



**State Bank of India
Local Head office, Guwahati**

**PREQUALIFICATION NOTICE FOR EMPANELMENT OF VENDORS
FOR CARRYING OUT ANNUAL MAINTENANCE OF COMPUTER
HARDWARE / SOFTWARE, NETWORKING ITEMS & PERIPHERALS
AT BRANCHES/ OFFICES IN NORTH EASTERN CIRCLE**

State Bank Of India, Local Head Office, Dispur, Guwahati, invites applications for pre-qualification of vendors for empanelment to carry out annual maintenance of the Computer Systems (Hardware, Software, Peripherals, Networking Items, etc.) at the branches and offices of State Bank of India in North Eastern Region consisting of the States of Assam, Arunachal Pradesh, Meghalaya, Manipur, Mizoram, Nagaland and Tripura. The application forms / pre-qualification criteria and other required documents can be downloaded from our website - www.sbi.co.in under 'Procurement News'. The Pre-qualification application with the above details should be submitted in sealed cover to "The Assistant General Manager" (ITSS Department), State Bank of India, Local Head Office, NE Circle, Dispur, Guwahati-781006 within 2.00 p.m. of 11.09.2019. The firms who are already empanelled with us also need to apply afresh. The Bank reserves the right to accept or reject any / all applications without assigning any reason thereof.

**Guwahati
Date: 21.08.2019**

**Assistant General Manager
ITS Department.**



NORTH EASTERN CIRCLE
ITS DEPARTMENT
L.H.O GUWAHATI (ASSAM)

NOTICE FOR INVITING TENDER

STATE BANK OF INDIA

PREQUALIFICATION NOTICE FOR EMPANELMENT OF VENDORS

FOR CARRYING OUT ANNUAL MAINTENANCE OF COMPUTER HARDWARE / SOFTWARE, NETWORKING ITEMS & PERIPHERALS AT BRANCHES/ OFFICES IN NORTH EASTERN CIRCLE

State Bank of India, Local Head Office, Guwahati, invites applications from hardware vendors/service providers for empanelment for carrying out annual maintenance of computer systems installed/to be installed (after expiry of warranty period) at our Branches, Administrative Offices, Training Centers, Circle audit Office and other establishments including LHO spread all over the geographical area of North Eastern Circle comprising of the seven North Eastern States, namely, Assam, Arunachal Pradesh, Meghalaya, Manipur, Mizoram, Nagaland and Tripura. The Circle consists of Five administrative offices (AOs) at Guwahati, Shillong, Jorhat, Dibrugarh and Silchar, which are again currently sub-grouped into 19 Regional Business Offices (RBOs) in the 7 (seven) North Eastern States. The branches/offices within the area of operation including new branches of each RBO will be called as a **Cluster**.

2. The vendors which get empanelled will be responsible for maintenance of Computer Systems (Hardware, Software, Peripherals, Networking Items, etc.), i.e., File Servers, **installation of patches, all software updates and up-gradation**, Personal Computers, Nodes, Thin Clients, TFT Monitors, CRT Monitors, Printers, Scanners, Webcams, Hubs, Data Switches, LAN Maintenance, NAS(Network attached storage), SAN Storages and other peripherals at branches/offices of State Bank of India in the seven North Eastern States as stated above. The validity of empanelment will initially be for 2 years, extendable for another one year. However, the performance of the empanelled vendors will be subject to half-yearly review. Necessary penal clauses will be incorporated in the AMC agreement for deficiency of services. The vendor, selected for a particular cluster, will have to maintain security deposit at the rate of 5% of the aggregate AMC amount for that cluster, with the respective RBOs.

3. Firms/vendors having their offices/branches within the North Eastern States and having minimum **three** years experience in the relative field, strong installed base, sound financial standing and support and service network in the North Eastern States will be considered for selection. The vendors will be required to maintain a minimum inventory of spare parts at the cluster level setup. The vendors will be short

listed on the basis of their technical competence, presence in the North Eastern States and fulfilling under noted minimum eligibility criteria:

ELIGIBILITY CRITERIA:

