

Dear All,

### **Request for Proposal (RFP) for Comprehensive Hardware AMC for Desktops and Laptops**

We wish to engage partner to provide hardware AMC services for IT infrastructure. The details of annexures are as below,

<b>Annexure</b>	<b>Annexure Details</b>
A	Terms and conditions
B	Technical Proposal Covering Letters (Format I, II, III)
C	Eligibility Criteria and Covering letter, Qualification
D	Scope of Work
E	Commercial Proposal Covering (I, II) and Bid Format (I, II)

- Interested parties are requested to submit their final Techno-Commercial proposals along with required annexures in separate sealed envelopes or separate password protected techno-commercial proposals over email (Technical and Commercial), with **separate passwords for technical and commercial proposals. Passwords not to be shared with the proposals or separate email, until requested.**
- In case of physical proposal, sealed envelopes should reach to " Head Systems, SBI DFHI Ltd, 5th Floor, Mistry Bhavan,122, Dinshaw Vaccha Road, Churchgate, Mumbai – 400 020".
- In case of password protected proposals **(with separate password for technical and commercial proposal)**, email should be sent to [systems@sbidfhi.com](mailto:systems@sbidfhi.com), [headsystems@sbidfhi.com](mailto:headsystems@sbidfhi.com), [headoperations@sbidfhi.com](mailto:headoperations@sbidfhi.com) and [headmidoffice@sbidfhi.com](mailto:headmidoffice@sbidfhi.com) .
- Technical bid should consist of Annexure A, B, C and D and required supporting documents as per qualification criteria.  
  
Commercial bid should consist of Annexure E (Format I, II).
- Contact Person: - Manish Sarang / Robin Kaleramana (systems@sbidfhi.com) Contact No: - 022-69334400/69334477
- Last Date and Time for submission of bids (technical and commercial) along with supporting documents: 18.04.2024.

Yours faithfully,

Head-Systems

## **ANNEXURE A - TERMS AND CONDITIONS**

**Comprehensive Hardware AMC for Desktops and Laptops:** The Company expects the vendor to provide Comprehensive Hardware AMC support to the company as per the requirements of this RFP within maximum 1 week from the date of order placement. Inability of the vendor to provide Comprehensive Hardware AMC as per specifications will lead to termination of contract. SBI DFHI LTD reserves the right to cancel the order.

Note: The terms 'Bidder' and 'Vendor' are used interchangeably in this RFP document.

### **1. Evaluation of Bid:**

The SBI DFHI LTD shall evaluate the Technical Bids initially and based on Technical Bid evaluation shall undertake Commercial Bid evaluation of **the technically qualified proposals only**. SBI DFHI LTD reserves the right to further negotiate the contract price / terms with the selected vendor.

### **2. Purchase Order :**

SBI DFHI LTD will reserve the rights to issue a **full or partial purchase order** on a selected vendor. In case of inability from vendor to execute the order, SBI DFHI LTD will reserve rights to place an order with another bidder (vendor) of its choice. **SBI DFHI LTD is not bound to accept the lowest or any bid it may receive and will reserve the rights to scrap the entire vendor selection process initiated through this RFP.**

**3. Payment:** Payment terms will be - Quarterly

**4. Locations of Devices:** Location of all devices is in Mumbai/Navi Mumbai

### **5. Miscellaneous:**

- I. The vendor and its employees will strictly undertake not to communicate or allow to be communicated to any person or divulge in any way any information relating to the ideas, know-how, technique, data, facts, figures and any information whatsoever concerning or relating to the SBI DFHI LTD and its affairs to which the said employees have access in the course of the performance of the contract. Such employees shall also execute letters of fidelity and secrecy in such form as may be prescribed by the SBI DFHI LTD.
- II. All disputes and differences of any kind whatever arising out of or in connection with the purchase order shall be referred to arbitration. The arbitrator may be appointed by both the parties or in case of disagreement, each party may appoint an arbitrator and the decision of the arbitrator(s) shall be final. Such arbitration is to be governed by the provisions of the Indian Arbitration Act.
- III. SBI DFHI LTD shall be under no obligation to accept the lowest bid or any other response to this tender notice including incomplete tenders / responses without assigning any reason whatsoever. SBI DFHI LTD reserve the right to modify / alter the full or partial terms and conditions of the tender / RFP / process and reissue fresh, if considered necessary, at point of time during process till placing purchase order.
- IV. Separate agreement will be formed between selected vendor and SBI DFHI LTD.

- V. Termination: Contract for comprehensive Hardware AMC under Vendor Support (not OEM support) through this RFP can be terminated by either party by giving 60 days' notice in advanced.
- VI. Bidders are expected to adhere to the timelines mentioned above. However, SBI DFHI Limited reserves the right to change the aforementioned timelines.
- VII. If there are any change in the above schedule, the same will be communicated to all applicable bidders through notice / email.
- VIII. All costs and expenses incurred by Bidder in any way associated with the development, preparation, and submission of their responses to the RFP, including but not limited to attendance at meetings, discussions, presentations, demonstrations, Proof of Concept etc. and providing any additional information required by SBIDFHI, will be borne entirely and exclusively by the Bidder.

IX. Penalties :

After ticket is raised, if bidder is unable to attend the call within one week then after that Company will levy penalty of Rs. 200/- per day till the ticket is resolved.

After troubleshooting , if bidder is unable to supply part or desktop/laptop within two weeks, then after that Company will levy penalty of Rs. 200/- per day till the part is replaced

The penalty amount calculated for delay in service should be deducted from the quarterly invoices submitted by the bidder.

The bidder should submit invoices after deducting the applicable penalty amount for the quarter.

**ANNEXURE - B**

**FORMAT - I**

**Technical Proposal Covering Letter (On Company Letter Head)**

To,  
Head-Systems,  
SBI DFHI Ltd,  
5th Floor, Mistry Bhavan,  
122, Dinshaw Vaccha Road,  
Churchgate, Mumbai – 400 020

Dear Sir/ Madam(s),

**Sub: Technical Proposal for RFP for Comprehensive Hardware AMC Services for Desktops and Laptops**

Having examined the Request For Proposal (RFP) \_\_\_\_\_ Documents dated \_\_\_\_\_ the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply, installation and support required capabilities in terms of functional and technical expertise for **Desktops and Laptops** including all licenses required (other than mentioned in complete RFP document) and implement for in conformity with the said RFP Documents and hereby undertake that we accept all the conditions of the RFP and will provide the complete services as per the Scope of Work.

We undertake to state that we have submitted all the necessary documents / responses as per the technical proposal of this RFP.

We agree to abide by this bid for the bid validity period specified in RFP and it shall remain binding upon us and may be accepted at any time before the expiry of that period.

We understand that you are not bound to accept the lowest or any bid you may receive.

Enclosure,

1. Technical Bid as per Annexure/s (A, B, C and D).

Yours faithfully,

Date:

Signature of the Authorized Person

Name of the Authorized Signatory:

Place:

Designation:

Name of the Organization:

Seal:

**FORMAT - II**

**Conformity Letter (On Company Letter Head)**

To,  
Head-Systems,  
SBI DFHI Limited,  
5th Floor, Mistry Bhavan,  
122, Dinshaw Vaccha Road,  
Churchgate, Mumbai – 400 020

Sir/Madam,

**Sub: Conformity for RFP for Comprehensive Hardware AMC Services for Desktops and Laptops**

Further to our proposal dated \_\_\_\_\_, in response to the Request for Proposal (RFP No. \_\_\_\_\_ hereinafter referred to as "RFP") issued by SBI DFHI Ltd. ("SBIDFHI") we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms, conditions and stipulations as contained in the aforesaid RFP and the related annexures, addendums, corrigendum and other documents including the changes made to the original tender/RFP documents, issued by the SBIDFHI, however that, only the list of deviations furnished by us along with technical bid which are expressly accepted by the SBIDFHI and communicated to us in writing, shall form a valid and binding part of the aforesaid RFP document. The SBIDFHI is not bound by or bound to accept any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal / document or any subsequent deviations sought by us, whether orally or in writing, and the SBIDFHI's decision not to accept any such extraneous conditions and deviations, will be final and binding on us.

We also here by confirm that our prices as specified in the Annexure/s Commercial Bid are as per the Payment terms specified in the Tender / RFP document. We agree to abide by this Tender /RFP Offer for 180 days from date of Tender / RFP (Commercial Bid) opening and our offer shall remain binding on us and may be accepted by SBIDFHI any time before expiry of the offer.

We also confirm that the soft-copies of the proposal submitted by us in response to the RFP and the related addendums and other documents issued by SBIDFHI, conform to and are identical with the hard-copies of aforesaid proposal submitted by us, in all respects.

Yours faithfully,

Date:

Signature of the Authorized Person

Name of the Authorized Signatory:

Place:

Designation:

Name of the Organization:

Seal:

**FORMAT - III**

**Confirmation of Genuineness of hardware** (On Company Letter Head)

To,  
Head-Systems,  
SBI DFHI Ltd,  
5th Floor, Mistry Bhavan,  
122, Dinshaw Vaccha Road,  
Churchgate, Mumbai – 400 020

Dear Sir/ Madam(s),

**Sub: Confirmation of Supply Genuineness of Hardware for RFP for Comprehensive Hardware AMC Services for Desktops and Laptops.**

Further to our proposal dated \_\_\_\_\_, in response to the Request for Proposal (RFP) \_\_\_\_\_ dated \_\_\_\_\_ issued by SBI DFHI Ltd., we hereby confirm that all the components / parts / assembly / software used in the said project to be supplied shall be original new components / parts / assembly / software(s) from Original Equipment Manufacturer and that no refurbished / duplicate / second hand components / parts / assembly / software(s) shall be supplied or shall be used. We shall also produce certificate from the Original Equipment Manufacturers in support of the above statement.

We also confirm that in respect of licensed operating systems and other software utilities to be supplied, the same will be procured from authorized sources and supplied with Authorized License Certificate such as Paper Licenses, Product Keys etc.

In case the SBI DFHI LTD finds that the above conditions are not complied with, we agree to take back the Hardware etc., supplied as above and return the money paid by you, in full within seven days of intimation of the same by the SBI DFHI LTD, without demur or any reference to a third party and without prejudice to any remedies SBI DFHI LTD may deem fit.

Yours faithfully,

Date:

Signature of the Authorized Person

Name of the Authorized Signatory:

Place:

Designation:

Name of the Organization:

Seal:

**ANNEXURE C**

**Minimum Eligibility Criteria Covering Letter (On Company Letter Head)**

To,  
Head-Systems,  
SBI DFHI Ltd,  
5th Floor, Mistry Bhavan,  
122, Dinshaw Vaccha Road,  
Churchgate, Mumbai – 400 020

Dear Sir/ Madam(s),

**Sub: Minimum Eligibility for RFP for Comprehensive Hardware AMC Services for Desktops and Laptops.**

Having examined the Request for Proposal (RFP) Documents \_\_\_\_\_ dated \_\_\_\_ the receipt of which is hereby duly acknowledged, we, the undersigned, undertake that we fulfill the Minimum Eligibility Criteria requirements.

We further undertake to state that we have enclosed / submitted all the necessary documents and details as per the "Minimum Eligibility Criteria" requirements of the said RFP.

Yours faithfully,

Date:

Signature of the Authorized Person

Name of the Authorized Signatory:

Place:

Designation:

Name of the Organization:

Seal:

**QUALIFICATION CRITERIA (On Company Letter Head)**

<b>Criteria</b>	<b>Bidders Comments</b>	<b>Documents required</b>
The bidder must be an Indian firm/ Company / Organization registered under Companies Act/Partnership Act/LLP Act etc. or a foreign company, registered under applicable laws & regulations, with Sales and Support arrangement in India	YES/NO	Copy of the Certificate of Incorporation issued by Registrar of Companies and full address of the registered office. Proof of Partnership / LLP. Foreign companies also to provide declaration with details of sales and support arrangement in India.
The Bidder should not be blacklisted / debarred / negative list by any Statutory or public sector bank or Regulatory Authorities	YES/NO	Self-Declaration by authorized signatory on separate letter.
The Bidder should have engaged in minimum two similar project services (as mentioned in RFP)	YES/NO	Project Completion Certificate from Client / Relevant document showing proof and Client contact details / self-declaration.
The Bidder should be profitable organization on the basis of profit before tax (PBT) for at least 02 (two) out of last 03 (three) financial years.	YES/NO	Certificate from the statutory auditor
The bidder should be ISO-27001 Certified Company, and the certificate should be valid as on date of bid submission and should also cover the proposed product/solution. Note: this point is applicable of critical products/ applications / support services.	YES/NO	Copy of ISO-27001certificate
The bidder should have fraud monitoring system in place.	YES/NO	Evidence Required.

Date:

Signature of the Authorized Person

Place:

Name of the Authorized Signatory:

Designation:

Name of the Organization:

Seal:



## **ANNEXURE D**

### **Scope of Work for Comprehensive Hardware AMC for Desktops and Laptops**

The broad categories of the activities that are to be carried out for "Comprehensive Hardware AMC for Desktops and Laptops" are to provide Hardware AMC part replacement or hardware maintenance support require to maintain healthy IT infrastructure includes below problem/issues, trouble shooting.

- a) To troubleshoot hardware problems of Desktops or Laptops included in AMC the primary method is to run diagnostic tools for faulty systems, to analyze exact issue and provide solution to replace hardware parts. After reporting hardware issue or raise trouble ticket, hardware engineer should reach to office within the stipulated time of support window.

No faulty or partially defective part should be repaired by bidder, instead it will be replaced with similar OEM brand and similar capacity with latest configuration wherever available. If the bidder is failed to provide hardware part or entire equipment then the equivalent amount of equipment or equipment part will be deducted from AMC value.

- b) Installation of any new hardware part in any existing asset will not be covered under this AMC.
- c) Selected bidder should make availability of all necessary hardware parts of all types of models and should maintain sufficient stock of the same. Call should be closed within five days from the date of call ticket raised.
- d) In case the required part is not available and with that reason hardware item is not functional then latest available sealed part (unused) of machine of same brand should be provided of similar capacity
- e) Bidder should be able to do replacement of faulty hardware equipment without tempering or damage other hardware part of system. After installation of new part in hardware equipment, bidder should demonstrate hardware equipment in working state without any fluctuation or imminent hardware failures or no fault indication should appear on hardware panel. After installation of new part, the hardware equipment should keep under observation for 5 days to check performance and then call should be closed.
- f) The support should include supply of original spare parts from OEMs only and not from local / retail market. Faulty parts arising out of replacement would be firm's property. Necessary permission will be given for movement of spares in and out from SBI DFHI Limited. After replacement faulty storage devices will be scrapped by SBI DFHI as per the data leakage policy of company.

Help Desk Management: All Call Log details are to be managed and maintained by the selected vendor. Online access of all Issues/Tickets with as on date status (centralized helpdesk) to be maintained. The knowledge base of issue logs is to be maintained. Call

tracking and fast resolution should be done by Help Desk Management. The support staff should have knowledge of Third Party tools installation, configuration and troubleshooting

**Annexure E**

**Commercial Proposal Covering Letter (On Company Letter Head)**

To,  
Head-Systems  
SBI DFHI Ltd,  
5th Floor, Mistry Bhavan,  
122, Dinshaw Vaccha Road,  
Churchgate, Mumbai – 400 020

Dear Sir/ Madam(s),

**Sub: Commercial Proposal for RFP for Comprehensive Hardware AMC Services for Desktops and Laptops**

Having examined the Request For Proposal (RFP) Documents \_\_\_\_\_ dated \_\_\_\_\_ the receipt of which is hereby duly acknowledged, we, the undersigned, offer our services, as mentioned, conformance with the scope of work of said RFP documents and as per the attached Commercial Proposal and hereby undertake that we accept all the terms and conditions of the RFP.

We further undertake, if our bid is accepted, to deliver the services accordance with the delivery schedule finalized.

Our commercial proposal shall be binding upon us, subject to the modifications resulting from contract negotiations, up to expiration for the validity period of the Proposal.

We understand that you are not bound to accept the lowest or any bid you may receive.

Enclosure-

1. Commercial Bid for Comprehensive AMC for Desktops and Laptops

Yours faithfully,

Date:

Signature of the Authorized Person

Name of the Authorized Signatory:

Place:

Designation:

Name of the Organization:

Seal:

**ANNEXURE-E**

**Commercial Proposal bid format (On Company Letter Head)**

**Comprehensive AMC for Desktops and Laptops for the period of '1' year**

**For the Period : 04.05.2024 to 03.05.2025**

Model	Qty	Support coverage	AMC Starts	Total Price (Excl. of Taxes)
Dell inc Optiplex 3050	1	9 X 5 NBD	04.05.2024	
Dell Inc. Latitude 3400	10	9 X 5 NBD	04.05.2024	
Dell Inc. Latitude 3410	6	9 X 5 NBD	04.05.2024	
Dell inc. Optiplex 3020M	1	9 X 5 NBD	04.05.2024	
Dell inc. Optiplex 3050	5	9 X 5 NBD	04.05.2024	
Dell inc. Optiplex 7040	5	9 X 5 NBD	04.05.2024	
Dell inc. Optiplex 9020	1	9 X 5 NBD	04.05.2024	
Dell Inc. OptiPlex 9030 AIO	1	9 X 5 NBD	04.05.2024	
Dell Inc. Precision Tower 3620	2	9 X 5 NBD	04.05.2024	
Dell Inc. Vostro 3590	1	9 X 5 NBD	04.05.2024	
Dell Vostro 3681	3	9 X 5 NBD	04.05.2024	
HP 280 G4 MT Business PC	4	9 X 5 NBD	04.05.2024	
HP Compaq Elite 8300 USDT	1	9 X 5 NBD	04.05.2024	
HP Eliteone 800 G5 AIO	2	9 X 5 NBD	04.05.2024	
HP ProBook 445 G7	4	9 X 5 NBD	04.05.2024	
Lenovo E14	4	9 X 5 NBD	04.05.2024	
Dell Optiplex 7080 Tower	1	9 X 5 NBD	23.06.2024	
Lenovo V30a 22IIL AIO	12	9 X 5 NBD	08.10.2024	
Dell Inspiron 15	1	9 X 5 NBD	24.11.2024	
HP ProBook 440 G8	4	9 X 5 NBD	07.01.2025	
Dell Vostro 3400	4	9 X 5 NBD	13.01.2025	
Dell OptiPlex 5490 AIO	16	9 X 5 NBD	23.01.2025	
		Grand Total ( Excl. of Taxes)		

Date:

Signature of the Authorized Person

Prices Valid Till :

Name of the Authorized Signatory:

Place:

Designation:

Name of the Organization:

Seal: