

RFP for interior works of proposed IVAC
at Jamuna Future Park



REQUEST FOR PROPOSAL

Purpose: Interior works for the proposed Indian Visa Application Centre at Jamuna Future Park

Ref: **SBI-BD/IVAC/JFP/2018/001**

Dated: 14.06.2018

State Bank of India (SBI) with more than 200 year history is the largest commercial Bank in India and a Fortune 500 Company. It ranks in the top 50 Global Banks and has its operation in Bangladesh since 1975. State Bank of India (hereinafter referred to as SBI/BANK) Bangladesh Operations, has been managing the operations of Indian Visa Application Centres(IVACs) on behalf of Indian High Commission since 2005.

SBI currently manages the IVAC operations via 12 centres spread across the geography of Bangladesh. At the behest of Indian High Commission, SBI is planning to set up a world class Indian Visa Application Centre at Jamuna Future Park at “G-1” level. SBI hereby invite quotes for works relating to the interior decoration of the proposed premises.

Invitation to BID:

In order to implement the idea for having a world class IVAC providing one of its kind experience for the applicants in Bangladesh, SBI proposes to invite e-tenders from established organisations ((hereinafter referred to as “Bidder”) to undertake the project as a turnkey project with inputs on design etc, from SBI & High Commission of India, Dhaka.

In order to meet the hardware requirements of the Bank, SBI proposes to invite e-tenders from established organizations (hereinafter referred to as “Bidder”) to undertake supply, installation, testing, commissioning and maintenance of equipment as per details listed out in this document.

1. RFP

- ✓ RFP shall mean Request for Proposal
- ✓ Please note that all the information desired needs to be provided. Incomplete information may lead to non-consideration of the proposal.
- ✓ Bidder shall mean any entity (i.e juristic person) who offers to do or provide the goods or services as mentioned in the RFP
- ✓ Bank reserves the right to change the dates mentioned in this RFP document, which will be communicated to the bidders.

- ✓ The information provided by the bidders in response to this RFP document will become the property of SBI and will not be returned. SBI reserves the right to amend, rescind or reissue this RFP and all amendments will be advised to the bidders and such amendments will be binding on them.
- ✓ SBI reserves the right to take any decision with regard to RFP process for addressing any situation which is not explicitly covered in the RFP document.
- ✓ The Bidder must disclose any actual or potential conflict of interest with SBI, Bangladesh Operations.

2. Scope of Work:

SBI is planning to set up a one of its kind world class IVAC centre with state of the art facility at Jamuna Future Park. The CAD files pertaining to the area being leased out to SBI are attached as an annexure. The total area would be divided into 2 parts –

(a) front Office i.e. area where counters for receipt of visa applications would be setup & applicants would be catered to from these counters.

(b) Back Office area where back office operations/tasks which does not involve direct customer interaction. The requirements of each are discussed separately later in the document

Based upon the requirements stated for each part, we are calling for design plans & quotations for the proposed project.

Currently, we shall be assessing the quotations for the front Office part. The quotations for the back Office would be assessed/called for later

Our Requirements for the front Office & the back-Office part is mentioned as under -

Front Office:

- Total 45-50 counters for different VISA application types - tourist, medical, business, others, with a total seating capacity of about 700
- 3 supervisor's counters (using partition not an enclosure)
- 2-3 Executive rooms
- Food Kiosk
- 1 Helpdesk
- Baggage counter
- Space for setting up SBI ATM facing towards the common area of the mall
- Space for water dispenser, photocopying machine etc facing inside the demised premises
- There will be a separate entry & exit
- Space behind the counters for free movement of passports trolley
- The backdrop, ceiling, pillars, walls etc should be designed in such a way that it adds to the aesthetic value of the premises while also showcasing the tourist places in India – like Kerala or Darjeeling etc, projects in India like Swachh Bharat etc

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- Open Ceiling design / partial covered ceiling to suit to the cabling requirement and aesthetic design of the Front Office.

Back Office:

- 20 back end workstations (cubicle)
- cafeteria with seating for 20 people
- meeting room with seating for 20 people
- store room for passports
- stationery store room
- Store room for applications – around 1000 sft area to be earmarked for the same.
- IT server room, small IT storage, seating for 5 IT staff

3. Specifications & Quality:

- The counters should be ergonomically efficient, unique & specifically designed for IVACs. Counters made of concrete, brick with a granite/marble top would be preferred.
- The counters would be such that the applicant may be seated on chair in front of the counter rather than being required to stand
- The make, specifications of the items proposed to be used in the project needs to be mentioned in the proposal. For eg : in case the bidder intends to use Philips company LED lights, same should be mentioned.
- The building “Jamuna Future Park” is energy saving building & the same should be kept in mind while deciding upon the wires, lights etc proposed to be used

SCHEDULE OF EVENTS

Bid Document Availability	Bidding document shall be available at SBIBD.COM & IVACBD.COM website under E-tender Module as well as in the Notice Segment from 14.06.2018 to 20.06.2018
Last date for requesting clarification (optional)	Upto 5:00 PM on 20.06.2018 All communications regarding points / queries requiring clarifications shall be given in writing to at Hoit@sbibd.com or dcoo.ivac@sbibd.com
Clarifications to queries raised	Within 5:00 PM, 19.06.2018
Last date of submission of technical & Commercial bids	20.06.2018 at 11:30 hrs

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Opening of Technical /Commercial Bids	12:00 noon on 20.06.2018 Authorised representatives of vendors may be present during opening of the Technical Bids. However Technical Bids would be opened even in the absence of any or all of the vendor's representatives.
Finalization of TLI Vendor	21.06.2018

4. In case of further clarification:

Interested OEM authorised vendors/Bidders in Bangladesh may contact the following officials should they need any further information / clarification / information, on the date, place and time mentioned below.

The Head of IT
SBI, Bangladesh Operations.
Venue: State Bank of India
Uday Towers, Gulshan 1

5. Time Schedule:

The bid would be awarded to the successful bidder on 21.06.2018. The work is expected to commence latest by 23.06.2018. The front end part need to be completed within 7th July 2018. The prospective bidders has to submit an undertaking to the effect that in case they fail to complete the work within 15 days, bank would be free to impose penalty as per the terms of the Request for Proposal (RFP).

6. Eligibility:

- Eligibility of the Bidders: All Bangladeshi citizen, / Firms (proprietorship / partnership / companies, etc.) formed and constituted by Bangladeshi Citizens in Bangladesh and authorised/experience for executing such types of interior works. Documentary proof to be attached to substantiate the claim.
- They shall have minimum Five years' experience in similar line of activity. They have to submit documentary proof to that effect, if necessary.
- Up-to-date VAT clearance certificate, TIN No, Valid Trade license and /or any other license / approval as may be necessary as per the law.

7. Bid Price

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Prices quoted in the Bid should be item wise and excluding VAT and in BDT only.

The Technical Proposal should NOT contain any price information. Such proposal, if received, will be rejected.

8. Period of Validity of Bids

Bids shall remain valid for a period of 90 days from the date of opening of the Bid. A Bid valid for a shorter period may be rejected by the Bank as non-responsive.

The Bank reserves the right to call for fresh quotes any time during the validity period, if considered necessary.

9. Signing of Bid

The Bid shall be signed by a person or persons duly authorized to sign on behalf of the Bidder.

All pages of the bid, except for printed instruction manuals and specification sheets shall be initialed by the person or persons signing the bid. The Bid shall contain no interlineations, erasures, or overwriting, except to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing The Bid.

The Bid shall be signed by a person or persons duly authorized to bind the Bidder to the contract. Such authority shall be either in the form of a written and duly stamped Power of Attorney or a Board Resolution duly certified by the company's competent authority, extract of which duly certified as true copy should accompany the Bid.

10. Bid Language

The Bid shall be in English Language

11. Rejection of Bid

The Bid is liable to be rejected if:

- The document doesn't bear signature of authorized person.
- It is received through Telegram/Fax/E-mail.
- It is received after expiry of the due date and time stipulated for Bid submission.
- Incomplete/incorrect Bids, including non –submission or non-furnishing of requisite documents / Conditional Bids / Bids not conforming to the terms and conditions stipulated in this Request for Proposal are liable for rejection by SBI.

12. Extension of Deadline for submission of Bid

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SBI may, at its discretion, extend this deadline for submission of bids by amending the Bidding Documents which will be intimated through SBI website (www.sbibd.com), in which case all rights and obligations of SBI and Bidders will thereafter be subject to the deadline as extended.

13. Amendment of Bidding Documents

At any time prior to the deadline for submission of bids, SBI, may, for any reason, whether at its own initiative or in response to a clarification requested by a Bidder, amend the Bidding Documents.

Amendments will be provided in the form of Addenda/corrigenda to the Bidding Documents, which will be posted in SBI's website. Addenda will be binding on Bidders. It will be assumed that the amendments contained in such Addenda / corrigenda had been taken into account by the Bidder in its Bid.

