

STATE BANK OF INDIA, LOCAL HEAD OFFICE, CHANDIGARH

**REQUEST FOR PROPOSAL/ EXPRESSION OF INTEREST FOR
EMPANELMENT OF VENDORS FOR AMC OF COMPUTER HARDWARE &
PERIPHERALS IN THE BRANCHES/OFFICES IN CHANDIGARH CIRCLE**

RFP/EOI REFERENCE NO. : RFP-EOI/ ITS/2017-18/2
DATE OF RFP/EOI DOCUMENT : 31/12/2017
DATE OF OPENING OF EOI : ONGOING

ISSUED BY	:	ASSTT. GENERAL MANAGER (ITS)
		3 rd FLOOR, ITS DEPARTMENT
		STATE BANK OF INDIA,
		LOCAL HEAD OFFICE
		SECTOR-17
		CHANDIGARH-160017

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ASSTT.GENERAL MANAGER (ITS)

The RFP/Expression of Interest (EOI) document can be downloaded from Banks website www.bank.sbi

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CALENDER OF EVENTS

Sr. No	EVENT	DATE
1	Date of Issue	31/12/2017
2	Date of Opening of EOI	Ongoing

REQUEST FOR PROPOSAL/ EXPRESSION OF INTEREST FOR EMPANELMENT OF VENDORS FOR AMC OF COMPUTER HARDWARE & PERIPHERALS IN THE BRANCHES/OFFICES IN CHANDIGARH CIRCLE

State Bank of India, Local Head Office, Chandigarh invites application from Computer Hardware Vendors/Service providers for empanelment for Annual Maintenance Contract of Computer Hardware and Peripherals installed at the Branches, Administrative Offices, Learning Centers, Cells and other establishments spread all over geographical area of Chandigarh Circle of SBI. The Circle comprises of Branches/Offices falling under Local Head Office Chandigarh U.T. and the states of Panjab, Haryana, Himachal Pradesh and Jammu & Kashmir. The AMC will include the branches/offices opened during the period of AMC and the hardware whose warranty expires. The vendors will be short listed on the basis of their technical competence, their presence in all areas of operation of Chandigarh Circle and fulfilling undernoted minimum eligibility criteria. Please note that your responses should strictly conform to the stipulations finalized by the Bank. The eligibility criteria and format for empanelment will be placed on our website: www.bank.sbi and the empanelment/evaluation will be done half yearly by the authorized committee. The empanelment exercise will be thus done on continuous basis.

A vendor submitting the proposal in response to this RFP/EOI shall hereinafter be referred to as Bidder. Only those bidders who fulfil the following credentials should respond to this invitation:

A. ELIGIBILITY CRITERIA

Sr. No	Eligibility Criteria	Documents to be submitted with this EOI
1.	Turnover: The annual turnover for the past three years towards hardware maintenance and support business should be more than 30 Crores annually.	The Bidder must produce Certificate from the Company's Chartered Accountant/ Audited Balance Sheets, as applicable, for the last three Financial Years
2.	Financial Standings: The Bidder should be earning profit during the last three years under reckoning i.e 2014-15 to 2016-17.	Solvency Certificate from their banker with issue date not more than 15 days old from the date of submission of EOI to be attached.
3.	Experience: The Bidder should have a minimum of 3 years' experience in providing hardware maintenance and support services to Corporate Clients / Government/ PSUs/ Banks in India and have recently handled a single client of not less than Rs. 50 Lacs per annum	Proof of Orders issued and completion by Banks/, large Corporate & Public-Sector units / Nationalized Banks during last three years to be submitted. Proof of profiles currently handled also to be given.

