stamped to be uploaded online Price Bid: Price Bid to be uploaded online at https://etender.sbi Vendor must have digital signature. (No hard copy accepted)
6.	Date and time of opening of Tenders	:	19/06/2024 up to 04:00 P.M. (Online)
7.	Place of opening Tenders	:	PREMISES DEPARTMENT 1 th Floor, B-Wing, LHO, Moti Mahal Marg, Lucknow- 226001
8.	Validity of Offer	:	90 days from the date of opening the Tenders.
9.	Service Provider	:	M/S E-Procurement Technologies Limited. https://etender.sbi/ 1. Fahad Khan:- 6352631766, fahad@eptl.in 2. Jay Vyas:- 9265562819, jay.v@eptl.in 3. Mubassera Mansuri:- 7859800621, mubassera@eptl.in

Term & Conditions

1. Tender will have to be submitted sealed and super scribed with the **name of the work** in envelop. All the information given by the applicant must be correct and if found wrong at any stage of bidding, Bank has right to reject without assigning any reasons. Bank will also evaluate the previous work experience and service satisfaction given in the branches.
2. **Finalist will be decided by the L-1 process from amongst qualified Bidder. The L-1 bidder has to submit 5% of the total annual quoted cost before commencing the work to the Bank as a performance guarantee in the form of STDR in favor of SBI.**
3. Bank will review the work on six monthly and assess the functionality of the system. The vendor has to maintain the system during the warranty period and rectifies the defects on his own cost if any.
4. Quantity of equipment shows in bid format is indicative may be decreased or increased during contract period. No additional amount will be paid by bank in this regards.

4.0 PREVENTIVE MAINTENANCE:

The VENDOR shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment, sensor checking control panel performance and necessary repair of the equipment) quarterly of newly installed as well as existing security equipment's. During the term of the contract, the VENDOR will maintain the equipment in perfect working order and condition and for this purpose will provide the following repairs and maintenance services:

- a) Free maintenance services during the period of warranty. Professionally qualified personnel who have expertise in the hardware and system software supplied by the vendor will provide these services.
- b) The Vendor shall rectify any defects, faults and failures in the equipment and shall repair/replace worn out or defective parts of the equipment during working hours i.e. from **10.30 A.M. to 05.30 P.M.** on all working days/ date and time as convenient to the Bank. In case any defects, faults and failures in the equipment could not be repaired or rectified during the said period, the engineers of the VENDOR are required to accomplish their duties beyond the said schedules in case of any situation if it warrants. In cases where unserviceable parts of the equipment need replacement, the VENDOR shall replace such parts, at no extra cost to the BANK, with brand new parts or those equivalent to new parts in performance. For this purpose, the VENDOR shall keep sufficient stock of spares for 05 years from date of installation of equipment.
- c) **The maximum response time for a maintenance complaint from the site of installation is 24 Hrs. (i.e. time required for Vendor's maintenance engineers to report to the installations after a request call / fax /e-mail is made or letter is written)**
- d) The VENDOR shall ensure that faults and failures intimated by Bank as above are set right maximum within 48 hours from attending the complaint; the company should replace the defective equipment with STANDBY Equipment and restore operations.
- e) The VENDOR shall ensure that the full configuration of the equipment is available to the BANK in proper working condition viz. uptime of 95% of the time on a 24x7x365 basis. The Vendor

shall also conduct extra visits, whenever required, for attending complaints urgent in nature at no extra cost to the BANK.

