



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

Ref: ITSS/2024-25/003 dated: 19/10/2024

**Asst. General Manager (ITSS)
State Bank of India
ITSS Department,
Local Head Office,
Chennai - 600 006**

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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 at Chennai is proposing for empanelment of vendors for maintenance of computer systems and peripherals in their branches/offices in the State of Tamil Nadu and Union Territory of Puducherry under 'Annual Maintenance Contract'.

In order to meet the requirements, applications are invited from Firms/Companies offering Third Party Maintenance Support under 'Annual Maintenance Contract (AMC)', who desire to be empaneled with State Bank of India (Chennai Circle), for the purpose of providing maintenance support and services for computer hardware and IT Facility Management Services (FMS) viz., Servers, Personal Computers, Laptops, Thin Clients, TFT Monitors, Printers (all categories), Scanners (Cheque Truncation scanner, flatbed scanner and sheet feed scanner), webcams and other peripherals, software including Operating System and Anti-virus and operations of Video Conferencing equipment at branches/offices of State Bank of India in State of Tamil Nadu and Union Territory of Puducherry 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 (Chennai Circle) can apply for empanelment.

State Bank of India (Chennai 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 Tamil Nadu as well as in Puducherry (Union Territory).

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 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.
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 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.

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.

Please note that the Bank's existing empaneled vendors who wish and intends to be considered on the new empanelment are also required to respond to this "Request for Qualifications" notice.

Interested Firms/Companies may submit their responses to RFQ in a sealed cover addressed to "**The Assistant General Manager (ITSS)**, State Bank of India, ITSS Department, 9th Floor, Chennai Local Head Office, No.16, College Lane, Nungambakkam, Chennai – 600 006" superscripted as "**RFQ for Empanelment of AMC Vendors for Maintenance of Computer Systems and Peripherals of Chennai Circle**", through post/courier/hand-delivery to reach the above address latest **by 03.00 PM on 02.11.2024**. 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.

APPLICATION FORM

[On Company's Letter Head]

From

To

The Assistant General Manager (ITSS)
State Bank of India, ITSS Department, 9th Floor,
Chennai Local Head Office, No.16, College Lane,
Nungambakkam, Chennai – 600 006.

Dear Sir,

RFQ REF: ITSS/2024-25/003 DATED: 19-10-2024.

EMPANELMENT OF VENDORS FOR MAINTENANCE OF COMPUTER SYSTEMS
AND PERIPHERALS UNDER ANNUAL MAINTENANCE CONTRACT

In response to your enquiry/advertisement for the empanelment of vendors for maintenance of computer systems and peripherals under 'Annual Maintenance Contract', 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 and peripherals under 'Annual Maintenance Contract' 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 Local Head Office, Chennai and work orders will be issued by Administrative Offices/Regional Business Offices of the Bank.

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, or we are not under any 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.

4. We understand that the Assistant General Manager (ITSS), State Bank of India, Chennai 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 Vendor must be an Indian Company/ LLP /Partnership 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. 60 lakhs during last 03 (three) financial year(s) i.e. FY 2021-22, FY 2022-23 and FY 2023-24.		Copy of the audited financial statement for required financial years. (Certificate from statutory auditor for preceding/current 2023-24 year may be submitted.) Proofs for filing GST Returns for the past 6 months should also be enclosed.
3.	The Vendor should be profitable organization on the basis of profit before tax (PBT) for the last 03 (three) financial years mentioned in para 2 above.		Copy of the audited financial statement along with profit and loss statement for corresponding years and / or Certificate of the statutory auditor.
4.	Vendor should have experience of minimum 03 years in providing the AMC Services and he should be operational in Tamil Nadu / Puducherry.		Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance report.
5.	The participating vendor must have successfully executed / completed AMC services, over the last 3 Financial years as under: <ul style="list-style-type: none"> a) Three similar completed services costing not less than the amount equal to Rs. 10 lakhs; or b) Two similar completed services costing not less than the amount equal to Rs. 12.50 Lakhs; or c) One similar completed service costing not less than the amount equal to Rs. 20.00 Lakhs. 		Copy of the purchase order and Certificate of completion of the work mentioning the value of the completed work from the client to be submitted.

S. No.	Eligibility Criteria	Compliance (Yes/No)	Documents to be submitted
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 Tamil Nadu and Pondicherry with adequate skilled support personnel, equipment, etc.,		Vendor should specifically confirm in this regard with complete contact and address details.

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. 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 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.	Whether Offices available in	:	CHENNAI YES/NO MADURAI YES/NO TRICHY YES/NO SALEM YES/NO COIMBATORE YES/NO PONDICHERRY YES/NO
7.	Address (Offices at Tamil Nadu & Pondicherry)	:	
8.	Number of Support Personnel/Technicians	:	a) For Tamil Nadu: b) For Pondicherry:
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 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 - 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	2021-22		
2	2022-23		
3	2023-24		

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

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 enquires 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 our firm / agency / 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 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