4	Existing Clientele: Bidder should have a minimum of three other clients, who are availing similar services from them. One of the clients should have branch/office network of more than 75 locations.	The bidder should produce the proof of orders and completion from the customer during last three years.
5	Support Base: Bidder should have an established office with sufficient experience in the geographical area of Punjab, Haryana, J&K, HP and Chandigarh with sufficient number of adequately skilled personnel.	The registration no. of the firm/company along with GST/CIN number/proof of Office address/ POs received at the given address to be provided to establish the address.
6	Market Reputation: Bidders should have good market reputation.	For this purpose, testimonials and details of similar empanelment relationships with major corporates, especially those in the financial sector shall have to be produced.
7	Blacklisting: Bidder should not have been blacklisted by any company/institution /organisation.	An affidavit in this regard will have to be provided.
8	Profit making entity: The bidder should be profit-making entity on its own.	Corporate Guarantee of parent company in case the entity is not profit making.

Please attach Documents corresponding to each of the above criteria number-wise together for easy securitization.

CARE

The existing empaneled computer hardware vendors of State bank of India must fulfill all the eligibility criteria to qualify for empanelment as AMC vendor.

- Failure to produce the documents as necessary proof while submission of EOI proposal shall render the applicant ineligible for empanelment.
- The bidder with unsatisfactory record would not be entertained.
- The bidder should submit undertaking to provide support and services for a Minimum period of three years.
- The bidder should submit in writing that they agree to carry out the work anywhere in the Circle at the rates approved by the Bank.

B. SCOPE OF EMPANELMENT

1. The Empanelment would be for AMC of Computer Hardware & peripherals installed at the branches / offices / Learning Centers / Cells of Chandigarh Circle spread across the states of Punjab, Haryana, Himachal Pradesh, J&K and Chandigarh (UT).

2. Bank reserves the right to de-panel, if the service provided by the vendor is found to be unsatisfactory or if, at any time, it is found that the information provided for empanelment is false, the Bank reserves the right to remove such vendors from the empaneled list without giving any notice to the vendor in advance. Bank's decision will be final in this regard.

C. EMPANELMENT PROCEDURE

1. The vendor will be empaneled as per the following process:
 - Vendors satisfying the eligibility criteria will be short listed and will be empaneled with the Bank after due scrutiny of documents submitted by the bidder.
 - The panel shall be reviewed periodically, (at least once in a year) and Bank reserves rights to de-panel any vendor depending on performance. The eligibility criteria may also be revised if so needed. The criteria/format for empanelment will be placed on Bank's website : www.bank.sbi Interested and eligible parties can apply at any time. Empanelment/evaluation/EOI so received will be done half yearly by the authorized committee. The empanelment exercise thus will be continuous exercise.
 - Bank may seek clarifications during evaluation if required.

D. INSTRUCTIONS TO THE APPLICANTS

1. The response should be submitted in a structured format as per the checklist appended with number on every page. Each page of the application should be signed by person(s) on behalf of the organization having necessary Authorization / Power of Attorney to do so, duly affixing the company seal. Applications containing false or inadequate information are liable for rejection. (Copy of Power of Attorney or Authorization Letter from the company should be furnished along with the application)
2. Any un-authenticated, alterations, erasures, overwriting, blanking out or discrepancies may render the EOI submission invalid.
3. The Sealed envelope containing the response to EOI along with the required documents shall be super scribed on the top of the envelope "Empanelment for AMC of Computer Hardware & Peripherals vide RFP-EOI-ITS/2017-18/1 dated 31/12/2017". The EOI response should be submitted to ITS Department, State Bank of India, Local Head Office, Sector 17 Chandigarh.
4. The EOI responses should be addressed to:

**THE ASSTT. GENERAL MANAGER (ITS)
STATE BANK OF INDIA
LOCAL HEAD OFFICE,
SECTOR - 17,
CHANDIGARH-160017**

e-MAIL ID : agmcnc.lhocha@sbi.co.in
Landline No. 0172-4567303, 4567341
5. The EOI will be processed by the Committee members at State Bank of India, ITS Department, 3rd Floor, Local Head Office, Chandigarh. The applicant's representative may be present during the bid opening at our office address mentioned above. **The response not received in conformity with the above will not be evaluated.**
6. The short-listed applicants will be notified in due course. Only shortlisted/empaneled applicants will be invited to participate in the tender. No interim enquiries will be entertained. The decision taken by the Bank shall be final and no representation or correspondence shall be entertained.

7. State Bank of India reserves the right to accept/reject any or all expression of interest received in response to this advertisement without assigning any reasons, whatsoever.

8. While responding bidders are requested to furnish the proof in support of having undertaken the work of AMC of Computer hardware & Peripherals, they have to provide the following details:

- Manpower strength
- Technical expertise
- Experience of executing large projects in the states of Punjab, Haryana, Himachal Pradesh, J&K and Chandigarh (UT) in recent past with project and client details.
- Support and other services rendered

E. CHECKLIST

Interested applicant(s) conforming to the above requirements may respond by furnishing the following.

1. Covering Letter as per **Annexure I**
2. Applicant's Profile - **Annexure II.**
3. Write up on the Company's experience / expertise in AMC of Computer hardware & Peripherals work undertaken (max 5 pages).
4. Certificate from the Company's Chartered Accountant/ Audited Balance Sheets, as applicable, for the last **three Financial**
5. Proof of Orders issued and completion by Banks/, large Corporate & Public Sector units / Nationalized Banks during last three years to be submitted. – **Annexure III.**
6. The registration no. of the firm /company along with GST/CIN number/proof of Office address/ POs received at the given address required to establish the address.
7. Testimonials and details of similar empanelment relationships with major corporates, especially those in the financial sector shall to be produced.
8. An affidavit that the company/firm has not been blacklisted in the past to be provided.
9. Corporate Guarantee of parent company in case the entity is not profit making is to be attached.
10. Copy of Power of Attorney or Authorization letter from the Company designating the authorized representative of the company for signing the EOI document should be furnished along with the EOI document.
11. The documents in support of Eligibility Criteria, wherever required as mentioned in this EOI. **The applications/EOI without any of the documentary proof for each of the eligibility criteria is liable to be rejected.**

ANNEXURE – I

(COVERING LETTER FORMAT)

Offer Reference No:

Date:

ASSTT. General Manager,
ITS DEPT, IIIrd Floor
State Bank of India
Local Head Office,
Sector-17,
Chandigarh -160017

EOI Ref: EOI -ITS/2017-18/2 DT: 31/12/2017

Having examined the EOI document including all Annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer to empanel our company/firm for AMC of Computer hardware & Peripherals, in conformity with the said EOI.

If our offer is accepted, we undertake to carry out all the activities pertaining to AMC of Computer Hardware & Peripherals of the Bank for the given period.

We agree to abide by and fulfill all the terms and conditions of the EOI and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in EOI.

We enclose a list of client details of similar empanelment relationships with major corporates in India (giving their full addresses) where AMC of Computer hardware & Peripherals was undertaken by us.

We also confirm that we have not been Blacklisted by any Company/PSU in AMC of Computer hardware related work.

GST Registration Number is -----

We accept all the Instructions and Terms and Conditions of the subject EOI Dated ____ this ____ day of _____

Signature

Signature of the Authorized Signatory with date & seal

Annexure II

APPLICANT'S PROFILE

Sl. No.	Particulars	Details (at Page no.)
A	Profile	
1	Name of the Applicant	
2	Status of Applicant (Company, Partnership, Prop., etc.)	
3	Year of Establishment & Details of Registration (attach Documentary Proof)	
4	Number of years' experience in AMC of Computer Hardware & Peripherals Business	
5	Address	
6	Telephone number	
7	Fax number	
8	Email Address	
9	Website address of the Company, if any	
10	Key person (s) with contact details a) Head Office / registered Office	
11	Authorized Official with Name, Designation, Contact Phone No/Mobile No / FAX No. etc for the EOI	
12	GST Number	
13	3 Years Turnover certificate from Chartered Account. For last three Financial years Or Audited Balance Sheet, as applicable, for last three years.	
14	Annual turnover for the last 3 financial years. last three years (certificate from Auditor/Audited Balance Sheet of three years).	

Wherever applicable submit documentary evidence to facilitate verification.

We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us our tender is liable to be rejected.

Signature of the Authorized Signatory with date & seal

