

### **Vendor Eligibility Criteria**

- ✓ Vendor must be an Indian Company/ LLP registered under applicable Act in India and having valid GST/VAT/CST registrations.
- ✓ The Vendor must have an average turnover of minimum Rs. 20 crores in each of the last 02 (two) financial year(s) i.e., FY2021-22 and FY2022-23.
- ✓ The Vendor should be profitable organization on the basis of profit before tax (PBT) for at least 01 (one) out of last 02 (two) financial years mentioned in para 2 above.
- ✓ The vendor should be engaged in supplying and providing maintenance services for **handheld device/Micro ATMs/Passbook Printers** in India for at least 3 years.
- ✓ Vendors 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 their interest in empanelment.
- ✓ The net worth of the vendor, as on 31st March 2023, should be Positive.
- ✓ Vendor should have supplied Handheld Device/Micro-ATM/Passbook Printer in at least two major Banks/Financial Institutions in last one year.
- ✓ The vendor should have a fully functional Customer Service Centre accessibility in India.
- ✓ The vendor should be having/ established support offices/ Support Centres/Support Locations with necessary support infrastructure across the country.
- ✓ The vendor should have capacity to supply 2000-5000 devices at any moment.
- ✓ Devices should be compatible for integration with our systems. The technical specification for Handheld device/Micro ATM/Passbook Printer is enclosed as per Annexure-I, II& III respectively.
- ✓ The Bank reserves the right to inspect the facilities of the vendor by itself or through its authorised agency to verify the genuineness and to ensure conformity with the details given by the vendor/supplier. The Bank reserves the right to reject any or all the applications without assigning any reason whatsoever thereof and will not entertain any correspondence in this regard.
- ✓ Applications can be sent directly to the undermentioned office/emailed in below mentioned e-mail IDs
- ✓ Address: Deputy General Manager (AltCh)  
State Bank of India,  
Financial Inclusion Department  
4<sup>th</sup> Floor, Mafatlal Centre  
Corporate Centre, Nariman Point  
Mumbai-400021
- ✓ Email id 1) [dgm.altch@sbi.co.in](mailto:dgm.altch@sbi.co.in)  
2) [dgm.rba@sbi.co.in](mailto:dgm.rba@sbi.co.in)