



**REQUEST FOR PROPOSAL (RFP) / EXPRESSION OF INTEREST (EOI)
FOR
EMPANELMENT OF VENDORS
FOR
ANNUAL MAINTENANCE CONTRACT (AMC)
OF
COMPUTER HARDWARE / SOFTWARE & PERIPHERALS INSTALLED AT ALL BRANCHES / OFFICES
OF SBI IN GEOGRAPHICAL AREA OF JAIPUR CIRCLE**

**Ref: RFP-EOI/ITS-JAI/2021-22/1 dated 09/09/2021
LAST DATE OF RFP/ EOI DOCUMENT SUBMISSION: 30.09.2021
DATE OF OPENING OF RFP/ EOI : 01.10.2021**

Address for communication

*Asst. General Manager (ITS)
State Bank of India,
Local Head Office,
ITS Department, 1st Floor,
C-Scheme, Tilak Marg, Jaipur, Rajasthan – 302005
Tel.: 0141- 2256121
e-Mail: agmits.lhojai@sbi.co.in*

The RFP/ EOI document can be downloaded from Banks website <https://bank.sbi>

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SCHEDULE OF EVENTS

Sl. No.	Particulars	Date
1	Date of Issue	09.09.2021
2	Last date of RFP/ EOI Submission	30.09.2021 till 05:00PM
3	Date of opening of RFP/ EOI	01.10.2021 All applications received will be opened on 01.10.2021 at 03:00 PM
4	Intimation to empanelled vendors	Through e-mail/ letter on later date

**REQUEST FOR PROPOSAL (RFP) / EXPRESSION OF INTEREST (EOI)
FOR EMPANELMENT OF VENDORS FOR ANNUAL MAINTENANCE
CONTRACT (AMC) OF COMPUTER HARDWARE / SOFTWARE &
PERIPHERALS INSTALLED AT ALL BRANCHES / OFFICES OF SBI IN
GEOGRAPHICAL AREA OF JAIPUR CIRCLE**

State Bank of India, Local Head Office, Jaipur invites application from Computer Hardware Vendors/ Service providers for empanelment for Annual Maintenance Contract of Computer Hardware, Software and Peripherals installed at/ to be installed at the Branches, Administrative Offices, Regional Business Offices, Learning Centres, Specialised Cells, Central Audit Office and other establishments including LHO, Guest Houses, CMC Residences spread all over geographical area of SBI Jaipur Circle. The Circle comprises of Branches/ Offices of State Bank of India falling under Local Head Office, Jaipur and the state of Rajasthan. 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 Jaipur 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: <https://bank.sbi> and the empanelment/ evaluation will be done yearly by the authorized committee.

The vendors which get empanelled will be responsible for maintenance of Computer Systems (Hardware, Software, Peripherals, etc.), i.e. Servers, Desktops, Nodes, Thin Clients, installation of patches, all software updates and up-gradation, TFT Monitors, Display Devices, Printers, Scanners, Webcams, NAS (Network attached storage), SAN Storages and other peripherals at branches/ offices of State Bank of India in the Rajasthan State. The validity of empanelment will be for 05 years. However, the performance of the empanelled vendors will be subject to yearly review.

An agreement may require to execute by the empanelled vendor with the Bank in the format as may be prescribed by the Bank.

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. BIDDER'S 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:

S. No.	Eligibility Criteria	Documents to be submitted
1.	The Bidder must be an Indian Company/ LLP / Firm registered under Companies Act in India. The age of the firm should be least 5 years old.	Certificate of Incorporation issued by Registrar of Companies and full address of the registered office along with Memorandum & Articles of Association.
2.	The Bidder must comply with the requirements contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020	Bidder should specifically certify in Annexure- I in this regard and provide copy of registration certificate issued by competent authority wherever applicable.
3.	The Bidder must have annual turnover of more than Rs. Fifty Crore (Rs. 50 Crore) during last 03 (three) financial year(s) and turnover of more than Rs. Twenty-Five Crore (Rs. 25 Crore) towards Hardware Maintenance & Support Business.	Copy of the audited financial statement for required financial years. (Certificate from statutory auditor for preceding 03 year may be submitted). Certificate from CA stating the share of hardware maintenance and support business in the audited financial statement for the last 3 financial years
4.	The Bidder should be profitable organization on the basis of profit before tax (PBT) for at least 02 (two) out of last 03 (three) financial years mentioned in para 3 above.	Solvency Certificate from their banker with issue date not more than 15 days old from the date of submission of EOI to be attached. Copy of the audited financial statement along with profit and loss statement for corresponding years also to be provided.
5	Bidder should have experience of minimum 03 years in providing hardware and maintenance support services to Corporate Clients/ Government/ PSUs/ Public Sector Banks in India and have recently	Copy of the order and / or Certificate of completion of the work. Proof of profiles currently handled also to be given.

