

STATE BANK OF INDIA, LOCAL HEAD OFFICE, CHENNAI
REQUEST FOR PROPOSAL / EXPRESSION OF INTEREST FOR
EMPANELMENT OF VENDORS FOR AMC OF COMPUTER HARDWARE &
PERIPHERALAS AT THE BRANCHES/OFFICES IN CHENNAI CIRCLE

RFP / EOI REFERENCE NO	: RFP – EOI / ITSS / 2018-19 / 58
DATE OF RFP/EOI DOCUMENT	: 06/12/2018
LAST DATE FOR SUBMISSION	: 28/12/2018: 17:00 Hours
DATE OF OPENING OF RFP /EOI	: 29/12/2018: 10:30 Hours

ISSUED BY	ASSISTANT GENERAL MANAGER(ITSS)
	STATE BANK OF INDIA
	ITSS DEPARTMENT
	LOCAL HEAD OFFICE
	16 COLLEGE LANE, NUNGAMBAKKAM
	CHENNAI 600006

CONTACT NUMBERS : Tel : 044 – 28308901, 28308920
Email ID : agmcnc.lhoche@sbi.co.in / mk.srinivasan@sbi.co.in

Assistant General Manager (ITSS)

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The RFP/Expression of Interest (EOI) document can be downloaded from Bank's website
<https://bank.sbi/>

SL NO	DETAILS	PAGE NO
A	INSTRUCTIONS TO THE APPLICANTS	3
B	TERMS AND CONDITIONS	4 & 5
C	SCOPE OF AMC WORK	5 & 6
D	AREA OF WORK [RBO / AO / LHO]	7,8,9 & 10
	ANNEXURES	
I	COVERING LETTER FORMAT	11
II	APPLICANT'S PROFILE	12 & 13
III	LIST OF APPLICANT'S MAJOR CUSTOMERS SERVED IN LAST 3 YEARS	15

CONTENTS

CALENDAR OF EVENTS

SL NO	EVENT	DATE
1	DATE OF ISSUE	06/12/2018
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3	DATE OF OPENING OF RFP / EOI	29/12/2018 10:30 Hours

STATE BANK OF INDIA, LHO, CHENNAI

REQUEST FOR PROPOSAL / EXPRESSION OF INTEREST FOR EMPANELMENT OF VENDORS FOR AMC OF COMPUTER HARDWARE & PERIPHERALS AT THE BRANCHES/OFFICES IN SBI,CHENNAI CIRCLE

State Bank of India, IT Support Services Department, Local Head Office, Chennai invites applications from reputed vendors having adequate experience in the field of comprehensive Annual Maintenance Contract (AMC) of computer hardware and peripherals for enlisting in Bank's panel for undertaking AMC at our Branches and Administrative Offices located in Tamilnadu and Puducherry.

The application format for this purpose along with annexures, published under the link "Procurement, Empanelled Service Providers and Others" → "d. Empanelment of Vendors" in our Bank's website – <https://bank.sbi>, is provided in the annexure to this document. Application forms duly filled in and self attested copies of all the supporting documents along with annexures should be enclosed in a sealed cover superscribed "**APPLICATION FOR EMPANELMENT OF VENDORS FOR COMPREHENSIVE AMC OF COMPUTER HARDWARE & PERIPHERALS**" so as to reach the following address on or before **28/12/2018 by 17:00 Hours.**

THE ASSISTANT GENERAL MANAGER (ITSS),
ITSS DEPARTMENT,
STATE BANK OF INDIA,
LOCAL HEAD OFFICE,
16, COLLEGE LANE, NUNGAMBAKKAM,
CHENNAI - 600006.

Telephone: 044-28308901 / 28308920

Clarification, if any, on the tender may be sought from the email IDs agmcnc.lhoche@sbi.co.in or mk.srinivasan@sbi.co.in and the vendors shall attend a pre-bid meeting on 21-12-2018 at 15:00 Hours.

Assistant General Manager (ITSS)

Terms and conditions relating to eligibility for applying for empanelment

1. Persons/Firms/Companies who have provided AMC in respect of computer systems and peripherals to commercial establishments (Central/State Government Departments, Government & Public Sector Undertakings, Private Companies / Establishments) for three years are eligible to apply for empanelment.
2. AMC service to be provided by the vendors through their own engineers and not through their dealers/distributors/stockiest/franchisees, etc. (including individuals and third party firms/companies).
3. List of Centres is given as **annexure** to this notification. RFP for AMC will be floated for the entire Chennai Circle covering Offices/Branches of Tamil Nadu and Puducherry. As such, vendors are instructed to enclose a list of centres of their existence in reply to column No.11 of the application.
4. By offering to provide AMC for computer hardware & peripherals, the vendor is giving an implicit confirmation to the Bank that they will provide satisfactory discharge of AMC services and that branches will not suffer due to lack of spares/expertise on the part of the vendor. The vendor should be in a position to procure sufficient spares (except consumables) required for satisfactory and uninterrupted services.
5. Those vendors, who have service establishments in a centre / district can apply for empanelment for that centre / district. Please see the **annexure** – list of centres
6. Vendors are required to execute Agreement with regard to charges, down-time, penalty, Non-disclosure etc. in Bank's standard/uniform format, before undertaking AMC. Also, the AMC Vendor should produce a police verification certificate for all the Service Engineers who are providing service to the Bank under the AMC agreement. Those vendors who are willing to execute the above only are eligible to apply for empanelment.
7. The application should be signed by person(s) who is / are an authorized signatory of the firm/company.
8. Vendors are required to take stock of computer systems and peripherals once in 3 months.
9. Payment of AMC Charges will be made Quarterly in arrears only by the respective branches.
10. The vendors are required to enter into a common agreement to be signed centrally and a copy of the agreement will be posted in our website for the notice of all of our branches and Offices.
11. Average annual financial turnover during the last 3 years ended 31.03.2018 should not be less than Rs.25.00 Lakhs per year in similar activities (in case of companies with multiple business interests).
12. Bank reserves the right to accept or reject any or all applications if, at the time of submission of the application or at any later stage, the information furnished by the applicant is found to be incorrect
13. In case discrepancies are found in the information submitted, the application shall be considered unsatisfactory and the tenderer will not be eligible to bid. The State Bank of India will not enter into any correspondence with tenderer except for seeking clarification when necessary.
14. Empanelled vendor should open Current Account in any one of our SBI branches for receiving payment for the AMC. It may be noted that no outstation charges will be payable by the Bank.

15. The RFP/EOI submitted in the sealed cover will be opened in the presence of the applicants at 11:30 hrs on 29/12/2018 at State Bank of India, ITSS Department, Local Head Office, 16, College Lane, Nungambakkam, Chennai-6. The applicant's representative may be present during the RFP/EOI opening at our office address mentioned above, well in time along with the authorization letter from the company. The applicants may note that no further notice in this regard will be given. Further, in case the Bank does not function on the aforesaid date due to unforeseen circumstances or Holiday, then the EOI will be opened at 11:30 hrs at the same venue on the next working day. **The response not received in conformity with the above will not be evaluated.**
16. The short-listed applicants will be notified in due course. Only shortlisted/empanelled applicants will be invited to participate in the tender for Rate Contract for Comprehensive AMC.
17. All the relevant documents are to be duly attested by the authorized signatory of the company.

SCOPE OF WORK – ANNUAL MAINTENANCE OF COMPUTER HARDWARE AND PERIPHERALS

The core AMC activities will include:

1. The bidder will ensure to physically engage and station at our office premises, at least one/more qualified Hardware-software Service Engineers depending upon the volume of work at the premises. The Service Engineer should be available in office timings (09.00 AM to 07:00 PM) on all working days of the Bank in Tamilnadu and Puducherry.