- f) **In the event of the equipment not being repaired or a workable solution not provided during contract period, a penalty of 0.5 percent of the total consideration for each week or part thereof the delay, subject to maximum amount of five (05) percent of the total consideration will be charged to vendor. The vendor may provide temporary equivalent replacement as a workable solution to avoid the above penalty.**
- g) Checking of AFD&AS functioning on UPS/ Battery backup by switching off regular power supply.
- h) All engineering changes generally adopted hereafter by the VENDOR for equipment similar to that covered by this AGREEMENT, shall be made to the equipment at no cost to the Bank.
- i) Qualified maintenance engineers totally familiar with the equipment shall perform all repairs and maintenance service described herein.
- j) The Bank shall maintain a Register in the Control Room in which, the Bank's CRO shall record each event of failure and / malfunction of the equipment. The VENDOR's **service engineer** shall enter the details of the action taken in **that Register**. Additionally, every time a preventive or corrective maintenance is carried out, the VENDOR'S service engineer shall make, effect in duplicate, a service call report which shall be signed by him and thereafter countersigned by the Bank's official. Maintenance visit will be only counted when in the reported system and all its accessories will be marked as working properly. The original **service call report** shall be handed over to the Bank's official.
- k) The VENDOR shall provide replacement of equipment by similar brand & similar specifications or similar brand with higher specifications, if any equipment is taken out of the premises for repairs.
- l) The obligations expressed under the warranty expressed above shall include all costs relating to labour, spares, maintenance (preventive, unscheduled), and transport charges from site to manufacturer's works and back for repair/adjustment; or replacement at site of any part of the equipment which under the normal and proper use and maintenance proves defective in design, material or workmanship or fails to conform to the specifications given by the purchaser to VENDOR.
- m) VENDOR shall further ensure that the EQUIPMENT is not down at any time for want of spare parts.
- n) VENDOR shall provide repair and maintenance service, in response to oral/ telephonic call/ Email/ Notice by post by the Bank as per time line given at para 4 **(c)** above and also provide a complaint number for tracking the complaint status. VENDOR shall ensure that faults and failures intimated by the Bank as above are set right.
- o) VENDOR shall also guarantee that there shall not be more than five failures in any calendar quarter at any site of the peripherals being supplied. In the event of more than five failures in these critical components, VENDOR shall REPLACE the defective equipment with NEW equipment of same make, model or better configuration in same rates, acceptable to SBI,

immediately.

- p) During the maintenance visit the technician will give training to the staff available on the handling and maintenance of the equipment.
- q) The vendor should undertake to implement the observations / recommendations of the Bank's IS-Audit, Security Audit Team or any other audit conducted by the Bank or external agencies and any escalation in cost on this account will not be accepted by the Bank.
- r) The selected Vendor should carry out all installation/AMC tasks with close coordination of the Control Room Operator under the supervision of Fire Officer, LHO.
- s) During the period of contract due to any reason if there is shortage of spares or the selected model is not available in the market than the company will provide another model, same brand with equivalent configuration or higher on same rates and terms and conditions which should be accepted by the Bank.

5.0 TRANSFER OF OWNERSHIP:

Transfer of ownership of the property shall be effective as soon as the equipment is installed, tested and commissioned at the SITE and accepted by SBI. While repairing, any worn or defective parts replaced by the VENDOR and the parts replacing the withdrawn parts shall become the property of Bank.

- 5.1 The VENDOR's maintenance personnel shall be given access to the equipment when necessary, for purpose of performing the repair and maintenance services indicated in this agreement on showing of identity card issued by the vendor to its technician.
- 5.2 However, if Bank desires to shift the equipment to a new site and install it thereof urgently, the VENDOR shall be informed of the same immediately. THE Bank shall bear the charges for such shifting and the VENDOR shall provide necessary arrangement to Bank in doing so. The terms of this agreement, after such shifting to the alternate site and reinstallation thereof would continue to apply and binding on the VENDOR.
- 5.3 NO term or provision hereof shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to or waiver of a breach by other, whether express or implied, shall not constitute a consent to or waiver of or excuse for another different or subsequent breach.
- 5.4 On account of any negligence, commission or omission by the engineers of the VENDOR and if any loss or damage caused to the security Equipment or to the other electronic equipment's of the branch or its property, the VENDOR shall indemnify/pay/reimburse the loss suffered by the BANK to its full present cost.

6.0 MAINTENANCE AND SUPPORT

- 6.1 The Vendor shall ensure local presence of adequate number of service engineers at their service support offices located in Lucknow and all Administrative Office locations under Lucknow Circle to provide 24x7 post implementation support.

6.2 During the warranty period the vendor has to arrange quarterly visits for inspection of the equipment and provide services.

6.3 Comprehensive Annual Maintenance Contract in respect of the existing AFDAS already installed at LHO is mandatorily to be done by the vendor.