	handled a single client of not less than Rs 50 lacs per annum.	
6.	Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects in India. (Start and End Date of the Project to be mentioned) in the past (At least 03 client references are required)	Bidder should specifically confirm on their letter head in this regard as per Annexure- IV.
7.	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 100 locations or having more than 600 desktops at one location as AMC/ Warranty service provider.	Copy of the order and / or Certificate of completion of the work.
8.	Past/present litigations, disputes, if any (Adverse litigations could result in disqualification, at the sole discretion of the Bank)	Brief details of litigations, disputes, if any are to be given on Company's letter head.
9.	Bidders should not be under debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking/ State or Central Government or their agencies/ departments on the date of submission of bid for this RFP.	Bidder should specifically certify in Annexure- I in this regard.
10.	The Bidder should not have any Service Level Agreement pending to be signed with the Bank for more than 6 months from the date of issue of purchase order.	Bidder should specifically certify in Annexure- I in this regard.

11.	Certifications available for hardware maintenance and support services.	Copy of valid certificates to be provided.
12.	Bidder should have established office with sufficient experience in the geographic area of Rajasthan with sufficient number of skilled manpower on their own payroll.	Documentary evidence of presence with support set up in Jaipur Circle (Rajasthan State). Documents pertaining to organisational setup in Rajasthan and skilled manpower deployed only in Rajasthan to be provided.
13.	Security deposit for empanelment	Rs.50,000/- (Rupees Fifty Thousand Only) in form of Bank Guarantee. Security in form of BG should be valid for Five (05) year(s) and three months from the effective date of the empanelment.
14.	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 (How calls of similar nature have been handled in other projects).
15.	The Bidder should furnish the registration details for the EPF, ESI and the Labour license details under the Contract Labour Rules and Regulation Act.	Documentary evidence to be submitted
16.	DR/ BCP Setup	DR/ BCP setup details should be provided
17.	Number of technical resources in Rajasthan State	Details to 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.

CARE

- Failure to produce the documents as necessary proof while submission of RFP/ 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

B.1 The Empanelment would be for AMC of Computer Hardware, Software & peripherals installed at the branches / offices / Learning Centres / Cells of Jaipur Circle spread across the state of Rajasthan.

B.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 empanelled list without giving any notice to the vendor in advance. Bank's decision will be final in this regard.

B.3 Just being in the empanelled list doesn't guarantee the bidder for award of AMC work.

B.4 The vendors already empanelled with State Bank of India, Jaipur Circle with empanelment expiring within Six (06) months from the date of issue of this RFP/ EOI need to apply afresh for empanelment.

C. EMPANELMENT PROCEDURE

The vendor will be empanelled as per the following process:

- Vendors satisfying the eligibility criteria will be short listed and will be empanelled 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: <https://bank.sbi> Interested and eligible parties can apply. Empanelment/ evaluation/ EOI so received will be done yearly by the authorized committee.

- Bank may seek clarifications during evaluation, if required.

D. INSTRUCTION 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, if available. 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 **non-window** envelope containing the response to EOI along with the required documents shall be super scribed on the top of the envelope "RFP No.: **RFP-EOI/ITS-JAI/2021-22/1 dated 09/09/2021: PROPOSAL FOR EMPANELMENT OF VENDORS FOR ANNUAL MAINTENANCE CONTRACT (AMC) OF COMPUTER HARDWARE / SOFTWARE & PERIPHERALS INSTALLED AT ALL BRANCHES / OFFICES OF SBI IN GEOGRAPHICAL AREA OF JAIPUR CIRCLE**". The EOI response should be submitted to ITS Department, State Bank of India, Local Head Office, Jaipur.
4. The EOI responses should be addressed to:

Asst. General Manager (ITS)
State Bank of India,
Local Head Office,
ITS Department, 1st Floor,
C-Scheme, Tilak Marg, Jaipur, Rajasthan – 302005
Tel.: 0141- 2256121
e-Mail: agmits.lhojai@sbi.co.in

5. The EOI will be processed by the Committee members at State Bank of India, ITS Department, 1st Floor, Local Head Office, Jaipur. 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/empanelled 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, software & peripherals, they have to provide the following details:
 - a. Manpower strength
 - b. Technical expertise
 - c. Experience of executing large projects in the state of Rajasthan in recent past with project and client details.
 - d. 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/ Bidder Details as per **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 years**.
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.**

COVERING LETTER

[On Company's letter head]

Date: _____

To:

Assistant General Manager (ITS)
ITS Department, 1st Floor,
State Bank of India, Local Head Office,
C-Scheme, Tilak Marg, Jaipur - 302005

Dear Sir,

Ref: RFP No. RFP-EOI/ITS-JAI/2021-22/1 dated 09/09/2021

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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, software & peripherals, in conformity with the said EOI.

