



REQUEST FOR PROPOSAL (RFP)

FOR EMPANELMENT OF VENDORS

PROVIDING

**ANNUAL MAINTENANCE OF COMPUTER HARDWARE, SOFTWARE, PRINTERS,
LAN SETUP AND OTHER PERIPHERALS ETC.
AT ALL THE BRANCHES AND OFFICES OF SBI IN GEOGRAPHICAL
AREA OF DELHI CIRCLE**

Ref: ITS/2023/752 dated 17/10/2023

Address for communication

**Asst. General Manager (IT Services)
State Bank of India,
Local Head Office,
ITS Dept., 6th Floor,
New Delhi 110001**

E-MAIL: agmits.lhodel@sbi.co.in

Schedule of Events

Sl No	Particulars	Remarks
1	Contact details of issuing department (Designation, Contact No., Email address for sending any kind of correspondence regarding this RFP)	Asst. General Manager (IT Services) State Bank of India, Local Head Office, ITS , LHO New Delhi-110001 Tel.: 2340-7300, 2340-7717 E-MAIL: agmits.lhodel@sbi.co.in
2	RFP (EOI) Document Availability including changes/amendments, if any to be issued	RFP may be downloaded from Bank's website https://bank.sbi procurement news from 17/10/2023 to 27/10/2023 up to 1:00 PM
3	Last date for requesting clarification	On 25/10/2023 Up to 1.00 P.M. All communications regarding points/queries requiring clarifications shall be given in writing to Asstt. General Manager ITS Department, LHO, 11 Parliament Street, New Delhi-110001 or by e-mail at agmits.lhodel@sbi.co.in .
4	Address for submission of Bids	Asst. General Manager (IT Services) State Bank of India, Local Head Office, ITS Dept., 6 th Floor, 11, Parliament Street , New Delhi 110001
5	Last date and time for Bid submission	27/10/2023 up to 3:00 PM
6	Date and Time of opening of Bids	On 27/10/2023, 3:30 PM onwards. Authorized representatives of Bidders may remain present during opening of the Technical Bids. However, Bids would be opened even in the absence of any or all of Bidders representatives.

Part-II

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I	ELIGIBILITY CRITERIA
II	COVERING LETTER
III	APPLICANT'S PROFILE
IV	APPLICANT'S CUSTOMER DETAILS
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I	BANK GUARANTEE FORMAT

1. INVITATION TO BID:

- i. **State Bank of India** (herein after referred to as '**SBI/the Bank**'), having its Corporate Centre at Mumbai, various other offices (LHOs/ Head Offices /Administrative Offices/RBOs/Global Link Services, Global IT Centre, foreign offices etc.) of State Bank of India, branches/other offices, Subsidiaries and Joint Ventures available at various locations and managed by the Bank (collectively referred to as **State Bank Group or 'SBG'** hereinafter).

This Request for Proposal (RFP) has been issued by **the Bank** on behalf of **SBG** for Tender:

- **Enlistment of vendors in Panel as "Annual Maintenance of hardware and software service provider"**

- State Bank of India, Local Head Office, Delhi invites application from Computer Hardware Vendors/Service providers for empanelment for Annual Maintenance Contract of Computer Hardware and Peripherals installed at the Branches, Administrative Offices, Learning Centres, Cells, guest houses, official residences of Top Executives and Bank's Satellite offices in Govt. offices and other establishments spread all over geographical area of Delhi Circle of SBI. The Circle comprises of Branches/Offices falling under Local Head Office Delhi NCR and the states of Uttar Pradesh, Haryana and Uttarakhand. The AMC will include the branches/offices opened during the period of AMC and the hardware under warranty and also whose warranty expires. The vendors will be short listed based on their technical competence, their presence in all areas of operation of Delhi 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 the panel will be reviewed yearly by the authorized committee.

A vendor submitting the proposal in response to this RFP/EOI shall hereinafter be referred to as Bidder. Only those bidders who fulfil the credentials as per Annexure A should respond to this invitation.

- ii. The bid Document may be obtained/downloaded from Bank's Website bank.sbi and the bid should be submitted as per Schedule of Events to the office of:

The Assistant General Manager (ITS)
State Bank of India, IT Services Department
Local Head Office, 6th Floor, 11- Parliament Street,
New Delhi-110001

- iii. Bank reserves the right to change the dates mentioned in this RFP document, which will be communicated to the bidders.