In order to afford Bidders reasonable time in which to take the amendment into account in preparing their bids, SBI may, at its discretion, extend the deadline for the submission of bids, in which case, the extended deadline will be posted in SBI's website.

From the date of issue, the Addenda to the tender shall be deemed to form an integral part of the RFP

14. Late Bid

Bids received after the scheduled time and date will not be accepted by the SBI under any circumstances. SBI will not be responsible for any delay due to postal service or any other means.

16. Modifications and Withdrawal of Bids

Bids once submitted will be treated, as final and no further correspondence will be entertained on this. No Bid will be modified after the deadline for submission of bids.

17. Right to Reject, Accept/Cancel the bid

SBI reserves the right to accept or reject, in full or in part, any or all the offers without assigning any reason whatsoever. SBI does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the Tender, any time during

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the tender process, without assigning any reason whatsoever. SBI also has the right to re-issue the Tender without the Vendors having the right to object to such re-issue.

18. How to submit the Bids:

The interested bidders shall participate through e- Tendering module of SBI. For this they shall login to our website www.sbibd.com. And can submit their quotes online after registering for e-tendering.

Process of evaluation of Bids:

- a) The Technical quotes will be opened first and evaluated and the commercial quotes of those bidders will be opened who would qualify as per the technical specifications
- b) The evaluation of the bids is not on L1 basis. SBI may select a higher bid in case it feels that the design & quality is superior to the other competing bids.
- c) The documentary evidence of the Bidder's qualifications to perform the Contract if its Bid is accepted shall establish to the Bank's satisfaction
- d) that, in the case of a Bidder offering to supply products/equipment's under the Contract which the Bidder did not produce, the Bidder has to produce documents from authorized manufactures / authorization letter.
- e) Eligibility criteria response, Technical and Commercial Bids prepared in accordance with the RFP document.
- f) All the pages of the Bid documents, Technical Bid and Commercial Bid duly sealed and signed by the authorized signatory.
- g) that adequate, specialized expertise are available to ensure that the support services are responsive and the Bidder will assume total responsibility for the fault-free operation of the turnkey solution proposed and maintenance during the warranty period and provide necessary maintenance services.
- h) Any deviations from specifications should be clearly brought out in the bid
- i) The Bidder should quote for the entire package on a single responsibility basis for products / equipments / services it proposes to supply

20. RFP Abandonment

SBI may at its discretion abandon this RFP process any time before Notification of Award or Purchase Order.

21. Where and whom to submit the Bids:

Interested parties who are eligible are requested to submit their Bids as per Event schedule:

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The VP (Operations),
State Bank of India
Uday Tower (1st Floor) Gulshan Avenue,
Gulshan-1, Dhaka.

The authorized representative(s) of the OEM or authorized/ licensed vendors of OEM in Bangladesh are requested to be present at the time of opening of the Technical and Commercial bids/ quotes. Maximum two representatives from a single bidder would be allowed to be present. After opening of the technical quote, evaluation would be made as per the specification of the bank. Those who disqualify as per their technical quotes, their commercial quotes would not be opened nor would be returned. However the Bids shall be opened by the Bank even in the absence of representatives of the Bidders.

22. Fate of earlier bids when revised bid submitted as per modification made by the Bank.

Please note that for any amendments / or modification in the RFP document, no notification will be published in print media (News paper). The interested vendors should refer to our website for any amendment or modification till the last date of submission of the document. The vendor(s) who might have already submitted their bid at the time of amendment / modification, they can submit fresh revised bid, which will be considered by the bank (the old bid submitted earlier, would not be considered).

**Head of IT
State Bank of India
Bangladesh Operations
Uday Tower (1st Floor) Gulshan Avenue,
Gulshan-1, Dhaka.**

23. Delivery Schedule & Penalty for Delayed Deliveries

Completion of the interior works within 07.07.2018.

- ✓ In the event of the non-completion of the interior work within the scheduled time frame, SBI is authorised to impose penalty to the extent of 2% of the bid amount for each passing day.
- ✓ This amount of penalty so calculated shall be deducted at the time of making final payment after completion of the interior works to the complete satisfaction of the Bank.
- ✓ The Bank also reserves the right to cancel the Purchase Order without assigning any reason thereof. In the event of such cancellation, the vendor is not entitled to any compensation. **PLEASE NOTE THE DELIVERY SCHEDULE SHALL BE FOLLOWED**

STRICTLY AS STIPULATED. ANY DELAY SHALL BE VIEWED SERIOUSLY AND PENALTIES LEVIED.