7.0 SCOP OF WORK: ANNUAL MAINTENANCE CONTRACT (AUTOMATIC FIRE DETECTION & ALARM SYSTEM (AFD&AS):

7.1 QUARTERLY (ONCE IN THREE MONTHS) I.E. FOUR VISITS IN A YEAR.

- i. Checking, cleaning of detectors with blower and testing of all components of the system i.e. control panel, detectors, response indicators, manual call points, auto dialer and batteries condition/cleaning of Battery terminals etc. for its serviceability and healthiness.
- ii. Testing of auto dialer, programming i.e. changing and feeding of telephone numbers in consultation with Branch Managers wherever required.
- iii. Rectification of defects noticed in the system.
- iv. During each visit representative of the firm will give training to the bank's staff in operation and maintenance of the system.
- v. Apart from the above quarterly visits all complaints / breakdown calls related to Fire Alarm and PA system wiring with speakers and exit sign board will have to be attended free of cost within 24 hours. An alternative serviceable unit may be provided in case the existing unit has to be taken out for necessary repairs and the original unit / part shall be refitted after repairs at the earliest.
- vi. Enlisting of Zone Marking in Panel on a separate sheet with laminated/printed near the Panel.
- vii. Serial. Number must be marked on each detector of particular zone wise and must be incorporated as mentioned in S.No. (VI).
- viii. The rates of AMC are inclusive of all **(excluding taxes i.e GST) and** in comprehensive in nature. Consumable items (SMF Battery) will be paid as per approved rates of the bank.
- ix. A minimum gap of 45 days should be maintained between two consecutive visits.
- x. A quarterly service report will be submitted to the Fire Officer / Control Room.
- xi. Technician visiting the branch should carry proper identification card and authority letter to carry out servicing.
- xii. The contractor / technician attending to the equipment will sign and paste a slip on the equipment indicating the date of visit and next due date of visit and contact numbers.
- xiii. The contractor has to provide everything i.e. ladder, blower, cleaning materials and consumables etc.
- xiv. Wherever required the contractor will have to attend modification / shifting of smoke detectors, Hooters, speakers, manual call points and control panel etc. and for this charges will be paid extra as per the nature of the work.
- xv. All statutory deductions such as income tax, works contract tax etc. will be deducted from the payment payable to the contractors, wherever applicable.
- xvi. The bank reserves the right to cancel the order without assigning any reason.

7.2 ON-SITE REPAIR AND MAINTENANCE SERVICES:

The Vendor shall arrange services of qualified Service Engineers/Technicians for the installation, and during Warranty / AMC period for maintenance, repair and replacement of all spare parts, accessories etc. and render such other support services as may be necessary for satisfactory functioning of the system(s). No charges, fees, accommodation, boarding etc. shall be paid or provided by SBI to

Service Engineers/Technicians or their assistants. The vendor shall keep SBI's offices informed of the details of Service Centres with addresses, and telephone / FAX / Mobile numbers etc. who shall be responsible for discharging the vendor's obligation under this clause, to enable SBI personnel to contact such representatives of the vendor. The warranty would be on-site and comprehensive in nature and back to back support from the OEM. The vendor will warrant all the hardware/software parts against defects arising out of faulty design, materials and workmanship etc. for a period of one year from the date of commissioning and handing over of the equipment to the Bank. The Vendor shall repair or replace worn out or defective parts of the equipment at his own cost including the cost of transport. No charges, fees, accommodation, boarding, etc, shall be paid or provided by SBI to the service engineer or assistants.

- a) The AMC charges will be payable **after completion of each block of quarterly visit**, subject to satisfactory maintenance services. THE VENDOR shall not increase the AMC rate during contract period excluding the warranty period. THE VENDOR shall be in position to maintain the complete equipment installed by him during the contract period. SBI may change the terms of the future AMCs, if necessary, to meet changing needs, on mutual agreement with THE VENDOR. The AMC agreement will be executed at LHO level.
- b) AMC visit will be construed to be done only when the system is found to be functioning completely/ properly. Vendor shall submit Service Certificate/Installation Certificate as provided by Bank Fire Officer.
- c) **The Rates for Comprehensive AMC of Equipment should be all inclusive EXCEPT SMF Battery. It shall include all kind of repairs/ replacements of spares, whenever required, to ensure the system is fully operational at all times. No separate cost for any replacement/ repair of equipment shall be paid by the Bank, apart from Comprehensive AMC Charges.**
- d) VENDOR shall keep **sufficient standby AFDAS equipment's and** spares of essential kits or parts of the EQUIPMENT all the time, as may be required to keep the downtime minimal. The VENDOR, if he chooses, may install his own standby system of identical specification/ make, if such systems are acceptable to SBI.
- e) In case of services rendered by the VENDOR is not satisfactory, the Bank will forfeit the Performance Money deposited.
- f) In the event, the VENDOR requests to discontinue the supply of sub-assemblies, kits of parts, components and spare parts for the EQUIPMENT purchased, after the expiry of the said **03 years**, the VENDOR shall give **03 months prior notice** to such discontinuance and assist the Bank to make alternative arrangements.
- g) All engineering changes generally adopted hereafter by VENDOR for equipment similar to that supplied, as per the schedule of work, shall be made to the EQUIPMENT at no cost to SBI.
- h) The contact details of service centre, technicians and Manager i.e. telephone numbers, Mobile No., Fax No., E-Mail id, or service focal point(s) to be provided to the Premises & Estates Department ,LHO. In case, there is any change, updated list should be submitted to the Bank immediately.

