Annual Maintenance Contract (AMC) Notice

State Bank of India, Bangladesh Operations, invites application from reputed firms/contractors for Annual Maintenance Contract of Computer, Hardware, Peripheral (inventory list enclosed) including LAN for State Bank of India's following offices:

Branches:

(i) (a)Dhaka Main Branch, (b)Gulshan Branch, (c)Sylhet, (d)Khulna, & (e) Country Office- Gulshan,

Other Office:

(ii) Indian Visa Application Center at Gulshan (IVAC).

Eligibility of the Vendor who can apply for:

(i).The vendor should have all the required licenses and approval from Government of Bangladesh for doing such business / work.

(ii).The vendor should have all necessary registration(s), from all competent authorities in that regard.

(iii).Vendor should have at least 5years experience in the work relating to installation and AMC of the Computer, Hardware, Peripheral, trouble shooting and maintenance.

(iv).The vendor shall have local presence for the office it is submitting the quotation(s). That means, it should have an established office with proper infrastructure to support the service locally,

(v) Emphasis would be given to the vendors who are in possession of quality assurance certificates from reputed certifying authotities (like, ISO, CCNA, MCSE, A+, CISA, CISM. etc.)

(II). Address for submission of application:

- Interested service provider, who are eligible to apply, shall login to our website www.sbibd.com – e-tender module- and submit the necessary documents and information (as per the format) online.
-Existing service providers who have already registered need not repeat the above registration process.
-After registration they have to submit the financial quotes against this RFP in the website, online.
-**No quotation in hard copy would be accepted.**
-For details, the service providers shall refer to the various instructions available under e-tender module (www.sbibd.com)

The interested parties may submit their applications online for (a) Dhaka Main Branch, (b) Gulshan Branch, (c) Sylhet, (d) Khulna, & (e) Country Office- Gulshan, (f) Indian Visa Application Center at Gulshan (IVAC) within 12th June, 2016.

Please note that FINANCIAL QUOTE SHALL BE MADE FOR ALL OFFICES SEPARATELY. THAT MEANS QUOTE HAS TO BE MADE FOR EACH OFFICE INDIVIDUALLY including VAT.

(III) General Instructions

(a).State Bank of India has the right to reject any / all application(s) without assigning any reason.

(b).Please note that through the current process, the Bank will select the L1 vendor.

(c).Mere submission of application or any call by the bank in response thereof does not devolve any right to any applicant to get any preference & priority in getting the AMC.

(d).Interested vendors, who are satisfying the eligibility criteria may apply to SBI, Country Office, Gulshan, Dhaka in the prescribed format along with copies of certificates, testimonials in support of their claim. The AMC will be valid for 1 Year from the date of acceptance of the offer.The rate quoted shall be valid for three months from the date of quote within the purchase order would be issued to L1 vendor. The interested vendors shall be agreeable to get the usual taxes as per the Govt. rule deducted from the sale price by the Bank at the time of payment.

Head of IT

Date: 26/05/2016
State Bank of India,
57 &57A, Uday Tower, Gulshan Avenue,Circle-1, Dhaka-1212.

State Bank of India, FORM OF APPLICATION

1.Name of the Organization and name of the key person	
2.Address with phone number and Fax Number	
3.Year of establishment	
4.Status of the firm whether company/firm/proprietary	
5.Name of the Directors/Partners/Proprietor	
6. Whether registered with the Register of Companies/Register of firms/Trade license. If so, mention number and date	
7.Name and address of Bankers	
8. Whether registered for Service TAX/VAT purposes. If so, mention Service TAX /VAT registration number and date of registration	
9. Whetheran assesses of income TAX. If so, mention ID number	
10.Detailed description and value of similar works done during the last 3 years and works in hand (i.e. name of organization, value of work done and date of completion including scope of works executed)	
11. Name and address of the persons who will be in a position to certify about the quality as well as performance of your organization (existing Clients).	
12. Details of key Technical personnel, their Designations/posts with educational qualifications.	
13.Details of experiences in previous Annual Maintenance service to Computer, Peripheral and various others electronic equipment's for maintaining WAN/LAN including fault finding:	Name of the Organization / From TO / Scope of work [illegible] / [illegible] / [illegible] [illegible] / [illegible] / [illegible]
14.Office address at various places for which it(the Service Provider) is submitting financial quote. Please note that preference will be given to the Service Provider(s) who will quote for all the centers. Please also note that no quote of a service provider would be considered / accepted, if it does not has an established office at that centre.	

I/ We hereby confirm that all information, particular, copies of certificates and testimonials in connection with my /our empanelment for above job are correct and genuine. I am/we are 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.

Signature with seal of the

Name:

Date:

Note: Furnish self-attested Xerox copies of all relevant documents in support of the information furnished above.

State Bank of India, Branch Wise Computer Equipment /Hardware Inventory

Branch Name	No of Desktop PCs	No of Server	No of Laptop	No of UPS (Pls mention Capacity)	No of Laser Printer	No of dot matrix Printer	No of Scanner	Otehrs Accessoreis (i.e Barcode Printer/ Reader, Switch, Router etc. pls mention quantity)
Dhaka (Dilkusha)	**43**	**5**	**2**	**43**	**20**	**4**	**4**	**Barcode printer - 03**
								Switch - 06
								Router - 04
GULSHAN (Dhaka)	**31**	**5**	**01**	**28 UPS FOR 650v,02 Online UPS for 3KVA, 01 Online UPS for 2KVA & 01 Online UPS for 1KVA**	**09**	**06**	**02**	**02 Pcs Router,05 Pcs switch**
Sylhet	**12**		**1**	**10 (650VA)**	**4**	**2**	**2 Normal Scanner,**	**1 Router & 1 Switch for Internet Conenction.**
Khulna	**17**		**1**	**15**	**4**	**2**	**2**	**Switch=2,Router=2**
								Switch=1,Router=1Barcode Printer=6
IVAC GULSHAN	**64**	**4**	**0**	**32 (600 VA), 2 (3.2 KV online ups)**	**10**	**22 (Receipt Printer Zebra, Bixolon)**	**4**	**15 switch 1 wireless router**
Country Office	**30**		**6**	**30**	21	1	1	