

**REQUEST FOR
EXPRESSION OF INTEREST (EOI)
EMPANELMENT OF VENDORS FOR
“MAINTENANCE OF COMPUTER HARDWARE /
PERIPHERIALS AND INSTALLATION /
REINSTALLATION / UPGRADATION OF
SOFTWARE AT THE BRANCHES AND OFFICES
OF SBI LOCATED AT ANDAMAN & NICOBAR
ISLANDS, SIKKIM AND WEST
BENGAL”****THROUGH E-TENDERING PROCESS**

**STATE BANK OF INDIA
LOCAL HEAD OFFICE
KOLKATA**

**Request for EOI No.: EOI-SBI/ITS/21-22/73
Dated: 1-September-2021**

Issued by: Assistant General Manager (ITS), State Bank of India, Local Head Office, ITS Department, Technology Block, Samriddhi Bhavan, 1, Strand Road, Kolkata – 700001

Contact No- 033-22439612

Email – agmits.lhokol@sbi.co.in

The Expression of Interest (EOI) document can be downloaded from Bank's website www.bank.sbi OR e-Tender website www.tenderwizard.com/SBIETENDER

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CALENDER OF EVENTS

Sr. No	EVENT	DATE
1	Date of issue of application and available for download form Bank's Website (www.bank.sbi) OR e-Tender website www.tenderwizard.com/SBIETENDER	1-Sep-2021 to 15-Sep-2021 upto 2:00 PM
2	Raising of written queries/clarifications on or before	5-Sep-2021
3	Last date of Submission of EOI application online	On or before 15-Sep-2021 upto 3:00 PM

4	Opening of tender	16-Sep-2021 at 11:00 AM
5	Verification of documents by (Original documents must be produced for cross verification, the date of which shall be intimated through mail. In case the same is not produced for verification on the designated date and time, it shall be presumed that the vendor is not interested and shall be removed from consideration without assigning any reasons, whatsoever.)	23-Sep-2021
6	For Online e-Tender submission related queries	<u>Service provider:</u> M/s. Antares Systems Limited, Registered Office: #24, Sudha Complex, 3rd Stage, 4th Block, Bangalore – 560079, Karnataka. Help Desk: 9073677150/ 151 / 152 / 9674758506 / 9674758723 / 26 / 033 4604 6611 <u>Contact Persons:</u> <i>(On working days 9 AM to 6 PM)</i> Project In-charge: Mr. Kushal Bose, Mob No.: +91 9674758719 e-Mail: kushal.b@antaressystems.com

EXPRESSION OF INTEREST FOR EMPANELMENT OF VENDORS FOR MAINTENANCE OF COMPUTER HARDWARE AND INSTALLATION / REINSTALLATION / UPGRADATION OF SOFTWARE AT THE BRANCHES AND OFFICES IN KOLKATA CIRCLE (ANDAMAN & NICOBAR ISLANDS, SIKKIM AND WEST BENGAL) THROUGH E-TENDERING PROCESS

State Bank of India, Local Head Office, Kolkata invites Expression of Interest (**EOI**) from companies/firms (**Applicants**) wishing to be considered for short listing for participating in bidding process of the maintenance of Hardware and installation, re-installation(as and when required by the Bank) and upgradation of Software including patch management from time to time at the branches and offices of Kolkata Circle (A&N islands, Sikkim and West Bengal). 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 Kolkata 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 e-Tender website www.tenderwizard.com/SBIETENDER and the empanelment/evaluation will be done by the authorized committee. All digitally signed documents to be uploaded to the e-Tender website www.tenderwizard.com/SBIETENDER.

Please note, this is the first stage of a multi-stage procurement process. The objective of this Request for EOI is to identify and pre-register eligible applicants who are interested in providing the proposed solution and have suitable capacity, capability and experience.