24. Delivery & Documentation

- ✓ The vendor must ensure to comply with what has been mentioned in the bid, in terms of quality & make of the materials used. In case of failure to adhere to the commitment, SBI would be authorised to levy a penalty or withhold the payment till the work is completed to satisfaction.
- ✓ The vendor should provide the list of items & the guarantee they provide on each item. In case of any damages during the guarantee period, the vendor would be required to repair/replace the damaged item.

25. Acceptance Procedure: On successful completion of installation, commissioning, acceptability test, receipt of deliverables, etc., the acceptance certificate signed by the Vendor and the representative of the Bank will be issued. The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the systems

26. Payment Terms

- ✓ Payment shall be made in Bangladeshi Taka.
- ✓ 10% of the total amount would be released upon awarding the bid. The remaining amount would be released post successful completion of the project.
- ✓ Payment will be released within 15 days on receipt of Invoice and Installation & Commissioning Certificate duly signed by the Bank. As already stated, for reasons of delays in installation and commissioning not attributable to the Bank the liquidated damages may be levied as stated.
- ✓ Payments will not be released for any part-completion.

27. Signing of Contract:

- ✓ In the absence of a formal contract, the Bid document, together with the Bank's notification of award and the vendor's acceptance thereof, would constitute a binding contract between the Bank and the successful Bidder. The SLA should be executed by the bidder with the Bank within a period of 45 days from the date of acceptance of Purchase Order. A copy of the standard SLA is enclosed and must be executed by the successful bidder. The stamp duty for the execution of SLA shall be borne by the successful bidder.
- ✓ The Bank reserves the right to cancel the purchase order or both if the Bidder fails to meet the terms of this RFP or contracts/SLA entered into with them

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- ✓ The bidder should carry out all installation tasks in coordination with the IVAC management committee stationed at Uday Towers, SBI Gulshan
- ✓ The bidder should ensure that all the relevant taxes, customs duty etc are paid & there is no instance of evasion of tax on any item used in the project.
- ✓ Service Provider shall, whenever required by the Bank, furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/Reserve Bank of India and or any regulatory authority. The Bank reserves the right to call and/or retain for any relevant material information /reports including audit or review reports undertaken by the service provider (e.g., financial, internal control and security reviews) and findings made on Selected bidder in conjunction with the services provided to the Bank.

Note: Notwithstanding anything said above, the Bank reserves the right to reject the contract or cancel the entire process without assigning reasons thereto.

23. FORMAT FOR TECHNICAL QUOTE:

ANNEXURE -A

SL	Particulars	To be filled up by the Bidder	Whether documentary evidence is mandatory (Y/N)	If documentary evidence attached write "YES"
1	Name of the Bidder			
2	Constitution		Y	
3	Year of Establishment			
4	Major activity			
5	Who are the major customers		Y	
6	VAT Registration No		Y	
7	TIN		Y	
8	Office Address		Y	
9	Name of the owner, or major stake holder		Y	
10	Give detailed about the Trade License		Y	

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I certify that the particulars mentioned above are true and correct to the best of my knowledge and believe. If it is found that any information is found to be false and or misleading, I shall be responsible for that and there would not be any liability on the Bank as a result of such misrepresentation on my part.

Dhaka
Date

SIGNATURE OF THE BIDDER

ANNEXURE -B

23 B. Design Specification (Details of the design for front office & back office which is proposed by the Bidder):

(Kindly provide the 2d design of the front office with the seating arrangement, ceiling layout etc & the back office)

24. Format for Financial Quote:

ANNEXURE-C

Kindly provide the costing for the front office. The costing for the back office may also be provided, however the costing for the back office may not be considered in the present RFP & quotations from interested parties may be called for later.

SIGNATURE OF THE BIDDER

Terms & Conditions

1. The Vendor warrants that the products supplied under the Contract are new, unused, of the most recent or current model and they incorporate all recent improvements in design and / or features. The Vendor further warrants that all the Products supplied under this Contract shall have no defect, arising from design or from any act of omission of the Vendor, that may develop under normal use of the supplied products in the conditions prevailing in India.
2. Any worn or defective parts withdrawn from the equipment and replaced by the VENDOR shall become the property of the VENDOR and the parts replacing the withdrawn parts shall become the property of Bank.
3. The vendor must ensure that all necessary taxes, custom duty etc on the materials used are paid. No tax-evaded items to be used in the construction
4. Vendor should ensure that any design used is the copyright of the vendor or has clearance for usage, received from the copyright holder. Any deviation from the same would be viewed adversely & penalty may be levied for any such unauthorised usage.

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5. The project has a time bound delivery. Any deviation from the timelines mentioned in the RFP shall attract penalty and cancellation of Order.