



**REQUEST FOR QUALIFICATIONS
FOR EMPANELMENT OF VENDORS FOR MAINTENANCE OF
COMPUTER SYSTEMS AND PERIPHERALS
UNDER ANNUAL MAINTENANCE CONTRACTS**

Ref: SBI/AMA/LHO/ITS/24-25/1 dated: 08/08/2024

**Asst. General Manager (ITS)
State Bank of India
IT Services Department,
Amaravati Local Head Office,
Gunfoundry, Hyderabad - 500001**

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REQUEST FOR QUALIFICATIONS (RFQ)

State Bank of India, having its Corporate Office at Mumbai and one of its Local Head Office Amaravati at Hyderabad is proposing for empanelment of vendors for maintenance of computer systems and peripherals in their branches/offices in the State of Andhra Pradesh, Yanam (State of Pondicherry) and Hyderabad under 'Annual Maintenance Contracts'.

In order to meet the requirements, applications are invited from Firms/Companies offering Third Party Maintenance Support under 'Annual Maintenance Contracts (AMC)', who desire to be empanelled with State Bank of India (Amaravati Circle), for the purpose of providing maintenance support and services for computer hardware viz., File Servers, Personal Computers, Laptops, Thin Clients, TFT Monitors, Printers (all categories), Scanners (flatbed and sheet feed), webcams and other peripherals, software including Operating System and Anti-virus and networking items viz., Data Switches and operations of Video Conferencing equipment at branches/offices of State Bank of India in State of Andhra Pradesh, Yanam (State of Pondicherry) and Hyderabad including a large number of branches in rural areas.

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

State Bank of India (Amaravati 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 entire state of Andhra Pradesh, Yanam as well as in Hyderabad. A basic qualification for empanelment would be a minimum of three years experience in the relevant field.

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

Annexure	Index
Annexure – A	Bid Form (Bid Covering Letter).
Annexure – B	Bidder'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 AMCs 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, across the state and their district-wise distribution with contact information.
Annexure – H	Testimonials and details of similar empanelment relationships with major corporates, especially those in the financial sector.

The Applications should be addressed in sealed covers to “The Assistant General Manager (ITS), State Bank of India, ITS Department, First Floor, Amaravati Local Head Office, Gunfoundry, Hyderabad – 500001”.

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

Short-listed firms/companies are required to make detailed presentations to the Bank’s internal Evaluation Committee along with required documents substantiating eligibility criteria as mentioned in Annexure-B. 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 fulfill 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.

Please note that the Bank’s existing panel who wish and intends to be considered on the new panel are also required to respond to this “Request for Qualifications” notice.

Interested Firms/Companies may submit their responses to RFQ in a sealed cover superscripted as “RFQ for Empanelment of AMC Vendors for Amaravati Circle”, through post/courier/hand-delivery to reach the above address latest **by 03.00 PM on 19.08.2024**. 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.



BID FORM

[On Company's Letter Head]

From

To

The Assistant General Manager (ITS)
State Bank of India, ITS Department, First Floor
Amaravati Local Head Office,
Gunfoundry, Hyderabad - 500001.

Dear Sir,

RFP REF: SBI/AMA/LHO/ITS/24-25/1 DATED: 08/08/2024
EMPANELMENT OF VENDORS FOR MAINTENANCE OF COMPUTER SYSTEMS
AND PERIPHERALS UNDER ANNUAL MAINTENANCE CONTRACTS

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 (ITS), State Bank of India, Amaravati 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 to be submitted
1.	The bidder must be an Indian firm/ company/ organization.		Copy of the certificates issued by the registration authorities / partnership deed, etc., and full address of the registered office.
2.	The bidder must be profitable organization and have an average turnover of minimum ₹50 Lakhs during three financial year(s) 2021-22, 2022-23 and 2023-24.		Copies of the audited Balance Sheets, Profit and Loss Statements and/ or Certificate of the Chartered Accountant for preceding three years along with IT Returns. Proofs for filing GST Returns for the past 6 months should also be enclosed.
3.	Bidder should have relevant experience of minimum 3 years in providing similar services as on date of this tender.		Copies of the orders and / or experience / service certificates / work completion certificates.
4.	Bidder should give minimum 3 (three) major client references with contact details (email, landline, mobile) for whom the Bidder has executed similar type of services (Start and End Date of the Project to be mentioned) in the past (At least one reference should be from a Scheduled Commercial Bank / reputed Financial Institution).		1. 2. 3.
5.	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.
6.	Bidders should not have been blacklisted for deficiency in service by any Public Sector Bank including SBI Group during the last 3 years.		Bidder should specifically confirm in this regard.

7.	The bidder should have necessary support setup in Andhra Pradesh and Hyderabad with adequate skilled support personnel, equipment, etc.,		Bidder should specifically confirm in this regard with complete contact and address details.
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Note: Documentary evidence must be furnished against each of the above criteria (Serial Nos. 1 to 7) 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. In case, the Bank finds any of the above statement or documentary evidences 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 - VENDORS' PROFILE**

1.	Name of the Organization / Firm / Company	:	
2.	Constitution of the Firm (Company / Firm / Proprietary)	:	
3.	Year of Establishment	:	
4.	Name of the Proprietor (or) Names of Partners / Directors / Associates	:	a) b) c)
5.	Address (Head Office)	:	
6.	Address (Office at Andhra Pradesh)	:	
7.	Whether Offices available in	:	VIJAYAWADA YES/NO VISAKHAPATNAM YES/NO RAJAHMUNDRY YES/NO GUNTUR YES/NO TIRUPATI YES/NO KURNOOL YES/NO
8.	Address (Office at Hyderabad)	:	
9.	Number of Support Personnel/Technicians	:	a) For Hyderabad: b) For Andhra Pradesh:
10.	PAN Number (for TDS)	:	
11.	GST Number	:	
12.	Contact Details:	:	a) Landline Number(s): b) Fax Number(s): c) Mobile Number(s): d) Email Address(es):
13.	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 in concurrence with Annexure-B 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 AMC		Districts covered	Value of AMC (in ₹)
		Month from	Month upto		
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					

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 - 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**