8.0 SECURITY:

- a) All the employees of the Vendor/OEM must always carry/display their identity cards for authentication

without which they will not be allowed entry in the Bank.

- b) VENDOR agrees that he and his personnel will at all times comply with all security regulations in effect from time to time at the Bank's premises and externally for materials belonging to the Bank.
- c) A complain number shall be generated for all complaints received from the Bank by the Vendor for future references.

9.0 FUTURE ADDITIONS OF HARDWARE / SOFTWARE:

- (i) The Bank would have the right
 - a) Shift supplied systems to an alternative site of its choice (within the premises).
 - b) Disconnect / connect / substitute peripherals or devices or any equipment / software acquired from another vendor.
 - c) Expand the capacity / enhance the features / upgrade the hardware / software supplied, either from the vendor, or another vendor, or developed in-house provided such changes or attachments do not prevent proper maintenance, from being performed or unreasonably increase the VENDOR cost of performing repair and maintenance service.
- (ii) The warranty terms would not be considered as violated if any of (a), (b) or (c) above takes place. Should there be a fault in the operations of the system, the vendor, would not unreasonably assume that the causes lie with that components / software not acquired from them.

10.0 SUB-CONTRACTING:

- 10.1 The Vendor shall not assign or sub contract, in whole or in part, its obligations to perform under the Contract, except with the Bank's prior written consent.
- 10.2 The VENDOR will not subcontract or permit anyone other than The VENDOR's qualified personnel to perform any of the work, services or other performance required or The VENDOR under this agreement without the prior written consent of the bank. However, such restriction is not applicable for service/repairs/maintenance is being provided by the authorized representative of original Equipment Manufacturer, subject to proper authorization by the VENDOR, in his presence.

11.0 CONFIDENTIALITY:

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

- 11.3 In case the date of submission/opening of tenders is declared as a holiday, the date will be postponed to the next working day, time of submission opening and other terms & condition remaining same.
- 11.4 Any penalty due during the contract period (if any) will be adjusted against the 5% retention money (Clause 2). held at LHO defect liability period or in the security deposit retained by the Bank at LHO.
- 11.5 Any other legal/statutory paper(s)/documents if required by the Banks, vendor(s) are bound to submit as and when required.
- 12.0 STATE BANK OF INDIA, LHO, LUCKNOW** has the right to accept/reject/cancelled all tendering process at any stage without assigning any reasons whatsoever.

I agree above Term & Condition.

Seal & Signature of the Firm/Company

Place: Lucknow

Date:

FOR AND BEHALF OF STATE BANK OF INDIA

ANNEXURE – A

Details of System (AFDAS) installed in the Building			
S.No	Name of equipment	Quantity	Location
1	Main AFDAS Control Panel 12 Zone	01	Fire Control Room (Ground Floor)
2	Local Control Panel	17	All Floors canteen lobby, sub-station
3	Smoke Sensor- : 814 Nos Heat Sensor : 11 Nos	825	All Floors cabins, sub-station, floor wings & Canteen
4	Manual Call Point (MCP)	36	All Floors Staircase
5	Hooter/Siren	28	All Floors lift lobby, sub-station & Floor wings
6	Box Speaker -28 Celling Speaker - 295	323	All Floors Staircase, wings & cabin
7	Exit Sign Board	32	All Floor Lobby / passage
8	Response Indicator	313	All Floor