1. Experience of having successfully completed similar works (single order) during last 5(five) years as of the date of application should be as following.
 - a). Three similar completed works costing not less than the amount equal to 8 Lakhs.
 - b). Two similar completed works costing not less than the amount equal to 10 Lakhs.
 - c). One similar completed work costing not less than the amount equal to 16 lakhs.
2. a) **Turnover** : The basic requirement of empanelment would be annual turnover of Rs.30 Lakhs for the past **three** years towards direct sales in the hardware maintenance and support business.
- b) **Financial Standing**: Bidders should be profit making entities during both the years under reckoning.
- c) **Experience** : Bidders should have minimum **five years** experience in providing hardware maintenance and support services to Corporate Clients / Govt./PSUs/Banks in India.
- d) **Existing Clientele** : Bidders should have minimum of **3** other clients who are availing similar services from them.
- e) **Support Base** : Bidders should have an office with strong service and support network with sufficient stock of spare parts and adequately skilled personnel in North east region.
- f) **Market Reputation** : Bidders should have good market reputation. For this purpose **testimonials and details** similar empanelment relationships with major corporate, especially those in the financial sectors should be submitted.
3. The vendor must have at least one established support set-up in the North East region excluding Sikkim.
4. The contractor/Vendor is required to furnish their PAN No. GSTN Registration details of firm with GSTIN No. etc. to the bank.
5. The contractor/vendor should furnish the registration details for the EPF, ESI and the Labour license details under the Contract Labour Rules and Regulation Act.

6. The bank conducts online reverse auction and hence Contactor/vendor must possess valid E-mail ID, cell No and digital certificate for participation in the online reverse auction.

7. For Assessing the Annual Turnover of the last 3 years, contractor/Vendor must submit valid documents viz. copy of income tax return, Copies of IT assessment order, Profit & Loss account and audited balance sheet for the last 3 years.

8. The age of the firm should be least 5 years old.

9. AMC support through franchisee will not be accepted.

10. The technical bid for empanelment must be submitted at ITS Department, 3rd floor, "B" Wing, SBI, LHO, Dispur, Guwahati in the specified formats, as per ANNEXURES with all details and supporting documents containing the following:

i) Profile of the firm/company/vendors with full details as per format in Annexure-A.

ii) Present Area of operation.

iii) List of major Annual Maintenance Contracts (AMCs) completed during the last five years, as per format in Annexure-B1.

iv) List of major contracts at execution at present, As per format Annexure-B2

iv) Copies of the past three years audited balance sheets of the Firm, auditors' reports and any other relevant documents clearly establishing the volume of AMCs undertaken flagged as Annexure-C.

v) Details of existing support offices, state-wise, in our area of operation, with addresses, telephone numbers and the names, qualifications and experience of key technical support staff with contact information flagged as Annexure-D.

vi) Any other information that may be required by Bank before finalization of the panel.

11. The short-listed Firms may be required to make presentations to the Banks Internal Evaluation Committee. The Committee may visit the offices of the Firms as part of the empanelment process, if considered necessary. Information relating to the Bank's final decision regarding empanelment will be conveyed directly to the vendors in question. No further correspondence will be entertained with those vendors who do not meet the Bank's requirements. After finalization of the panel of AMC vendors, the quotes for rate fixation will be called separately for each Cluster.

12. Please note that members of the Bank's existing panel who desire to be considered on the new panel are also required to respond to this "Request for Proposals"/ notice inviting tender.

13. Please also note that empanelment of vendors for AMCs would be based on parameters like support structure, staff complement, customer base, customer references etc. Hence, all information provided by you must be concrete and with supporting evidences in absence of which the Bank reserves the right not to consider the technical bid. **The decision of the Bank will be final and binding to all and no further query or correspondence will be entertained in this matter. Fulfillment of norms does not necessarily ensure short listing. The Bank reserves the right to accept/reject any application, or cancel the whole process, without assigning any reason thereof.**

14. The interested Firms/Companies/Vendors may submit their responses to the NIT/RFP in a sealed cover super scribed 'RFP/NIT for Empanelment for AMC', through post/courier/hand-delivery to reach the above address latest **by 2.00 PM on 11.09.2019**. No bid will be accepted after the appointed date and time.

Assistant General Manager (ITS)

To
The Assistant General Manager (ITS)
State Bank of India, ITS Department,
Local Head Office, 3rd Floor, "B- Wing"
Dispur, Guwahati- 781 006

Dear Sir,

EMPANELMENT OF VENDORS
FOR MAINTENANCE OF COMPUTER SYSTEMS
UNDER ANNUAL MAINTENANCE CONTRACTS (AMC)
IN BRANCHES AND OFFICES OF STATE BANK OF INDIA
LOCATED IN NORTH EASTERN STATES

In response to your enquiry/advertisement for the empanelment of vendors for maintenance of computer systems under 'Annual Maintenance Contracts', we hereby submit the necessary information.

2. The application is submitted by me, on behalf of the firm, in the capacity of _____ . I am duly authorized to submit the same.

3. We apply for the empanelment of vendors for maintenance of computer systems under 'Annual Maintenance Contracts' and we understand that the final awarding of AMC or issue of work orders is based on tendering process which will be conducted separately at different time intervals based on the needs of the Bank.

4. We understand that the Bank reserves the right to reject/accept all/any of the applications without assigning any reason there of.

SEAL

SIGNATURE OF THE APPLICANT

DATE:

Annexure – A

STATE BANK OF INDIA, ITS DEPARTMENT, GUWAHATI LHO,DISPUR
EMPANELMENT OF VENDORS
FOR MAINTENANCE OF COMPUTER SYSTEMS
UNDER ANNUAL MAINTENANCE CONTRACTS
PRE-QUALIFICATION: VENDORS' PROFILE

1	Name of the Firm/Company		
2	Address (Registered Office)		
3	Address (Offices in N.E. States)		
4	Phone Number(s)		
5	FAX Number(s)		
6	Mobile Phone(s)		
7	Constitution of the Firm		
8	Year of Establishment Please enclose documentary evidence		
9	Name of the Proprietor or Names of Partners / Directors / Associates	a) b) c)	
10	Name of authorize signatory/director/partner with designation and Contact Number		
11	Mode of Authorization Enclose certified copies of document as evidence		
12	Average Turnover per Year head wise AMC for HW. (Audited certificates for the last 3 years are to be enclosed)		
13	Number of Technical Persons in N.E. States		
14	Details and value of major AMCs completed during the last 5 years (Details are to be given in the enclosed formats)		Annexure B1

15	List of other major customers (Experience/Service Certificates to the effect from the customers are to be enclosed)	a) b) c)	
16	PAN Number (for TDS)/TAN No.		
17	GST Number		
18	Any other information with relevant documents	a) b) c)	
19	Whether registration/ obtention of license from govt. authorities e.g,labour depts, ESIC,EPF etc are in place. Enclose certified copy of document as evidence.		
20	Details of major work executed & completed during last 3 years		
21	Details of major works on hand		
22	Details of key personnel permanently employed. (i) Technical personnel (ii) Other personnel		
23	Furnish the names of 3 (three) responsible officials from different organizations/cluster where you have carried out AMC work , along with their designation address, Telephone No etc. who will be in a position to certify about the quality as well as performance of your organization.	a) b) c)	
24	Whether any litigation arisen in works executed during last 10 years. If yes, please furnish details like the name of the project, employer, nature of work, contract value, work order and brief details of litigation. Give name of court, place and status of pending litigation.		
25	Information relating to whether any litigation is pending before any arbitrator for adjudication of any litigation or else any litigation was disposed of during the last ten years by an arbitrator. If so, the details of such litigation are required to be furnished.		
26	Declaration regarding near		

	relatives of the director/partner/BO/proprietor etc. working in bank,if yes details thereof.		
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I/we hereby confirm that all information particulars, copies of certificate and testimonials in connection with empanelment of the company/firm etc. are correct and genuine. I am therefore liable to face appropriate actions as deemed fit by the bank in the event of any of the information particulars, copies of certificates and testimonials are not found correct and genuine.

I/We have read and understood the Press notice/Notice inviting Tender/Empanelment.

I/We are authorized to sign and submit these documents for participating in the selection process of empanelment.

I/We understand that in any stage it is found /noticed by the bank that any information provided by us is untrue//incorrect partly or fully and in case of adverse /unsatisfactory report from other clients/ individuals, Bank will have every right to cancel our request as well as initiate necessary action against us.

I/We also understand that partly/wrongly filled application and/ or application not on prescribed pro-forma and/ or application not accompanying relevant documents/enclosures/annexure are liable to be rejected by the bank.

I/We confirm that all rules prevailing in the respective of North East states, the labour Laws, Risk Insurance obligations, State & central Government statutory requirements shall be complied by us.

I/We understand that this is merely an application & does not entitle us to be necessarily empaneled by bank and bank reserves the right to reject all and/ or any application without assigning any reason, thereof.

SEAL

AUTHORISED SIGNATORY OF THE COMPANY

DATE:

Annexure-B1

STATE BANK OF INDIA, ITS DEPARTMENT, GUWAHATI LHO,DISPUR
EMPANELMENT OF VENDORS
FOR MAINTENANCE OF COMPUTER SYSTEMS
UNDER ANNUAL MAINTENANCE CONTRACTS

LIST OF MAJOR CONTRACTS COMPLETED DURING THE LAST 5 YEARS

Sl. No.	Name and Address of the Client	Period of AMC		Districts covered & Nature of work	Value of AMC
		Month from	Month upto		
1					
2					
3					
4					
5					
6					
7					

8					
9					
10					

Notes:

- 1) Credentials issued by the clients are enclosed herewith.
- 2) The work should have been executed by the firm/company under the name in which they are submitting the applications. In case of recent change in the name of the firm/company, suitable documents are to be produced as evidence supporting the change.