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	The Bidder must be a firm/ company / organization registered under Companies Act.	Copy of Certificate of Incorporation issued by Registrar of Companies and full address of the registered office

		(Copy to be uploaded in the e-Tender site)
2	The Bidder should have a minimum of two years' experience in providing hardware maintenance and support services to Corporate Clients / Government/ PSUs/ Banks in India as on date of submission of EOI	Proof of Orders issued and completion by Banks/, large Corporate & Public-Sector units / Nationalized Banks during last two years to be submitted. Proof of profiles currently handled also to be given. Two references with following details for each reference to be provided: <ol style="list-style-type: none"> 1. Name of the organization 2. Name of the Authorized Official 3. Contact number of the Official 4. E-Mail ID of Official (Copy to be uploaded in the e-Tender site)
3	The company / firm should be earning profit during the last two years under reckoning i.e 2019-20 and 2020-21.	Audited Balance Sheet / Profit and Loss Account for last two years. (Copy to be uploaded in the e-Tender site).
4	The company / firm should not have been declared ineligible for corrupt and fraudulent practices by the Govt. of India / State Governments / Regulatory Agencies / or LEAs.	Declaration to be uploaded in the e-Tender site
5	PAN No of the Company	(Copy to be uploaded in the e-Tender site)
6	GST No of the Company	(Copy to be uploaded in the e-Tender site)
7	The bidder should have a minimum of three other clients, who are availing similar services from them.	The bidder should produce the proof of orders. (Copy to be uploaded in the e-Tender site))
8	The annual turnover for the past two years	The Bidder must produce Certificate from the Company's Chartered Accountant/ Audited Balance Sheets, as applicable, for the last two Financial Years (Copy to be uploaded in the e-Tender site)

9	The Bidder should have an established office with sufficient experience in the geographical area of West Bengal, Sikkim, Andaman & Nicobar Islands with sufficient number of adequately skilled personnel and sufficient spares should be available at all locations for which empanelment as AMC Vendor is being applied for.	Should be able to provide evidence at their registered office (Representative of this office will conduct a physical inspection at their office / workshops)
10	ISO certification (if any)	(Copy to be uploaded in the e-Tender site)
11	ESI Certificate (If any)	(Copy to be uploaded in the e-Tender site)

Please upload documents corresponding to each of the above criteria number-wise together for easy scrutiny and verification with originals.

CARE:

- Failure to provide and upload 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 (Copy to be uploaded in the e-Tender site).
- 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 (Copy to be uploaded in the e-Tender site).

B. SCOPE OF EMPANELMENT

1. The Empanelment would be for AMC of Computer Hardware & peripherals installed at the branches / offices / Learning Centers / Cells of Kolkata Circle spread across the states of West Bengal, Sikkim, and Andaman & Nicobar Islands (UT).
2. Bank reserves the right to de-panel any vendor even after empanelment, if the service provided by the Bidder 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 Bidder from the empaneled list without giving any notice to the Bidder in advance. Bank's decision will be final in this regard.

C. EMPANELMENT PROCEDURE

1. The Bidder will be empaneled as per the following process:

- Bidder satisfying the eligibility criteria will be short listed and will be empaneled with the Bank after due scrutiny of documents submitted/uploaded by the bidder. **The firms who are already empanelled with us need to apply afresh.**
- The panel shall be reviewed periodically, (at least once in a year) and Bank reserves rights to de-panel any Bidder 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 and e-Tender website www.tenderwizard.com/SBIETENDER. Interested and eligible parties can apply online before the last date mentioned in the website regarding empanelment process.
- Bank may seek clarifications from the bidders during evaluation exercise, if required.

D. INSTRUCTIONS TO THE APPLICANTS

1. The response should be submitted online 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) (Copy to be uploaded in the e-Tender site).
2. Any un-authenticated, alterations, erasures, overwriting, blanking out or discrepancies may render the EOI submission invalid.
3. **Raising of queries/clarifications on Request for EOI document:** The applicants requiring any clarification on this document should submit their written queries on or before: 5th September 2021 to the following officials.
Designation: Assistant General Manager: Mail Id: agmits.lhokol@sbi.co.in.