While submitting this proposal, we certify that:

- The undersigned is authorized to sign on behalf of the Bidder and the necessary support document delegating this authority is enclosed to this letter.
- We declare that we are not in contravention of conflict of interest obligation

If our offer is accepted, we undertake to carry out all the activities pertaining to AMC of Computer Hardware, Software & Peripherals of the Bank for the given period. This RFP is only for empanelment of vendors for maintenance and support services. Detailed RFP for Computer Hardware, Software & Peripherals AMC will be floated as and when required.

We agree to abide by and fulfil 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 hereby certify that we have read the clauses contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020 regarding

restrictions on procurement from a bidder of a country which shares a land border with India. We further certify that we are not from such a country or if from a country, has been registered with competent authority. We certify that we fulfil all the requirements in this regard and is eligible to participate in this RFP.

We hereby certify that on the date of submission of proposal, we do not have any Service Level Agreement pending to be signed with the Bank for more than 6 months from the date of issue of purchase order.

We hereby certify that on the date of submission of this proposal, we are not under any debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking/ State or Central Government or their agencies/departments.

We also certify that our name does not appear in any "Caution" list of RBI / IBA or any other regulatory body for outsourcing activity.

GST Registration Number is \_\_\_\_\_

We accept all the Instructions and Terms and Conditions of the subject EOI.

Dated this ..... day of ..... 2021

\_\_\_\_\_  
*(Signature)*                                      *(Name)*                                      *(In the capacity of)*

Duly authorised to sign Bid for and on behalf of

\_\_\_\_\_

**Seal of the company.**

**APPLICANT'S PROFILE/ BIDDER DETAILS**

[On Company's letter head]

## Details of the Bidder

| <b>S. No.</b> | <b>Particulars</b>                                                                                                                                                                                             | <b>Details</b> |
|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| 1.            | Name                                                                                                                                                                                                           |                |
| 2.            | Status of Applicant (Company, Partnership, Prop., etc.)                                                                                                                                                        |                |
| 3.            | Date of Incorporation and / or commencement of business                                                                                                                                                        |                |
| 4.            | Certificate of incorporation                                                                                                                                                                                   |                |
| 5.            | Brief description of the Bidder including details of its main line of business                                                                                                                                 |                |
| 6.            | Number of years' experience in AMC of Computer Hardware, Software & Peripherals Business                                                                                                                       |                |
| 7.            | Company website URL                                                                                                                                                                                            |                |
| 8.            | Company Pan Number                                                                                                                                                                                             |                |
| 9.            | Company GSTIN Number                                                                                                                                                                                           |                |
| 10.           | Particulars of the Authorized Signatory of the Bidder<br>a) Name<br>b) Designation<br>c) Address<br>d) Phone Number (Landline)<br>e) Mobile Number<br>f) Fax Number<br>g) Email Address                        |                |
| 11.           | Particulars of the Key Person of the Bidder (Head Office/ Registered Office)<br>h) Name<br>i) Designation<br>j) Address<br>k) Phone Number (Landline)<br>l) Mobile Number<br>m) Fax Number<br>n) Email Address |                |

|     |                                                                                                                                                                                         |  |
|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| 12. | Turnover certificate from Chartered Account for hardware maintenance and support business for last three Financial years; or Audited Balance Sheet, as applicable, for last three years |  |
| 13. | The bidder should provide CV of Project Manager & Team Lead that demonstrates proven experience in executing projects similar in scope and complexity                                   |  |

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 proposal is liable to be rejected.**

**Name & Signature of authorised signatory**

**Seal of Company**

**LIST OF APPLICANT'S MAJOR CUSTOMERS IN LAST 3 YEARS AND REFERENCES**

[On Company's letter head]

| Sl. No. | Name and complete Postal Address of the Customer (Purchaser) | Name, Designation, Telephone, Fax, Telex Nos., email | Nature and Description, Quantity of Goods ordered by the customer during last 3 years | Value of Goods ordered in last 3 years | Whether reference Letter Enclosed |
|---------|--------------------------------------------------------------|------------------------------------------------------|---------------------------------------------------------------------------------------|----------------------------------------|-----------------------------------|
|         |                                                              |                                                      |                                                                                       |                                        |                                   |
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**(Enclose necessary documentary proof)**

**Name & Signature of authorised signatory**

**Seal of Company**

**Format for Submission of Client References**

*(Multiple copies to be used)*

**To whosoever it may concern**

| <b>Particulars</b>                                     | <b>Details</b> |
|--------------------------------------------------------|----------------|
|                                                        |                |
| <b>Client Information</b>                              |                |
| Client Name                                            |                |
| Client address                                         |                |
| Name of the contact person and designation             |                |
| Phone number of the contact person                     |                |
| E-mail address of the contact person                   |                |
| <b>Project Details</b>                                 |                |
| Name of the Project                                    |                |
| Start Date                                             |                |
| End Date                                               |                |
| Current Status (In Progress / Completed)               |                |
| <b>Size of Project</b>                                 |                |
| Value of Work Order (In Lakh) (only single work order) |                |
|                                                        |                |

**Name & Signature of authorised signatory**

**Seal of Company**