SEAL

AUTHORISED SIGNATORY OF THE COMPANY

Annexure- B2

STATE BANK OF INDIA, ITS DEPARTMENT, GUWAHATI LHO,DISPUR
EMPANELMENT OF VENDORS
FOR MAINTENANCE OF COMPUTER SYSTEMS
UNDER ANNUAL MAINTENANCE CONTRACTS

LIST OF MAJOR CONTRACTS UNDER EXECUTION AT PRESENT.

Sl. No.	Name and Address of the Client	Period of AMC		Districts covered & Nature of work	Value of AMC
		Month from	Month upto		
1					
2					
3					
4					

5					
6					
7					
8					
9					
10					

Notes:

- 1) Credentials issued by the clients are enclosed herewith.
- 2) The work should have been executed by the firm/company under the name in which they are submitting the applications. In case of recent change in the name of the firm/company, suitable documents are to be produced as evidence supporting the change.

SEAL

AUTHORISED SIGNATORY OF THE COMPANY

GENERAL CONDITIONS / INSTRUCTIONS FOR THE APPLICANTS.

1. 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 form which will be kept confidential.
2. Vendors must submit sufficient documentary evidences of running work / work completion certificates etc. meeting the above mentioned criteria from the commercial institution/Nationalized bank/institutional organization/Large private sector/PSUs/central/state govt. departments etc. regarding satisfactory performance of works completed during the last 3 years.
3. While deciding upon the empanelment of firm/Organizations, great emphasis will be given on the ability and competence of applicants to provide good quality works/services within the specified time schedule and in close co-ordination with bank as well as other agencies.

4. The bank may choose to carry out physical inspection of departments mentioned by the applicants in addition to calling for confidential reports from the respective employer/departments to ascertain their genuineness of their claims regarding satisfactory services, support and quality of works, capability of their engineer/support personnel, fulfilment of commitment etc.
5. Decision of the bank regard to selection of Firms/Organizations will be final and binding. The bank is not bound to assign any reason for acceptance / rejection of any applications.
6. The vendors should be equipped with necessary infrastructure like offices, skilled personnel, stock of spares, call-logging system, escalation matrix etc.
7. The performance of all the empaneled Contractors/vendors shall be reviewed by the bank at periodical interval of say 6 months or so as and when required. The vendors with unsatisfactory performance and/or those who do not respond to three consecutive tenders enquires of the bank without informing any valid reason will be removed from the panel immediately without notice .No correspondence will be entertained in this regard. Such vendors shall not be eligible for fresh empanelment in the bank for next 3 years, thereafter, if the bank permits they can apply a fresh for empanelment in prescribed format.
8. The performance of the existing vendor, who will apply fresh, will also be reviewed and the vendor with unsatisfying performance may not be considering for empanelment.
9. Applications containing false, incomplete and/ or inadequate information are liable to be rejected .Also mere fulfilment of eligibility criteria does not guarantee selection.
10. The contractors/Vendors and their employees are advised to maintain their bank account with SBI for smooth payment.
11. The panel of vendors will be valid for the North-Eastern States under the jurisdiction of SBI, Local Head Office North East and vendors will be entitled to participate anywhere within these seven states.
12. The applicant shall agree and authorize the bank to obtain the confidential report from the clients of the applicant vendors, to obtain credit opinion from the bankers and to verify the works executed by vendors.
13. If the space in the proforma is insufficient for furnishing full details, such information may be supplemented on separate sheets of papers, stating therein the part of the proforma and serial number. Separate sheets shall be used for each part, however the format shall be as Performa.

14. While filing up the application, clarification, if any, may be obtained from the office of AGM (ITS), state Bank of India, 3rd Floor B block, Local Head Office, Dispur, Guwahati.
15. Each page of the application shall be signed by persons/persons on behalf of the organization having necessary authorization/power of attorney to do so (certified copies to be enclosed).
16. Bank reserves its right to reject any/all the applications without assigning any reasons, whatsoever therefore. Incomplete/partly filled applications without relevant enclosures may not be considered for evaluation.

Signature of Applicant with Address & seal.