The Service Engineers deployed should be skilled personnel with expertise in the following fields:

- (i) Good knowledge in Microsoft Windows and Linux/Unix Operating systems. The Engineer should have minimum qualification of Diploma in Electronics / Computer Science with 3 years' experience or Graduate in Electronics/Computer Science with 2 years' experience.
- (ii) Engineer should be able to handle issues relating to LAN connectivity of Servers/Nodes/Thin Clients and to identify whether the fault is due to the Hardware failure or Network related issue.
- (iii) Engineer should be able to handle issues relating to Operating Software and Active Directory Services and installation / updation of Antivirus for Windows/ Linux/Unix Operating Systems and OS Patch updation and installation of drivers for printers/scanners.
- (iv) Engineer should be able to handle issues relating to all types of computer hardware and peripherals such as Printer/Scanner/Webcams/Projectors etc. and configuring all types of printer functionality e.g Passbook printer/IOI printers/Laser Printer/Multi-Function Printer/Swayam machines as well as all types of scanners, Browser and proxy configuration in Workstation/PCs.
- (v) Engineer should be able to handle different types of Office 365 and other e-mail client related issues.
- (vi) Engineer should also co-ordinate with third party vendors in case of issues relating to Thin Clients / Desktop Computers, Servers, Scanners and Printers which are already under Warranty / AMC with different Vendors.

(vii) Engineer to ensure that the hardware configuration details like RAM /Hard Disk etc. are intact

2. The bidder shall provide support with respect to installation of Operating Systems with patches (Windows and Linux), Word processing Software, MS Office, Email Clients, antivirus, etc and should attend in case of any problem reported by the user. The AMC service engineer shall also provide assistance to users in installing the various OS/AV patches and in taking proper backup copies of the same wherever recommended / required.

3. Maintenance services will be required to be provided by the AMC vendor normally during regular working hours on all days. However wherever it is necessary, to maintain the uptime or enable the bank to provide uninterrupted service to the customers, the maintenance service should be provided beyond the normal working hours and also on holidays whenever required.

4. In case of hard disc failure / Formatting & re-installation of system, it would be the responsibility of vendor/AMC service provider to retrieve the data to whatever extent possible and to ensure the functionality of the hardware.

5. The vendor shall maintain sufficient spares and replacement of spares shall be done within the stipulated time limit.

6. The vendor shall arrange standby system / peripherals to ensure uptime/availability.

The Scope of Facility Management Services will include:

1. Coordination with the actual supplier of the hardware, until proper functioning of the hardware/ Servers / PCs /Printers / Scanners /Storage Devices, etc., for systems under Warranty.
2. Coordination with Data Cabling Vendors for LAN & Dimension Data for WAN for smooth functioning of the branch.
3. Video Conferencing service and other auxiliary works (coordination with the supplier) on demand.
4. Loading of specific OS / Antivirus patches for meeting exigencies on per node basis.
5. Installation/Configuration of any Bank supplied software as per the requirement of branches/CPCs / Admin offices.
6. The bidder shall provide all assistance at the time of shifting, relocation`, installation of the computer systems and its peripherals.

DISTRIBUTION OF ADMINISTRATIVE OFFICES AND BRANCHES

SL NO	ADMINISTRATIVE OFFICE	RBO	OFFICE ADDRESS & BRANCHES	CENTRE
1	CHENNAI	AO ZONE-1 [6205]	231, NSC BOSE ROAD, CHENNAI 600001 ADMINISTRATIVE OFFICE ZONE-1 CHENNAI & DIRECT BRANCHES ATTACHED TO AO & CPCs at CHENNAI	CHENNAI
		1[14751]	RBO 1 231, NSC BOSE ROAD, CHENNAI 600001 & BRANCHES UNDER THE RBO 1	CHENNAI
		2[14752]	RBO 2 231, NSC BOSE ROAD, CHENNAI 600001 CHENNAI & BRANCHES UNDER THE RBO 2	CHENNAI
		3[14754]	RBO 3 231, NSC BOSE ROAD, CHENNAI 600001 CHENNAI & BRANCHES UNDER THE RBO 3	TIRUVALLUR
		4[14756]	RBO 4 22, 6 TH EAST CROSS STREET, GANDHI NAGAR VELLORE, 632006 & BRANCHES UNDER THE RBO 4	VELLORE
2	CHENNAI	AO ZONE-2 [15843]	86 RAJAJI SALAI CHENNAI ADMINISTRATIVE OFFICE & DIRECT BRANCHES ATTACHED TO AO ZONE-2 & CPCs	CHENNAI
		1[14753]	RBO 1, 86 RAJAJI SALAI, CHENNAI & BRANCHES UNDER RBO 1	CHENNAI
		2[14757]	RBO 2 86 RAJAJI SALAI CHENNAI & BRANCHES UNDER RBO 2	CHENNAI
		3[14755]	RBO 3 TAMBARAM 27/8, KAMARAJAR STREET WEST TAMBARAM, CHENNAI & BRANCHES UNDER RBO 3 & CPC at TAMABARAM	CHENNAI KANCHEEPURAM
		4[18172]	RBO 4 TIRUVANNAMALAI	TIRUVANNAMALAI