2. DISCLAIMER:

1. The information contained in this RFP or information provided subsequently to Bidder(s) whether verbally or in documentary form/email by or on behalf of SBI, is subject to the terms and conditions set out in this RFP.
2. This RFP is not an offer by State Bank of India, but an invitation to receive responses from the eligible Bidders. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officials of State Bank of India with the selected bidder.
3. The purpose of this RFP is to provide the Bidder(s) with information to assist preparation of their Bid proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information contained in this RFP and where necessary obtain independent advice/clarifications. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
4. The Bank, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this bidding process.
5. The Bank also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.
6. The Bidder is expected to examine all instructions, forms, terms, and specifications in this RFP. Failure to furnish all information required under this RFP or to submit a Bid not substantially responsive to this RFP in all respect will be at the Bidder's risk and may result in rejection of the Bid.
7. The issue of this RFP does not imply that the Bank is bound to select a Bidder or to award the contract to the Selected Bidder, as the case may be, for the Project and the Bank reserves the right to reject all or any of the Bids or Bidders without assigning any reason whatsoever before issuance of purchase order and/or its acceptance thereof by the successful Bidder as defined in Award Criteria and Award of Contract in this RFP.

3. SCOPE OF EMPANELMENT

1. The Empanelment would be for AMC of Computer Hardware & peripherals installed at the branches / offices / Learning Centers / Cells of Delhi Circle spread across the states of the states of Delhi NCR, Uttar Pradesh, Haryana and Uttarakhand.
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 empaneled list without giving any notice to the vendor in advance. Bank's decision will be final in this regard.

4. EMPANELMENT PROCEDURE

The vendor will be empaneled as per the following process:

- Vendors satisfying the eligibility criteria will be short listed and will be empaneled with the Bank after due scrutiny of documents submitted by the bidder for the period of three years from the date of selection.
- The panel shall be reviewed periodically, (at least once in a year) and Bank reserves rights to de-panel any vendor depending on performance.
- Bank may seek clarifications during evaluation if required.

5. INSTRUCTIONS 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. 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 envelope containing the response to EOI along with the required documents shall be super scribed on the top of the envelope "Empanelment for AMC of Computer Hardware & Peripherals vide RFP- **ITS/2023/752 dated 17.10.2023**. The EOI response should be submitted to ITS Department, State Bank of India, Local Head Office, 11- Parliament Street, New Delhi.

6. ELIGIBILITY AND TECHNICAL CRITERIA:

Bid is open to all Bidders who meet the eligibility and technical criteria as given in **Annexure-I** of this document. The Bidder must submit the documents substantiating eligibility criteria as mentioned in this RFP document.

- (a) Bidders Technically qualified by the Bank will form a Panel of AMC service providers from the date of becoming Technically qualified for a period of three years subject to Performance Review by the committee formed at the Bank for this purpose, yearly.

7. Security Deposit

The Bidder shall furnish, as part of its Bid a security deposit of Rs.1,00,000/-(Rupees one lac only) which will be retained by the Bank for the entire duration of the validity of the panel (yearly renewal from the date of formation of panel). No interest will however be payable by the Bank on this deposit. The Security Deposit is required to protect the Bank against the risk of Bidder's conduct, which would warrant the security deposit's forfeiture.

i. The Security Deposit shall be denominated in Indian Rupees and shall be paid either by Demand Draft or Pay Order issued by any Scheduled Commercial Bank in favour of "State Bank of India, LHO Delhi" payable at Delhi **OR** in the form of a Bank Guarantee as per "**APPENDIX I**" issued by a Scheduled Commercial Bank in India other than State Bank of India and its Associates, drawn in favour of State Bank of India payable at Delhi and valid for a period of thirty-nine months from the date of submission of bid.

ii. Any Bid not secured, as above, will be rejected by the Bank, as non-responsive.

iii. The Security Deposit of the unsuccessful Bidders in Technical Bid shall be returned within 2 weeks from the date of bid finalization. The Security Deposit of Technically qualified bidders will be retained with ITS, LHO, New Delhi till the validity of empanelment of the bidder.

In case, SBI is the sole Banker for the Bidder, a Letter of Comfort from SBI may be accepted.

iv. The Security Deposit may be forfeited:

- a) In case the Vendor fails to participate in tenders floated by SBI, Delhi Circle in the duration of empanelment.
- b) Any other misconduct by the bidder like misrepresentation of facts at the time of empanelment
- c) Misuse of fact that the bidder is empaneled with SBI Delhi Circle.

v. The Security Deposit will be refunded within 30 days:

- a) If the Panel is dissolved before three years of formation
- b) on request by vendor for depanelment
- c) if the vendor fails to remain in Panel as per Annual Performance Review

8. BANK'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS:

The Bank reserves the right to accept or reject any Bid in part or in full or to cancel the bidding process and reject all Bids at any time prior to contract award as specified in Award Criteria and Award of Contract, without incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Bank's action.