THE ASST. GENERAL MANAGER (ITS)

**STATE BANK OF INDIA
LOCAL HEAD OFFICE,
TECHNOLOGY BLOCK, SAMRIDDI BHAVAN,
1, STRAND ROAD,
KOLKATA – 700001**

e-MAIL ID :agmits.lhokol@sbi.co.in
Landline No. 033-22439612

4. **Modification of EOI document:** At any time prior to the deadline for submission of EOIs, SBI may modify any part of this document. Such change(s) ,if any , may be in the form of an addendum/corrigendum and will be uploaded in Bank's website - www.bank.sbi and e-Tender website www.tenderwizard.com/SBIETENDER. All such change(s) will automatically become part of this Request for EOI and binding on all applicants. Interested applicants are advised to regularly refer the Bank's URLs referred above.
5. **Extension of date of submission of EOIs:** Request for extension of date for submission of EOIs will not be entertained. However, the Bank at its discretion may extend the deadline in order to allow prospective applicants a reasonable time to take the amendment/changes, if any, into account.
6. The EOI response along with all required documents should be submitted online as per the details given below.
7. The EOI will be processed by the Committee members at State Bank of India, ITS Department, Local Head Office, Kolkata. **The response not received in conformity with the above will not be evaluated.**
8. The short-listed applicants will be notified in due course. Only shortlisted/empaneled applicants will be invited to participate in the e-tender. No interim enquiries will be entertained. The decision taken by the Bank shall be final and no representation or correspondence in this regard shall be entertained. SBI reserves the right, at any time, to waive any of the requirements of this Request for EOI document if it is deemed in the interest of SBI.
9. State Bank of India reserves the right to accept/reject any or all expression of interest(s) received in response to this advertisement without assigning any reasons, whatsoever.

10. If deemed necessary, the Bank may seek clarifications on any aspect of EOI from the applicant. If a written response is requested, it must be provided within 02 (two) days, beyond which, the response received, if any, will not be considered. However, that would not entitle the applicant to change or cause any change in the substances of their EOI document already submitted. **Bank may also make enquiries to establish the past performance of the applicants in respect of similar work.** All information submitted in the application or obtained subsequently will be treated as confidential.
11. Bank may issue a Request for Proposal (RFP) to shortlisted applicants for inviting technical and indicative commercial bids for next process of procurement. **However, please note that short listing of applicants should not be treated as a contract for the proposed work.**
12. Lodgment of an EOI is evidence of an applicant's consent to comply with the terms and condition of Request for EOI process and subsequent bidding process. If an applicant fails to comply with any of the terms, its EOI may be summarily rejected.
13. SBI reserves the right to accept or reject any or all EOIs received without assigning any reason whatsoever and the Bank's decision in this regard will be final. No contractual obligation whatsoever shall arise from the EOI process.
14. Any effort on the part of applicant to influence evaluation process may result in rejection of the EOI.
15. **The vendor shall bear all costs associated with submission of EOI, presentation/POC desired by the Bank. Bank will not be responsible or liable for any cost thereof, regardless of the conduct or outcome of the process.**
16. Applicants must advise the Bank immediately in writing of any material change to the information contained in the EOI application, including any substantial change in their ownership or their financial or technical capacity. **Copies of such relevant documents must be submitted/uploaded with their advices.** For successful applicants, this requirement applies until a contract is awarded as a result of subsequent bidding process.
17. Shortlisted applicants must not advertise or publish the same in any form without the prior written consent of SBI.
18. SBI shall have the right to cancel the EOI process itself at any time, without thereby incurring any liabilities to the affected applicants. Reasons for cancellation, as determined by SBI in its sole discretion include but are not limited to, the following:

- Services contemplated are no longer required
 - Scope of work not adequately or clearly defined due to unforeseen circumstance and/or factors and/or new developments.
 - The project is not in the best interest of SBI.
 - Any other reason.
19. 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 West Bengal, Sikkim, and Andaman & Nicobar Islands (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. (All documents/testimonials etc. to be uploaded in the designated website link mentioned in this document)

