



REQUEST FOR QUALIFICATIONS
FOR EMPANELMENT OF VENDORS IN FACILITY MANAGEMENT SERVICES FOR
FACILITATING & MANAGING VIDEO CONFERENCING (VC) SETUP

CONTRACT Ref: ITS/VC/20/308 dated: 31/07/2025

Assistant General Manager (ITS)
State Bank of India
ITS Department,
LOCAL HEAD OFFICE, SECTOR-17A,
Chandigarh -160017

REQUEST FOR QUALIFICATIONS (RFQ)

State Bank of India, having its Corporate Office at Mumbai and one of its Local Head Office at Chandigarh is proposing for empanelment of vendors in FMS services for facilitating & managing video conferencing (VC) Setup in their branches/offices in Chandigarh Circle. The Circle comprises of Branches/Offices falling under the states of Haryana, Himachal Pradesh, Punjab and as well as the Union Territories of Chandigarh, Jammu & Kashmir and Ladakh

In order to meet the requirements, applications are invited from Firms/Companies, who desire to be empanelled with State Bank of India (Chandigarh Circle), for the purpose of providing maintenance support and services for operations of Video Conferencing setup at branches/offices of State Bank of India in Chandigarh Circle.

Applicants who fulfil the eligibility criteria as per **Annexure-B** and are interested in providing such FMS services as stated above to State Bank of India (Chandigarh Circle) can apply for empanelment.

State Bank of India (Chandigarh Circle) intends to empanel such firms/companies who have strong installed base, financial standing, well established partner relationships, good market reputation, support, and service network in Chandigarh Circle.

The responses to the RFQ should include the following Annexures as enclosures/attachments:

Annexure	Index
Annexure – A	Application Form (Application Covering Letter).
Annexure – B	Vendor's Eligibility Criteria for Pre-Qualification.
Annexure – C	Profile of the Vendors and Compliances.
Annexure – D	List of major contracts undertaken during the last three years including the contracts on hand.
Annexure – E	Copies of the past three years audited balance sheets of the firm, and auditor reports and any other relevant documents clearly establishing the volume of Contracts undertaken.
Annexure – F	List of registered offices and branch offices, with addresses, telephone numbers, names of key support staff.
Annexure – G	List of all service / support staff with contact information.
Annexure – H	Testimonials and details of similar empanelment relationships with major corporates, especially those in the financial sector.
Annexure – I	Declaration to be given by the Vendor

Based on the information thus provided by the applicants, the Bank will short-list the firms/companies who prima-facie fulfil the Bank's requirements.

Short-listed firms/companies are required to make detailed presentations to the Bank's internal Evaluation Committee as per eligibility criteria mentioned in **Annexure-B within 5 days from intimation by Bank. Therefore, firms/companies are advised to keep the presentation ready and failure to do so will result in rejection.** The Committee may visit the offices of the firms/companies as part of the empanelment process, if considered necessary. Information relating to the Bank's final decision regarding empanelment will be conveyed directly to the selected applicants. No further correspondence will be entertained with those applicants who do not meet the Bank's requirements. This RFQ is not an offer by SBI but only an invitation to receive applications from the eligible applicants who fulfil the eligibility criteria as prescribed by the Bank. No contractual obligations whatsoever shall arise from the RFQ process unless and until a formal contract is executed in the matter.

Selected vendors will be intimated of their empanelment. The empanelment will be in force for **three years or new empanelment whichever is later**, subject to review at regular intervals.

Interested Firms/Companies may submit their responses to RFQ in a sealed cover addressed to "The Assistant General Manager (ITS), ITS Department, Local Head Office, Sector-17a, Chandigarh, Pin Code-160017" superscripted as **"RFQ FOR EMPANELMENT OF VENDORS IN FMS SERVICES FOR FACILITATING & MANAGING VIDEO CONFERENCING (VC) SETUP"**, through post/courier/hand-delivery to reach the above address latest by 03.00 PM on **25.08.2025**. No applications will be accepted after the appointed date and time.

The Bank reserves the right to accept / reject any application, or cancel the whole process, without assigning any reason thereof.

Scope of Work

Facility Management Services (FMS)

Facility Management is required to manage the VC endpoint or Multi Conferencing Unit of 10 / 20 / 40 Port MCU. For this purpose, qualified Professionals (well versed with the operations of the AV - Audio Video system) will be required to remain in the Bank's premises for day-to-day operations of the equipment.

Qualification of Support Engineer:

- 1) The minimum qualification of the support engineer will be at least 2 years of verifiable work experience in Audio Video Conferencing including MCU operations and end-point VC operations in a Govt / Semi Govt / PSU (Public Sector Undertakings).
- 2) Computer graduate/Diploma in CSE or IT.