			II FLOOR GOWRI PANDURANGAN TOWER 76C MADHANANKULA STREET, TIRUVANNAMALAI BRANCHES UNDER RBO 4 & CPC	
3	SALEM	AO [61021]	CHINNAIYAN TOWERS 120/2, 120/3 CHERRY ROAD HASTHAMPATTI, SALEM & DIRECT BRANCHES ATTACHED TO AO & CPCs at SALEM	SALEM
		1[14862]	RBO 1 No. 11 RAMAKRISHNA ROAD FIRST FLOOR BALAJI TOWER SRIRENGAPALAYAM SALEM & BRANCHES UNDER RBO 1	SALEM
		2[15854]	RBO 2 VILLUPURAM 43A HOSPITAL ROAD VILLUPURAM Pin : 606602 & BRANCHES UNDER RBO 2	VILLUPURAM
		3[14769]	RBO 3 PUDUCHERRY, 15, RUE SUFFREN, PUDUCHERRY Pin : 605001 & BRANCHES UNDER THE RBO 3 & CPC at PUDUCHERRY	PUDUCHERRY
		4[15844]	RBO 4 HOSUR 1-B, OLD BANGALORE ROAD, HOTEL GOWRI SANKAR COMPLEX HOSUR PIN : 635109 & BRANCHES UNDER RBO 4	HOSUR
4	COIMBATORE	AO[7355]	KURINJI COMPLEX BANK ROAD COIMBATORE Pin : 641018 & DIRECT BRANCHES ATTACHED TO AO & CPCs	COIMBATORE
		1[14759]	RBO 1 KURINJI COMPLEX BANK ROAD COIMBATORE Pin : 641018 & BRANCHES UNDER RBO 1	COIMBATORE NILGIRIS
		2[18728]	RBO 2 KURINJI COMPLEX BANK ROAD COIMBATORE Pin : 641018 & BRANCHES UNDER RBO 2	COIMBATORE
		3[14760]	RBO 3 ERODE 204-205 STATE BANK ROAD	ERODE, TIRUPUR

			ERODE Pin : 638001 & BRANCHES UNDER RBO 3	
		4[14762]	RBO 4 KURINJI COMPLEX, BANK ROAD NEAR RAILWAY STATION COIMBATORE PIN:641018 & BRANCHES UNDER RBO 4	COIMBATORE
5	MADURAI	AO [6206]	MADURAM COMPLEX DR AMBEDKAR ROAD MADURAI & DIRECT BRANCHES ATTACHED TO AO & CPCs at MADURAI, TIRUNELVELI	MADURAI
		1[14763]	RBO 1 MADURAM COMPLEX DR AMBEDKAR ROAD MADURAI Pin : 625001 & BRANCHES UNDER RBO 1	MADURAI
		2[14764]	RBO 2 TUTICORIN MADURAM COMPLEX DR AMBEDKAR ROAD MADURAI Pin : 625001 & BRANCHES UNDER RBO 2	VIRUDHUNAGAR THOOTHUKUDI
		3[14765]	RBO 3 TIRUNELVELI NO. 25 S N ROAD, TIRUNELVELI Pin : 627001 & BRANCHES UNDER RBO 3 at CPCs at TIRUNELVELI	TIRUNELVELI
		4[14766]	MADURAM COMPLEX DR AMBEDKAR ROAD MADURAI Pin : 625001 & BRANCHES UNDER RBO 4	MADURAI
		5[18727]	RBO 5 NAGERCOIL 24 G K N BUILDING NORTH CROSS STREET NAGERCOIL & BRANCHES UNDER RBO 5	NAGERCOIL
6	TRICHY	AO [9924]	McDONALDS ROAD CANTONMENT TIRUCHIRAPALLI & DIRECT BRANCHES ATTACHED TO AO & CPCs and SBLC	TRICHY
		1[14767]	RBO 1 STATE BANK BUILDING Mc DONALD ROAD CANTONMENT, TRICHY Pin : 620001 & BRANCHES UNDER RBO 1	TRICHY
		2[14770]	RBO 2 THANJAVUR RAJA MIRASDAR HOSPITAL ROAD THANJAVUR	TRICHY THANJAVUR PUDUKOTTAI

			PIN : 613001 & BRANCHES UNDER RBO 2	
		3[14768]	RBO 3 STATE BANK BUILDING McDONALDS ROAD CANTONMENT, TRICHY Pin : 620001 & BRANCHES UNDER RBO 3	RAMANATHAPU RAM SIVAGANGA
		4[16820]	RBO 4 STATE BANK BUILDING McDONALDS ROAD CANTONMENT, TRICHY Pin : 620001 & BRANCHES UNDER RBO 4 & CPC at MALAPPURAM	TRICHY DINDUGAL
		5[18726]	RBO 5 NAGAPATTINAM NO.9 NEELA SOUTH ROAD FIRST FLOOR NAGAPATTINAM & BRANCHES UNDER RBO 5	NAGAPATTINAM TIRUVARUR
7	LOCAL HEAD OFFICE	LHO [3972]	LHO, 16 COLLEGE LANE NUNGAMBAKKAM CHENNAI PIN:600006 & SBLC & Residences of CMC & CC Establishments in Chennai & Guest Houses	CHENNAI

ANNEXURE - I

Covering Letter Format

**COMPREHENSIVE AMC FOR COMPUTER HARDWARE & PERIPHERALS
INSTALLED AT BRANCHES AND ADMINISTRATIVE OFFICES****To**

THE ASSISTANT GENERAL MANAGER (ITSS),
ITSS DEPARTMENT,
STAT BANK OF INDIA,
LOCAL HEAD OFFICE,
16 COLLEGE LANE, NUNGAMBAKKAM
CHENNAI 600 006.

Dear Sir,

We have read and understood the instructions for empanelment of vendors in the Bank. We do hereby declare that the information furnished in the application and in the supplementary sheets, duly attested by the authorised signatory, are correct to the best of our knowledge and belief.

Signature:

Name:

Designation:

Address:

Place:

Date:

(Seal of Applicant)

ANNEXURE - II

APPLICATION FOR EMPANELMENT OF VENDORS FOR
UNDERTAKING COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF
COMPUTER HARDWARE & PERIPHERALS

1	Name of the Applicant / Organization	
2	Address	
3	Year of Establishment	
4	Status of the firm (Whether Company / Partnership / Proprietary) etc Enclose documentary proof	
5	Names of the Partners / Directors (Add rows if required)	
6	Whether registered with Registrar of Companies/ Registrar of Firms. If so, mention number and date along with relevant documents	
7	Name and address of Bankers of the applicant	
8	GST Number should be mentioned compulsorily for the purpose of tax. GST No & Registration date	
9	Please mention PAN Number of the firm for income tax purpose.	
10	Furnish copies of Audited Balance Sheet and Profit & Loss account for the last three years (duly attested by the Chartered Accountant)	
11	Whether empanelled in other organizations, furnish name and date of empanelment, if any:	
12	Whether willing to undertake AMC in the centres mentioned in the notification (See the list of centres annexure to the notification)	(Select your choice of centres from the list of centres and attach your list. More than one centre can be selected subject to availability of your service centre in the locality)
13	Detailed description and value of works done for our Bank in the past (supported with relevant documents)	

14	Detailed description and value of works done for others in the past (supported with relevant documents)	
15	Details of works on hand being executed by the Organisation (supported with relevant documents)	
16	Furnish the names of three responsible persons in Banks/other institutions who will be in a position to certify about the quality as well as past performance of your organization	
17	Furnish the list of branches/service centres of the vendor with the addresses, contact numbers of residential engineers in Tamilnadu and Puducherry.	

We have read and understood the instructions and terms and conditions. We do hereby declare that the information furnished in the application and supplementary sheets are correct to the best of our knowledge and belief.

Signature:

Name:

Designation:

Address:

Place:

Date:

(Seal of Applicant)