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 **Two Financial years.**
5. Proof of Orders issued and completion of such orders at SBI, large Corporate & Public Sector units / Nationalized Banks during last **two** years to be submitted. – **Annexure III.**
6. The registration number of the firm /company along with GST/CIN number/proof of Office address/ POs received at the given address is required to establish the address of the entity.
7. Testimonials and details of similar empanelment relationships, if any, with major corporates, especially those in the financial sector may be submitted.
8. An affidavit / self-declaration that the company/firm has not been blacklisted in the past by any major Corporate house / nationalized banks / other institutions to be submitted.
9. 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, if required.
10. The documents in support of Eligibility Criteria, wherever required as mentioned in this EOI must be submitted. **The applications/EOI without any of the documentary proof for any of the eligibility criteria is liable to be rejected.**

(Duly signed and stamped copy to be uploaded in the e-Tender site)

ANNEXURE – I
(COVERING LETTER FORMAT)

Offer Reference No:

Date:

Assistant General Manager,
ITS DEPT, 2ndFloor,
State Bank of India, Local Head Office,
1, Strand Road, Kolkata -700001

EOI Ref: EOI -SBI/ITS/21-22/ 73 DT: 1-September-2021

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 are uploading 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

(Duly signed and stamped copy to be uploaded in the e-Tender site)

Annexure II

APPLICANT'S PROFILE

Sl. No.	Particulars	Details (at Page no.)
<u>A</u>	Profile	
1	Name of the Applicant	
2	Status of Applicant (firm/ company / organization., 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	Email Address	
8	Website address of the Company, if any	
9	Key person (s) with contact details a) Head Office / registered Office	
10	Authorized Official with Name, Designation, Contact Phone No/Mobile No / FAX No. etc for the EOI	
11	GST Number & PAN Number	
12	Two Years Turnover certificate from Chartered Account. Or Audited Balance Sheet, as applicable, for last two years.	

Wherever applicable, the bidders must 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

(Duly signed and stamped copy to be uploaded in the e-Tender site)

ANNEXURE – III

LIST OF APPLICANT'S MAJOR CUSTOMERS IN LAST 2 YEARS AND REFERENCES

Sl.No.	Name and complete Postal Address of the Customer (Purchaser)	Name, Designation, Telephone, Fax, Telex Nos., e-mail	Nature and Description, Quantity of Goods ordered by the customer during last 2 years	Value of Goods ordered in last 2 years	Whether reference Letter Enclosed

(Enclose necessary documentary proof)

Signature of the Authorized Signatory with date & seal

E-TENDER RELATED IMPORTANT NOTES:

This Tender will follow e-Tendering process [e-bids] as under which will be conducted by Bank's authorized e-Tendering Service Provider **M/s Antares Systems Ltd.** through Website <https://www.tenderwizard.com/SBIETENDER> .

Following activities will be conducted online through above website:

- a) Submission of Technical Bid & Commercial Bid by the Vendor
- b) Opening of Technical Bid & Commercial Bid by the Bank
- c) Clarification, if any, sought by the Bank.
- d) On-line evaluation by the Bank.

Representatives of bidders will be online supported for e- Tendering by the Service Provider, M/s Antares Systems Ltd.

Bidders who wish to participate in online tenders will have to register with the website (<https://www.tenderwizard.com/SBIETENDER>) through the "**Registration**" link provided on the home page. Bidder will create login id & password on their own in registration process.

Following facilities shall be provided to registered bidders/ vendors by the service provider M/s Antares Systems Ltd.

- a) Support to the Bidders for participating in the bids through e-tendering Website.
- b) Call centre support/ email/ phone/ fax/ chat / mobile etc. in all possible medium.
- c) Registration with the e-tendering website.
- d) User Manual / Training Kit to the Bidder.
- e) Any no. of users of Vendor/ Contractor organization can take support on the e-tendering system.
- f) Bidder who wish to participate in this tender need to procure Digital Signature Certificate (for Signing and Encryption) as per Information Technology Act-2000 and CVC guidelines using that they can digitally sign their electronic bids. Bidders can procure the same from any of the CCA approved certifying agencies, or they may contact M/s. Antares Systems Ltd. at below mentioned address and they will assist them in procuring the same. Bidders who already have a valid Digital Signature Certificate need not to procure the same. In case bidders need any clarification regarding online participation, they can contact.

Help Desk numbers for vendor queries:

Helpdesk nos. 9073677150/ 151 / 152 / 9674758506 / 9674758723 / 26 / 033 4604 6611