9. CHECKLIST

Interested applicant(s) conforming to the above requirements may respond by furnishing the following.

1. Covering Letter as per **Annexure II**

2. Applicant's Profile - Annexure III.

3. Write up on the Company's experience / expertise in AMC of Computer hardware & Peripheral's work undertaken (max 5 pages).
4. Certificate from the Company's Chartered Accountant/ Audited Balance Sheets, as applicable, for the last **three Financial**
5. Proof of Orders issued and completion by Banks/, large Corporate & Public Sector units / Nationalized Banks during last three years to be submitted. –**Annexure IV.**
6. **Security Deposit of Rs1,00,000/-.**
7. 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.
8. Testimonials and details of similar empanelment relationships with major corporates, especially those in the financial sector shall be produced.
9. An affidavit that the company/firm has not been blacklisted in the past to be provided.
10. Corporate Guarantee of parent company in case the entity is not profit making is to be attached.
11. 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.

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

PART – II:

ANNEXURE I to V

ANNEXURE I

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 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 turnover of minimum <u>Rs. 3 Crores</u> towards direct sales in the hardware maintenance and support business during past three financial year(s) to apply for empanelment & bid in tender.	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 twice in last three 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 over 100 PCs (one cluster) as AMC vendor/Warrantee service provider with minimum annual AMC payment receipts of at least Rs. 20.00 Lacs in the previous financial year and should have minimum 3 other clients with wide network of branches/offices, who are availing similar services from them.	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.	Certification(s) available for AMC work	Copy of the Valid Certificate(s) to be provided

7.	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).
8.	Deployment Methodologies	Documents on deployment framework, tools, templates & utilities to be provided. Presentation on SBI Project Helpdesk methodology
9.	DR Arrangement & support infrastructure	Document on DR arrangements/ support infrastructure to be provided
10.	The Bidder's existing presence in geographical area of Delhi Circle.	Documentary evidence of presence with support set up in all modules/AO's of Delhi Circle with at least 10 engineers per module/AO.
11.	Whether the bidder is blacklisted by any PSU/Corporate/Banks	Reasons & present status
12.	Whether involved in litigation with any PSU/Corporate/Banks in past	Reasons & present status
13.	Whether any dispute pending with any PSU/Corporate/Banks	Reasons & present status
14.	Security Deposit for Empanelment	Rs.100000/- in form of draft or BG

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 I)

Annexure II

(COVERING LETTER FORMAT)

Offer Reference No:

Date:

The Assistant General Manager,
State bank of India,
ITS Department, 6th Floor,
Local Head Office,
New Delhi 110001

EOI Ref: EOI -ITS/2023/752 DT: 17/10/2023

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 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 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

Annexure III

APPLICANT'S PROFILE

Sl. No.	Particulars	Details (at Page no.)
A	Profile	
1	Name of the Applicant	
2	Status of Applicant (Company, Partnership, Prop., 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	Fax number	
8	Email Address	
9	Website address of the Company, if any	
10	Key person (s) with contact details a) Head Office / registered Office	
11	Authorized Official with Name, Designation, Contact Phone No/Mobile No / FAX No. etc for the EOI	
12	GST Number	
13	3 Years Turnover certificate from Chartered Account. For last three Financial years Or Audited Balance Sheet, as applicable, for last three years.	
14	Annual turnover for the last 3 financial years. last three years (certificate from Auditor/Audited Balance Sheet of three years).	

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 tender is liable to be rejected.

Signature of the Authorized Signatory with date & seal

ANNEXURE – IV

LIST OF APPLICANT'S MAJOR CUSTOMERS IN LAST 3 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 3 years	Value of Goods ordered in last 3 years	Whether reference Letter Enclosed

(Enclose necessary documentary proof)

Signature of the Authorized Signatory with date & seal

Dated this day of 2020

Name & Signature of authorised signatory Seal of Company

Appendix-I

**BANK GUARANTEE FORMAT
(TO BE STAMPED AS AN AGREEMENT)**

1. THIS BANK GUARANTEE AGREEMENT executed at _____ this _____ day of _____ 2020 by _____ (Name of the Bank) _____ having its Registered Office at _____ and its Branch at _____ (hereinafter referred to as "the Guarantor", which expression shall, unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and permitted assigns) IN FAVOUR OF State Bank of India, a Statutory Corporation constituted under the State Bank of India Act, 1955 having its Corporate Centre at State Bank Bhavan, Nariman Point, Mumbai and one of its offices at _____ (procuring office address), hereinafter referred to as "SBI" which expression shall, unless repugnant to the subject, context or meaning thereof, be deemed to mean and include its successors and assigns).
2. WHEREAS M/s _____, incorporated under _____ Act having its registered office at _____ and principal place of business at _____ (hereinafter referred to as "Service Provider/ Vendor" which expression shall unless repugnant to the context or meaning thereof shall include its successor, executor & assigns) has agreed to develop, implement and support _____ (name of Service) "Services") to SBI in accordance with the Request for Proposal (RFP) No. ITS/AMC/20-21/2 dated 05/10/020
3. WHEREAS, SBI has agreed to avail the Services from Service Provider for a period of _____ year(s) subject to the terms and conditions mentioned in the RFP.
4. WHEREAS, in accordance with terms and conditions of the RFP/Purchase order/Agreement dated _____, Service Provider is required to furnish a Bank Guarantee for a sum of Rs. _____/- (Rupees _____ only) for due performance of the obligations of Service Provider in providing the Services, in accordance with the RFP/Purchase order/Agreement guaranteeing payment of the said amount of Rs. _____/- (Rupees _____ only) to SBI, if Service Provider fails to fulfill its obligations as agreed in RFP/Agreement.
5. WHEREAS, the Bank Guarantee is required to be valid for a total period of _____ months and in the event of failure, on the part of Service Provider, to fulfill any of its commitments / obligations under the RFP/Agreement, SBI shall be entitled to invoke the Guarantee.

AND WHEREAS, the Guarantor, at the request of Service Provider, agreed to issue, on behalf of Service Provider, Guarantee as above, for an amount of Rs. _____/- (Rupees _____ only).

NOW THIS GUARANTEE WITNESSETH THAT

1. In consideration of SBI having agreed to entrust Service Provider for rendering Services as mentioned in the RFP, we, the Guarantors, hereby unconditionally and irrevocably guarantee that Service Provider shall fulfill its commitments and obligations in respect of providing the Services as mentioned in the RFP/Agreement and in the event of Service Provider failing to perform / fulfill its commitments / obligations in respect of providing Services as mentioned in the RFP/Agreement, we (the Guarantor) shall on demand(s), from time to time from SBI, without protest or demur or without reference to Service Provider and notwithstanding any contestation or existence of any dispute whatsoever between Service Provider and SBI, pay SBI forthwith the sums so demanded by SBI not exceeding Rs. _____/- (Rupees _____ only).
2. Any notice / communication / demand from SBI to the effect that Service Provider has failed to fulfill its commitments / obligations in respect of rendering the Services as mentioned in the Agreement, shall be conclusive, final & binding on the Guarantor and shall not be questioned by the Guarantor in or outside the court, tribunal, authority or arbitration as the case may be and all such demands shall be honoured by the Guarantor without any delay.
3. We (the Guarantor) confirm that our obligation to the SBI, under this Guarantee shall be independent of the agreement or other understandings, whatsoever, between the SBI and Service Provider.
4. This Guarantee shall not be revoked by us (the Guarantor) without prior consent in writing of the SBI.

WE (THE GUARANTOR) HEREBY FURTHER AGREE & DECLARE THAT-

- i. Any neglect or forbearance on the part of SBI to Service Provider or any indulgence of any kind shown by SBI to Service Provider or any change in the terms and conditions of the Agreement or the Services shall not, in any way, release or discharge the Bank from its liabilities under this Guarantee.
- ii. This Guarantee herein contained shall be distinct and independent and shall be enforceable against the Guarantor, notwithstanding any Guarantee or Security now or hereinafter held by SBI at its discretion.
- iii. This Guarantee shall not be affected by any infirmity or absence or irregularity in the execution of this Guarantee by and / or on behalf of the Guarantor or by merger or amalgamation or any change in the Constitution or name of the Guarantor.
- iv. The Guarantee shall not be affected by any change in the constitution of SBI or Service Provider or winding up / liquidation of Service Provider, whether voluntary or otherwise
- v. This Guarantee shall be a continuing guarantee during its validity period.
- vi. This Guarantee shall remain in full force and effect for a period of __ year(s) ____ month(s) from the date of the issuance i.e. up to _____. Unless a claim under this Guarantee is made against us on or before _____, all your rights under this Guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.
- vii. This Guarantee shall be governed by Indian Laws and the Courts in New Delhi, India alone shall have the jurisdiction to try & entertain any dispute arising out of this Guarantee.

Notwithstanding anything contained herein above:



- i. Our liability under this Bank Guarantee shall not exceed Rs _____/- (Rs. _____ only)
- ii. This Bank Guarantee shall be valid upto _____
- iii. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if SBI serve upon us a written claim or demand on or before _____

Yours faithfully,

For and on behalf of bank.

Authorised official