Roles and responsibilities of support Engineer:

1. Should coordinate with all VC locations with whom conference are scheduled.
2. Should do testing of the end-point, accessories, displays and MCU periodically and ensure they are in perfect working condition. He should point out to the bank if any operating conditions like electrical / temperature / etc. are adverse during such inspections and follow up for their resolutions.

3. Should control traffic both from intranet of A/V network and from users coming from internet through desktop client.
4. Should know all the features (Recording, Streaming, Monitoring) which are available in Video Conferencing Solutions. They should be well versed in handling cloud technologies like MS Teams, Cisco Webex, Zoom, Polycom etc.
5. Should have hand on experience of handling VC device such as Polycom Real Presence Group 500, Polycom HDX 7000, Cisco Webex Room Panorama, Cisco Telepresence SX20, People Link, Cisco Telepresence DX80, Polycom VXS6000A, Cisco Telepresence EX90, PlayStation, Lifesize etc.
6. IT resource can be deployed for other IT/Network support related task as and when required.
7. Professional etiquette such as punctuality, dressing, communication to be maintained during working hour.

APPLICATION FORM
[On Company's Letter Head]

From

To

The Assistant General Manager (ITS)
ITS Department, Local Head Office, Sector-17a,
Chandigarh -160017

Dear Sir,

RFO REF: ITS/VC/20/308.
**FOR EMPANELMENT OF VENDORS IN FMS SERVICES FOR FACILITATING &
MANAGING VIDEO CONFERENCING (VC) SETUP**

In response to your enquiry/advertisement for the empanelment of vendors for facilitating & managing video conferencing (VC) setup, we hereby submit the necessary information.

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

3. We apply for the empanelment of vendors for facilitating & managing video conferencing (VC) setup, and we understand that the final awarding of work orders is based on tendering process which will be conducted separately at Local Head Office, Chandigarh and empanelment doesn't guarantee awarding of work order.

4. We hereby certify that on the date of submission of Bid for this RFQ, we do not have any past/present litigation which adversely affect our participation in this RFQ, nor we are under any debarment/blacklist period for breach of contract/fraud/corrupt practices of any Scheduled Commercial Bank/ Public Sector Undertaking/ State or Central Government or their agencies/departments.

4. We understand that the Assistant General Manager (ITS), State Bank of India, Chandigarh LHO, reserves the right to reject/accept all/any of the applications without assigning any reason.

Place:

Date:

SEAL

SIGNATURE OF THE APPLICANT

ANNEXURE – B

BIDDER'S ELIGIBILITY CRITERIA FOR PRE-QUALIFICATION

S. No.	Eligibility Criteria	Compliance (Yes/No)	Documents submitted to be
1.	The Vendor must be an Indian Company/ LLP /Partnership/Proprietorship/Individual firm registered under applicable Act in India.		Certificate of Incorporation issued by Registrar of Companies and full address of the registered office along with Memorandum & Articles of Association/ Partnership Deed.
2.	The Vendor must have an average turnover of minimum Rs. 48 lakhs during last 03 (three) financial year(s) i.e FY 2024-25, 23-24, 22-23		Copy of the audited financial statement for required financial years. (Certificate from statutory auditor) Proofs for filing GST Returns for the past 6 months should also be enclosed.
3.	The Bidder should be profitable organization on the basis of EBITDA and NETWORTH for at least 02 (two) out of last 03 (three) financial years.		Copy of the audited financial statement along with profit and loss statement for corresponding years and / or Certificate of the statutory auditor.
4.	Bidder should have experience of minimum 3 years in providing the Video Conferencing FMS Services in Govt / Semi Govt / PSU / Scheduled Banks.		Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance report.
5.	Vendor should submit proof of OEM authorization/partnership certificate from atleast two VC OEMs like Polycom /Cisco /Avaya/ Panasonic/ Logitech etc.		OEM authorization/ partnership certificate
6.	Client references and contact details (email/ landline/ mobile) of customers for whom the Vendor has executed similar projects in India.		Vendor should specifically confirm on their letter head in this regard as per Annexure-H

7.	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.
8.	Vendor 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 RFQ.		Vendor should specifically certify in Annexure-A in this regard.
9.	The Vendor should have necessary support setup in Chandigarh/Mumbai with adequate skilled support personnel, equipment, etc.,		Vendor should specifically confirm in this regard with complete contact and address details.
10	The Vendor shall furnish, an Empanelment Fee of Rs. 5,000.00 (Rupees Five Thousand only)		The Empanelment Fee should be in the form of a bank guarantee issued/ confirmed from any of the scheduled commercial bank in India drawn in favour of State Bank of India payable at Chandigarh and valid for a period of Three (03) years from bid submission date. The Empanelment Fee will be returned to the bidders who do not qualify in the technical evaluation.

Note: Documentary evidence must be furnished against each of the above criteria (Serial Nos. 1 to 9) along with an index. All documents must be signed by the authorized signatory of the company/LLP/firms. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted. In case, the Bank finds any of the above statement or documentary evidence to be false, the vendor will be disqualified without any further notice even if the vendor is shortlisted.

Place:

Date:

SEAL AUTHORIZED SIGNATORY OF THE COMPANY

ANNEXURE - C

PRE-QUALIFICATION – VENDOR’S PROFILE

1.	Name of the Vendor	:	
2.	Constitution of the Vendor (Company / Firm / Proprietary/LLP)	:	
3.	Year of Establishment	:	
4.	Name of the Proprietor (or) Names of Partners / Directors / Associates	:	a) b) c)
5.	Address (Head Office/Regd. Office)	:	
6.	Whether Offices available in	:	Chandigarh YES/NO Mumbai YES/NO
7.	Address (Offices at Mumbai & Chandigarh)	:	
8.	Number of Support Personnel/Technicians	:	a) For Chandigarh: b) For Mumbai:
9.	PAN Number (for TDS)	:	
10.	GST Number	:	
11.	Contact Details:	:	a) Landline Number(s): b) Fax Number(s): c) Mobile Number(s): d) Email Address(es):
12.	Specify the maximum value of single work executed in the past 3 years.	:	

Note: Documentary evidence should be furnished in support of the above credentials and should be duly attested and stamped by the authorized signatory of the company.

Place:

Date:

SEAL AUTHORIZED SIGNATORY OF THE COMPANY

ANNEXURE - D

**PRE-QUALIFICATION - LIST OF MAJOR CONTRACTS UNDERTAKEN DURING
THE LAST 3 YEARS**

S. No.	Name and Address of the Client	Period of Contract		Nature of work	Value of Contract (in ₹)
		Month from(mm/yy)	Month upto (mm/yy)		
1.					
2.					
3.					
4.					
5.					
6.					
7.					

Notes:

1. Credentials such as Work Orders / Purchase Orders and / or experience / service certificates / work completion certificates issued by the clients shall be enclosed as **Annexure-H**.
2. The work should have been executed by the firm/company under the name in which they are submitting the applications. In case of recent change in the name of the firm/company, suitable documents are to be produced evidencing the change in the name.

Place:

Date:

SEAL AUTHORIZED SIGNATORY OF THE COMPANY

ANNEXURE – E

**COPIES OF THE PAST THREE YEARS AUDITED BALANCE SHEET, AUDIT REPORT &
OTHER DOCUMENTS ESTABLISHING THE VOLUME OF AMCs UNDERTAKEN.**

S.No.	Year	Audited Balance Sheet / Audit Report	Details of volume of AMCs undertaken
1	2022-23		
2	2023-24		
3	2024-25		

Place:

Date:

SEAL AUTHORIZED SIGNATORY OF THE COMPANY

ANNEXURE – F

**LIST OF REGISTERED OFFICE AND BRANCH OFFICE WITH NAME, ADDRESS,
TELEPHONE NUMBERS AND EMAIL ID**

S.NO.	Details of registered Office / Branch Office with Address	Tel Nos	Email Id	Name of the Key support staff with mobile no

Place:

Date:

SEAL AUTHORIZED SIGNATORY OF THE COMPANY

ANNEXURE - G

PRE-QUALIFICATION – DETAILS OF RESOURCE PERSONNEL

S. No.	Name	Qualification	Designation	Total Experience (in yrs)	Remarks
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

Place:

Date:

SEAL AUTHORIZED SIGNATORY OF THE COMPANY

ANNEXURE – H

Format for Submission of Client References

To whosoever it may concern

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

Place:

Date:

SEAL AUTHORIZED SIGNATORY OF THE COMPANY

ANNEXURE – I

DECLARATION

1. All the information furnished by me / us here above is correct to the best of my knowledge and belief.
2. I/We have no objection if enquiries are made about the work listed by me / us in the accompanying sheets / annexures.
3. I / We hereby agree that the decision of Bank in selection of contracts will be final and binding to me / us.
4. I / We hereby confirm that me/our firm / LLP / company has not been disqualified / debarred / backlisted by any Governments, Semi-governments, PSUs, Banks including any of the Offices / Branch of State Bank of India, Pan India during last 5 year from the date of application.
5. I/we hereby confirm that all information, particulars, copies of certificates & testimonials in connection with my empanelment are correct and genuine. I am, therefore, liable to face appropriate actions as deemed fit by the Bank in the event of any of the information, particulars, copies of certificates and testimonials are not found correct and genuine.

Place:

Date:

SEAL AUTHORIZED SIGNATORY OF THE COMPANY