

EXPRESSION OF INTEREST (EOI) FOR EMPANELMENT WITH STATE BANK OF INDIA, BHOPAL CIRCLE , FOR PROVIDING ANNUAL MAINTENANCE SERVICES FOR COMPUTER HARDWARE FOR BRANCHES / OFFICES OF THE BANK IN MADHYA PRADESH AND CHHATTISGARH:

State Bank of India, Local Head Office, Bhopal Circle invites offers for empanelment of computer hardware vendors / service providers for comprehensive maintenance of the Banks computer hardware and peripherals at its offices / branches in Madhya Pradesh and Chhattisgarh. Bhopal Circle of the Bank has around 1567 branches / offices in Madhya Pradesh and Chhattisgarh for which computer maintenance services are required. The maintenance services are required in respect of servers, personal computers and peripherals of various types.

2. Applications must be submitted in the attached format on the letter head of the company and duly signed by authorized representative of the company.
3. Bid is open to all Bidders who fulfil the eligibility criteria (Annexure A). **Technically qualified vendors will form a panel to provide AMC services to branches/Offices under SBI Bhopal Circle. The panel will remain valid for two years from the date of formation of the Panel subject to yearly review of performance by the Bank.**
4. **Fulfilment of criteria does not necessarily ensure short listing.** Bank may seek any other information required before finalization of Panel.
5. **The empanelment as AMC vendor in Bhopal Circle entitles vendor to participate in AMC tenders floated by the Administrative offices (clusters) & LHO. The empanelment does not guarantee any award of contract.**
6. **AMC through franchisees will not be accepted.**
7. Only vendors having proven capability, expertise and resources for providing comprehensive maintenance services need apply.
8. Empanelment will be decided by the Bank based on information submitted in the prescribed format. Vendors should ensure that full and factual position is disclosed in the format.
9. **The applicant should already be having infrastructure for providing AMC services in Madhya Pradesh and Chhattisgarh which must be evident from information supplied in Para 2 of the attached format.**
10. **The applicant should have been providing AMC services (anywhere in India) to branches / offices of State Bank of India / Associates Bank of State Bank of India for the past two years. Clear details about this should be provided in Para 3 of the attached format.**
11. **If the applicant is not already on the panel of the Bank for supply of computer hardware or not already providing AMC services to Bhopal Circle, copy of last three years balance sheet and profit & loss accounts should be enclosed.**

12. The Bank's decision regarding accepting / rejecting the offer for empanelment will be final and no correspondence / discussion / queries will be entertained in this regard.

13. Fulfillment of norms will not necessarily ensure empanelment and empanelment per se will not entitle any vendor for getting computer hardware maintenance business with the Bank. The Bank may also call for additional information from vendors before finalizing the panel.

14. After the empanelment process has been completed, separate tender will be floated for commercial bids by various administrative offices of the Circle for their specific geographies.

15. **Scope of work:** The AMC vendor has to provide the following services broadly:-

- | | |
|---|---|
| 1. Hardware maintenance including provision of spares | 4. Application Software Loading |
| 2. Operating System support including installation of operating system and patch update | 5. Antivirus software loading/updating |
| 3. Maintenance of location-wise hardware inventory | 6. Maintenance of LAN at branches/offices |

16. Applications must be submitted in the enclosed format on the company's letter head together with supporting documents / references etc and must be received by the Bank latest by 3:00 pm on 28.02.2017 in SEALED ENVELOPE super scribed "EMPANELMENT FOR COMPUTER HARDWARE MAINTENANCE " at the following address:

ASSISTANT GENERAL MANAGER (ITS)
STATE BANK OF INDIA
LOCAL HEAD OFFICE,
3rd FLOOR, ITS DEPARTMENT,
HOSHANGABAD ROAD,
BHOPAL 462 011
M.P.

17. The Tender opening date will be advised separately and Vendors may, if they desire, depute their authorized representative to be present during the opening.

Assistant General Manager (ITS)

Date: 20.02.2017

(To be submitted in letter head of the applicant)

FORMAT FOR EOI FOR EMPANELMENT OF VENDORS FOR AMC

1. Vendor Name :

Address :

Constitution :

PAN, TAN SERVICE TAX REGN. No: (Not to be provided by vendors who are already on the panel of the Bank for supply of computer hardware or are currently providing AMC services to Bhopal Circle of the Bank)

2. Staff Strength

Current Staff Strength of engineers for AMC services	Centre Name

3. Previous Exposure to AMC in SBI / Associates Bank:

(Enclose Certificates / letters if any)

Name of Office of SBI	Period of AMC

- 4. Previous Exposure to AMC in organizations other than State Bank of India:**
(Enclose Certificates / letters if any)

Organization Name	Period of AMC

- 5. Annual turnover in the Bhopal Circle geographical area in respect of AMC services to SBI and other organizations:**

- 6. Call resolution and recording mechanism:**

- 7. Contact Details & Persons:**

- 8. Whether in a position to provide support in areas in M.P / Chhattisgarh where vendor is currently not operating:**

9. Any other information in support of experience and capability to provide
AMC services:

Signature and Seal

Date:

Eligibility Criteria

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected:

Sr. No.	Eligibility Criteria	Documents to be submitted
1.	The bidder must be an Indian firm/ company / organization registered under Companies Act.	Copy of the Certificate of Incorporation issued by Registrar of Companies and full address of the registered office
2.	The bidder must have an average annual turnover of minimum Rs. 2.00 Crore in the hardware maintenance and support business during past three financial year(s)	Copy of the audited Balance Sheet and / or Certificate of the Chartered Accountant for preceding three years
3.	The bidder should be profitable organization for at least once in last two financial years.	Copy of the audited balance sheet and / or Certificate of the Chartered Accountant
4.	Bidder should have experience of minimum 3 years in providing corporate clients, Government / PSU / Banks in India with maintenance services of computer hardware	Copy of the order and / or Certificate of completion of the work
5	At least 3 Client references and contact details (email /landline /mobile) of customers for whom the Bidder has executed similar projects (Start and End Date of the Project to be mentioned) in the past	1. 2. 3.
6.	Project Management Methodologies - The vendor must have a web based / telephonic call logging system for service complaints.	Profile of project Team / previous Assignments of similar nature / Details project plan to be submitted
7.	The Bidder must have existing presence in geographical area of Bhopal Circle (State of M.P. & C.G.).	Documentary evidence of presence with support set up in M.P. & C.G.
8.	Whether the bidder is black listed by any PSU/Corporate/Banks	Reasons & present status
9.	Whether providing AMC Services to State Bank of India / Associates Bank of State Bank of India for past two years.	Yes / No. (if yes, details / documentary evidence must be furnished)

Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.

Signature

Seal of Company

(Signature and seal of company to be put on both pages of Annexure A)