



STATE BANK OF INDIA, ITSS DEPARTMENT, HYDERABAD LHO.

EMPANELMENT OF VENDORS
FOR MAINTENANCE OF COMPUTER SYSTEMS
UNDER ANNUAL MAINTENANCE CONTRACTS

REQUEST FOR PROPOSALS (RFP)

State Bank of India, Hyderabad LHO invites applications for empanelment of vendors for maintenance of computer systems in their branches/offices in Telangana State under 'Annual Maintenance Contract'. Applicants who fulfil the eligibility criteria as detailed below only can apply.

Description	Eligibility criteria
Maintenance of Computer Systems (Hardware, Software, Networking Items), i.e., File Servers, Personal Computers, Laptops, TFT Monitors, Printers, Scanners, Webcams, Data Switches and other peripherals, operating System, Domains, etc. at branches/offices of State Bank of India in Telangana State.	Firms/vendors having their offices/branches within Telangana State and having minimum three years experience in the relative field, strong installed base, financial standing, support and service network in entire Telangana State. <u>All the existing empaneled Contractors need to apply afresh.</u>

Applications are invited from Firms/Vendors offering Third Party Maintenance Support under 'Annual Maintenance Contracts (AMC)', who desire to be empanelled with State Bank of India (Hyderabad Circle), for the purpose of providing maintenance support and services for computer hardware, software and networking items, i.e., File Servers, Personal Computers, Thin Clients, TFT Monitors, Printers, Scanners, Data Switches and other peripherals at branches/offices of State Bank of India in Telangana State including a large number of branches in rural areas.

State Bank of India (Hyderabad Circle) intends to empanel firms/vendors who have strong installed base, financial standing, well established partner relationships, good market reputation, support and service network in entire Telangana. A basic qualification for empanelment would be a minimum of three years experience in the relative field.

Firms/Vendors which meet the above requirements and are interested in providing such services to State Bank of India (Hyderabad Circle) may submit responses to the RFP which should include the following information:

- Profile of the firm/company/vendors and Compliances (Annexure-A).
- List of major contracts undertaken during the last three years including the contracts on hand flagged as Annexure-B.
- 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 AMCs undertaken flagged as Annexure-C.
- List of registered offices and branch offices, with addresses, telephone numbers, names of key support staff flagged as Annexure-D.
- List of all service / support staff, across the state and their district-wise distribution, with contact information flagged as Annexure-E.
- Testimonials and details of similar empanelment relationships with major corporates, especially those in the financial sector flagged as Annexure-F.

- g. The applicant/firm should not be blacklisted or included in negative list or terminated of their services in the past by any scheduled Bank / PSU /Corporate body / Govt. body as Annexure-G.
- h. Site inspection of the previous works shall be done for the shortlisted applications and confidential information will be obtained from the previous clients for further process.
- i. Selected applicants will be intimated of their empanelment. The panel will be in force for **three years or new empanelment whichever is later**, subjected to review at regular intervals.

The Applications should be addressed in sealed covers to 'The Assistant General Manager (ITSS), State Bank of India, ITSS Department, 6th Floor, Local Head Office, Bank Street, Koti, Hyderabad - 500095' (Phone: 040-23466601 & 23466015).

Based on the information thus provided, the Bank will short-list firms/companies who prima-facie match up to the Bank's requirements.

Short-listed firms may be required to make detailed presentations to the Bank's internal evaluation Committee. The Committee may visit the offices of the firms 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 vendors in question. No further correspondence will be entertained with those vendors who do not meet the Bank's requirements.

Please note that members of the Bank's existing panel who desire to be considered on the new panel are also required to respond to this "Request for Proposals" notice.

Interested Firms/Companies/Vendors may submit their responses to RFP in a sealed cover superscribed '**RFP for Empanelment for AMC**', through post/courier/hand-delivery to reach the above address latest **by 3.00 PM on 05.05.2023**. No bid 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 therefor.

Note: Any false information is submitted in the annexures from A to G and observed in later dates, the empaneled vendor will be removed from empanelment.

Assistant General Manager (ITSS)

From

To

The Assistant General Manager (ITSS)
State Bank of India, ITSS Department,
Local Head Office, VI Floor,
Bank Street, Koti, Hyderabad - 500095.

Dear Sir,

EMPANELMENT OF VENDORS
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In response to your enquiry/advertisement for the empanelment of vendors for maintenance of computer systems under 'Annual Maintenance Contracts', we hereby submit the necessary information.

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

3. We apply for the empanelment of vendors for maintenance of computer systems under 'Annual Maintenance Contracts' and we understand that the final awarding of AMC or issue of work orders is based on tendering process which will be conducted separately at different time intervals and different places (normally administrative offices of the Bank) basing on the needs of the Bank.

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

SEAL

SIGNATURE OF THE APPLICANT

Name:



STATE BANK OF INDIA, ITSS DEPARTMENT, HYDERABAD LHO.

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PRE-QUALIFICATION: VENDOR'S PROFILE

1.	Name of the Firm/Company	:	
2.	Address (Head Office)	:	
3.	Address of office for which AMC Contract refers	:	
4.	Phone Number(s)	:	
5.	FAX Number(s)	:	
5(a)	Email	:	
6.	Mobile Phone(s)	:	
7.	Constitution of the Firm	:	
8.	Year of Establishment	:	
9.	Name of the Proprietor or Names of Partners / Directors / Associates	a) b) c)	
10.	Annual Turnover & Net Profit/Loss per year (Audited Balance Sheet and Profit & Loss A/c for the last 3 years)	:	Please attach copies of IT Return and Audited Balance Sheet for the last 3 years.
	Financial Year	Annual Turnover	Net Profit/Loss (₹ in lacs)
i).	2019-2020	₹	₹
ii).	2020-2021	₹	₹
iii).	2021-2022	₹	₹
11.	Details and value of major AMCs taken up during the last 3 years with SBI (Details are to be given in the enclosed formats)	a) b) c)	
12.	List of other major customers (Experience /Service Certificates to the effect from the customers are to be enclosed)	a) b) c)	
13.	PAN Number (for TDS)	:	
14.	APGST/CST/TIN/GST Numbers	:	
15.	Any other information with relevant documents	a) b) c)	

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LIST OF MAJOR CONTRACTS UNDERTAKEN DURING THE LAST 3 YEARS

S.No.	Name and Address of the Client	Period of AMC		Districts covered	Value of AMC (in Rs.)
		Month from	Month upto		
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

Notes:

- 1) Credentials issued by the clients shall be enclosed.
- 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.

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Copies of past 3 years audited Balance Sheet, audit report & other documents establishing volume of AMCs undertaken.

Sr. No.	Year	Audited Balance Sheet / Audit Report	Details of volume of AMCs undertaken
1	2019-2020	Complied (YES / NO)	Complied (YES / NO)
2	2020-2021	Complied (YES / NO)	Complied (YES / NO)
3	2021-2022	Complied (YES / NO)	Complied (YES / NO)

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List of Registered Office and Branch Office with Addresses, Tel Nos, Email, support staff

Sr. No.	Details of Registered Office/ Branch Office with Address	Tel Nos.	Email	Name of the Key support staff with their mobile numbers

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List of all Service / Support Staff across the state and district wise Distribution

Sr. No.	Name of District	Name of the engineer / support staff	Email	Mobile Number
1				
2				

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Details of Similar empanelment relationship with major corporates especially those in financial sector.

Sr.No.	Name of the Corporation / Company	Year of AMC
1		
2		
3		

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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 agree that the decision of Bank in selection of contractors will be final and binding to me/ us
4. I/We hereby confirm that our firm/agency/company has not been disqualified / debarred / blacklisted by any Governments, Semi-governments, PSUs, Banks including any of the Offices/Branch of State Bank of India Pan India during last 7 year from the date of application.
5. I 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.

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Place:

Date: