



REQUEST FOR PROPOSAL

**Annual Maintenance Contract for PCs, Printers, Scanners, Servers, Routers, Switches etc. for State Bank of India, Bangladesh Operations
(01. Country Office; 02. Dhaka Branch – i. Gulshan premises & ii. Dilkusha Sub Branch; 03. Chattogram Branch, and 04. Khulna Branch)**

Ref: SBI-BD/ IT/AMC/2023/01

Dated: 14-02-2023

State Bank of India (SBI) with more than 200 years history is the largest commercial Bank in India and a Fortune 500 Company. It ranks in the top 50 Global Banks and has its operation in Bangladesh since 1975. State Bank of India (hereinafter referred to as SBI/BANK) Bangladesh Operations proposes to EXECUTE Annual Maintenance Contract (AMC) for trouble shooting and maintenance of PCs, Printers, Scanners, Servers, Routers & Switches etc. established at its Bangladesh Operations (at Dhaka Branch – i. Dilkusha premises & ii. Gulshan Premises, Country Office, Chattogram Branch and Khulna Branch).

Invitation to BID:

In order to meet the above requirements of the Bank, SBI proposes to invite e-tenders from established organizations (hereinafter referred to as “Bidder”) to undertake trouble shooting and maintenance of PCs, Printers, Scanners and UPSs etc established at its Bangladesh Operations (at Dhaka –Dilkusha & Gulshan, Country Office, Chattogram Branch and Khulna Branch) as per details listed out in this document.

SCHEDULE OF EVENTS

Bid Document Availability	Bidding document shall be available at https://bd.statebank/ website under the Notice Segment from 14-02-2023 to 22-02-2023
---------------------------	---

Last date for requesting clarification (optional)	Up to 5:00 p.m. on 19.02.2023 All communications regarding points / queries requiring clarifications shall be given in writing to it2.co.bd@statebank.com , hoit.bd@statebank.com , it1.dhaka@statebank.com
Clarifications to queries raised	Within 5:00 p.m., 20.02.2023
Last date of submission of technical bids	22-02-2023 up to 6.00 p.m.
Opening of Technical Bids	12:00 Noon on 23-02-2023. Authorised representatives of vendors may be present during opening of the Technical Bids. However Technical Bids would be opened even in the absence of any or all of the vendor's representatives.
Opening of Commercial Bids	3:00 PM on 23-02-2023 OR on a subsequent date which will be communicated to such bidders who qualify in the Technical Bid.
Finalization of TLI Vendor	26-02-2023

1. RFP

- ✓ RFP shall mean Request for Proposal
- ✓ Please note that all the information desired needs to be provided. Incomplete information may lead to non-consideration of the proposal.
- ✓ Bidder shall mean any entity (i. e. juristic person) who offers to do or provide the goods or services as mentioned in the RFP
- ✓ Bank reserves the right to change the dates mentioned in this RFP document, which will be communicated to the bidders.
- ✓ The information provided by the bidders in response to this RFP document will become the property of SBI and will not be returned. SBI reserves the right to amend, rescind or reissue this RFP and all amendments will be advised to the bidders and such amendments will be binding on them.
- ✓ SBI reserves the right to take any decision with regard to RFP process for addressing any situation which is not explicitly covered in the RFP document.

- ✓ The Bidder must disclose any actual or potential conflict of interest with SBI, Bangladesh Operations.

2. Scope of Work:

- EXECUTION of Annual Maintenance Contract (AMC) for trouble shooting and maintenance of PCs, Printers, Scanners, Routers, Servers, Switches etc established at its Bangladesh Operations (at Dhaka – Dilkusha & Gulshan, Country Office, Chattogram Branch and Khulna Branch).
- To provide all necessary hardware and software required to make the operations work smoothly.

3. Conditions:

- a. The period of contract is for 03 (Three) years w.e.f. **01-03-2023**, which is renewable subject to rendering of satisfactory service.
- b. You shall be bound to rectify and arrange troubleshooting in case of problems related to any parts/accessories, installing/re-installing /configuration of Operating System, Domain Configuration and commonly used application software, ensuring Anti-viruses are working properly etc. In case of NON-AD Desktops, to the full satisfaction of the Bank in every month and also on call basis if necessary. The date & duration of maintenance service will be recorded in the logbook.
- c. You shall undertake to provide support under this contract diligently, willingly, conscientiously and to the best of your professional skill and ability.
- d. You have to undertake that your company has skilled professionals who are capable of doing troubleshooting in case of any deficiency observed in the PCs and Printers under contract.
- e. You have to troubleshoot all kinds of problems at our site only and not allowed to take the items outside without our prior approval.
- f. You have to convey all the cost for the parts/software or other required accessories to make all the operational devices functional.
- g. This agreement embodies the entire terms and conditions between you and the bank. The parties shall not be bound by any statement, representation, promise, inducement or understanding of any kind not set forth herein. Any change,

amendment or modification of any of the terms herein shall be made in writing and to be executed by the parties.

- h. You undertake to remedy any defect(s) arising out of faulty troubleshooting, accessories or workmanship and/or non-compliance to the specification under the contract during the course of service period of 03 (three) years for service & labour.
- i. This Service Contract may be cancelled by the bank due to non-compliance of any of the terms & conditions mentioned herein.

4. In case of further clarification:

Interested OEM authorised vendors/Bidders in Bangladesh may contact the following officials should they need any further information / clarification / information, on the date, place and time mentioned below.

JAVP (IT), SBI, Bangladesh Operations.

Venue: State Bank of India, Country Office,

Navana Pristine Pavilion, 12th Floor,

128, Gulshan Avenue, Dhaka 1212.

5. Eligibility:

- Eligibility of the Bidders: All Bangladeshi citizen, / Firms (proprietorship / partnership / companies, etc.) formed and constituted by Bangladeshi Citizens in Bangladesh and authorised by the OEM.
- They shall have minimum Five years' experience in similar line of activity. They have to submit documentary proof to that effect, if necessary.
- Up-to-date VAT clearance certificate, TIN No, Last Year Tax Acknowledgement, Valid Trade license and /or any other license / approval as may be necessary as per the law.

6. Bid Price

Prices quoted in the Bid should be inclusive of VAT and in **BDT** only. The Technical Proposal should NOT contain any price information Such proposal, if received, will be rejected.

7. Period of Validity of Bids

Bids shall remain valid for a period of 90 days from the date of opening of the Bid. A Bid valid for a shorter period may be rejected by the Bank as non-responsive.

The Bank reserves the right to call for fresh quotes any time during the validity period, if considered necessary.

8. Signing of Bid

The Bid shall be signed by a person or persons duly authorized to sign on behalf of the Bidder. All pages of the bid, except for printed instruction manuals and specification sheets shall be initialed by the person or persons signing the bid. The Bid shall contain no interlineations, erasures, or overwriting, except to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing The Bid.

The Bid shall be signed by a person or persons duly authorized to bind the Bidder to the contract. Such authority shall be either in the form of a written and duly stamped Power of Attorney or a Board Resolution duly certified by the company's competent authority, extract of which duly certified as true copy should accompany the Bid.

9. Bid Language

The Bid shall be in English Language.

10. Rejection of Bid

The Bid is liable to be rejected if:

- The document doesn't bear signature of authorized person.
- It is received through Telegram/Fax/E-mail.
- It is received after expiry of the due date and the time stipulated for Bid submission.
- Incomplete/incorrect Bids, including non – submission or non-furnishing of requisite documents / Conditional Bids / Bids not conforming to the terms and conditions stipulated in this Request for Proposal are liable for rejection by SBI.

11. Extension of Deadline for submission of Bid

SBI may, at its discretion, extend this deadline for submission of bids by amending the Bidding Documents which will be intimated through SBI website

(<https://bd.statebank>), in which case all rights and obligations of SBI and Bidders will thereafter be subject to the deadline as extended.

12. Intellectual Property and Copy right

The L1 vendor shall pass on genuine and licensed copies of System software as per Intellectual Property and Copyright act, and SBI can't be in anyway held responsible for any act or omission of the vendor in this regard.

13. Amendment of Bidding Documents

At any time prior to the deadline for submission of bids, SBI, may, for any reason, whether at its own initiative or in response to a clarification requested by a Bidder, amend the Bidding Documents.

Amendments will be provided in the form of Addenda/corrigenda to the Bidding Documents, which will be posted in SBI's website. Addenda will be binding on Bidders. It will be assumed that the amendments contained in such Addenda / corrigenda had been taken into account by the Bidder in its Bid.

In order to afford Bidders reasonable time in which to take the amendment into account in preparing their bids, SBI may, at its discretion, extend the deadline for the submission of bids, in which case, the extended deadline will be posted in SBI's website.

From the date of issue, the Addenda to the tender shall be deemed to form an integral part of the RFP

14. Late Bid

Bids received after the scheduled time and date will not be accepted by the SBI under any circumstances. SBI will not be responsible for any delay due to postal service or any other means.

15. Modifications and Withdrawal of Bids

Bids once submitted will be treated, as final and no further correspondence will be entertained on this. No Bid will be modified after the deadline for submission of bids.

16. Right to Reject, Accept/Cancel the bid

SBI reserves the right to accept or reject, in full or in part, any or all the offers without assigning any reason whatsoever. SBI does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the Tender, any time during the tender process, without assigning any reason whatsoever. SBI also has the right to re-issue the Tender without the Vendors having the right to object to such re-issue.

17. Specification & Quantity:

SPECIFICATION OF DESKTOP, PRINTER, SWITCH, ROUTER, SERVER & OTHER IT RELATED EQUIPMENTS		Quantity
Desktop PC	Dhaka Branch	30
Printer	Dhaka Branch	13
Scanner	Dhaka Branch	01
Router	Dhaka Branch	02
Switch	Dhaka Branch	04
Desktop PC	Country Office	33
Printer	Country Office	15
Scanner	Country Office	01
Router	Country Office	08
Switch	Country Office	10
Server	Country Office	08
Desktop PC	Khulna Branch	04
Printer	Khulna Branch	04
Scanner	Khulna Branch	02
Router	Khulna Branch	02
Switch	Khulna Branch	03
Desktop PC	Dilkusha Sub Branch	07
Printer	Dilkusha Sub Branch	03
Scanner	Dilkusha Sub Branch	01
Router	Dilkusha Sub Branch	02
Switch	Dilkusha Sub Branch	04
Server	Dilkusha Sub Branch	03
Router	Chattogram Branch	03
Switch	Chattogram Branch	03

18. How to submit the Bids:

The interested bidders shall submit the hard copy of proposal to SBI Country Office. And can submit their quotes to tender Box at SBI Country Office.

The RFP shall also be available under Notice Section of Bank's website (<https://bd.statebank>)

19. Process of evaluation of Bids:

- a) The Technical quotes will be opened first and evaluated and the commercial quotes of those bidders will be opened who would qualify as per the technical specifications.
- b) The documentary evidence of the Bidder's qualifications to perform the Contract if its Bid is accepted shall establish to the Bank's satisfaction.
- c) In the case of a Bidder offering to supply products and/or Systems under the Contract which the Bidder did not produce, documentary evidence that the Bidder has been duly authorized as per authorization letter.
- d) Eligibility criteria response, Technical and Commercial Bids prepared in accordance with the RFP document.
- e) All the pages of the Bid documents, Technical Bid and Commercial Bid duly sealed and signed by the authorized signatory.
- f) that adequate, specialized expertise are available to ensure that the support services are responsive and the Bidder will assume total responsibility for the fault-free operation of the solution proposed and maintenance during the warranty period and provide necessary maintenance services.
- g) Any deviations from specifications should be clearly brought out in the bid
- h) The Bidder should quote for the entire package on a single responsibility basis for hardware / software / services it proposes to supply

20. RFP Abandonment

SBI may at its discretion abandon this RFP process any time before Notification of Award or Work Order.

21. Where and whom to submit the Bids:

Interested parties who are eligible are requested to submit their online addressed to:

VP (Operations), SBI, Bangladesh Operations.

**Venue: State Bank of India, Country Office, Navana Pristine Pavilion, 12th Floor,
128, Gulshan Avenue, Dhaka 1212.**

The authorized representative(s) of the OEM or authorized/ licensed vendors of OEM in Bangladesh are requested to be present at the time of opening of the Technical and Commercial bids/ quotes. Maximum two representatives from a single bidder would be allowed to be present. After opening of the technical quote, evaluation would be made as per the specification of the bank. Those who disqualify as per their technical quotes, their commercial quotes would not be opened nor would be returned.

22. Fate of earlier bids when revised bid submitted as per modification made by the Bank.

Please note that for any amendments / or modification in the RFP document, no notification will be published in print media (Newspaper). The interested vendors should refer to our website for any amendment or modification till the last date of submission of the document. The vendor(s) who might have already submitted their bid at the time of amendment / modification, they can submit fresh revised bid, which will be considered by the bank (the old bid submitted earlier, would not be considered).

23. Payment Terms

- a. VAT & tax will be deducted from the total bill amount and all payments to you will be made in Bangladesh Taka.
- b. The bank may demand damages/charges/penalty from you in case:
 - You fail to, without justifiable reasons, to provide professional(s) to rectify the problem(s), which requires immediate action and the Service Engineer fails to reach Bank within 1 (one) hour after receiving call during working days except public holidays.
 - The progress of the troubleshooting of the IT items is extremely unsatisfactory by your professionals and it is deemed unlikely that you will

complete the troubleshooting within the time for completion or within a reasonable time thereafter.

24. Signing of Contract:

- ✓ In the absence of a formal contract, the Bid document, together with the Bank's notification of award and the vendor's acceptance thereof, would constitute a binding contract between the Bank and the successful Bidder. A copy of the standard SLA is enclosed and must be executed by the successful bidder. The stamp duty for the execution of SLA shall be borne by the successful bidder.
- ✓ The Bank reserves the right to cancel the Agreement if the Bidder fails to meet the terms of this RFP or contracts/SLA entered into with them
- ✓ The selected Bidder should carry out all installation tasks in coordination with the IT /Systems Department, depending on the Bank's requirement.
- ✓ The selected Bidder should undertake, during the period of contract, if required by the Bank, the relocation / shifting of the equipment without any cost to the Bank.
- ✓ The Selected bidder (Service Provider) has to get itself annually audited by external empaneled Auditors appointed by the Bank/inspecting official or any regulatory authority, covering the risk parameters finalized by the Bank/such auditors in the areas of products (IT hardware/ software) and services etc. provided to the Bank and the Service Provider are required to submit such certification by such Auditors to the Bank. The Service Provider and or his / their outsourced agents / sub – contractors (if allowed by the Bank) shall facilitate the same. The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank.
- ✓ Where any deficiency has been observed during audit of the Service Provider on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, the Service Provider shall correct/resolve the same at the earliest

and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by the Service Provider shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.

- ✓ Service Provider shall, whenever required by the Bank, furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/Reserve Bank of India and or any regulatory authority. The Bank reserves the right to call and/or retain for any relevant material information /reports including audit or review reports undertaken by the service provider (e.g., financial, internal control and security reviews) and findings made on Selected bidder in conjunction with the services provided to the Bank.

Note: Notwithstanding anything said above, the Bank reserves the right to reject the contract or cancel the entire process without assigning reasons thereto.

25. FORMAT FOR TECHNICAL QUOTE:

ANNEXURE -A

SL	Particulars	To be filled up by the Bidder	Whether documentary evidence is mandatory (Y/N)	If documentary evidence attached write "YES"
1	Name of the Bidder		Y	
2	Constitution		Y	
3	Year of Establishment		Y	
4	Major activity		Y	
5	Who are the major customers		Y	
6	VAT Registration No		Y	
7	TIN		Y	

8	Lat Year Tax Return Acknowledgement		Y	
8	Office Address		Y	
9	Name of the owner, or major stake holder		Y	
10	Give detailed about the Trade License		Y	
11	Whether OEM / authorised/ licensed representative of OEM (Submission of Documentary evidence is mandatory)		Y	

I certify that the particulars mentioned above are true and correct to the best of my knowledge and believe. If it is found that any information is found to be false and or misleading, I shall be responsible for that and there would not be any liability on the Bank as a result of such misrepresentation on my part.

Dhaka

Date:

SIGNATURE OF THE BIDDER

26. Format for Financial Quote:

ANNEXURE-C

Sl. No	Place	Amount	Total VAT	Total Amount
1.	Country Office			
2.	Dhaka Branch (Gulshan)			
3.	Dhaka Branch (Dilkusha)			
4.	Chattogram Branch			
5.	Khulna Branch			
Total Amount in BDT (Including VAT)				

SIGNATURE OF THE BIDDER**SLA Terms & Conditions****for PCs, Printers, Scanners, Servers, Routers & Switches****Hardware, Software & Maintenance Services**

1. The period of contract is for 03 (Three) years w.e.f. 01.03.2023, which is renewable subject to rendering of satisfactory service.
2. You shall be bound to rectify and arrange troubleshooting in case of problems related to any parts/accessories, installing/re-installing /configuration of Operating System and commonly used application software, ensuring Anti-viruses are working properly etc. to the full satisfaction of the Bank in every month and also on call basis if necessary. The date & duration of maintenance service will be recorded in the logbook.
3. You shall undertake to provide support under this contract diligently, willingly, conscientiously and to the best of your professional skill and ability.
4. You have to undertake that your company has skilled professionals who are capable of doing troubleshooting in case of any deficiency observed in the defined devices under contract.
5. You have to troubleshoot all kinds of problems at our site only and **not allowed** to take the items outside without our prior approval.
6. This agreement embodies the entire terms and conditions between you and the bank. The parties shall not be bound by any statement, representation, promise, inducement or understanding of any kind not set forth herein. Any change, amendment or modification of any of the terms herein shall be made in writing and to be executed by the parties.
7. You undertake to remedy any defect(s) arising out of faulty troubleshooting, accessories or workmanship and/or non-compliance to the specification under the contract during the course of service period of 03(Three) year for service & labour.
8. This Service Contract may be cancelled by the bank due to non-compliance of any of the terms & conditions mentioned herein.

- a) The Bidder shall rectify any defects, faults and failures in the IT equipment and shall repair/replace worn out or defective parts of the equipment during working hours i.e. from 10.00 A.M. to 5.00 P.M. on all days (viz. Sunday to Thursday), (i) for servers, security equipment's and other critical services the VENDOR should be available **24x7x365** (viz. as and when required). In case any defects, faults and failures in the equipment could not be repaired or rectified during the said period, the engineers of the VENDOR are required to accomplish their duties beyond the said schedules in case of any situation if it warrants. In cases where unserviceable parts of the equipment need replacement, the **VENDOR shall replace and convey the cost for such parts**, after taking prior approval from bank authority, with brand new parts or those equivalent to new parts in performance. For this purpose, the VENDOR shall keep sufficient stock of spares at Bank's premises and at the premises of the VENDOR.
- b) The maximum response time for a maintenance complaint from the site of installation (i.e. time required for Vendor's maintenance engineers to report to the installations after a request call / fax / e-mail is made or letter is written) shall not exceed 1 (One) hours.
- c) The VENDOR shall ensure that faults and failures intimated by Bank as above are set right within 3 (three) hours of being informed of the same. In any case the equipment should be made workable and available not later than the Next Business Day.

9. Preventive maintenance:

- a. the VENDOR shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment, and necessary repair of the IT Equipment) once within the first **15** days of **every**

month during the currency of this agreement on a day and time to be mutually agreed upon. Notwithstanding the foregoing the VENDOR recognizes Bank's operational needs and agrees that Bank shall have the right to require the VENDOR to adjourn preventive maintenance from any scheduled time to a date and time not later than 15 working days thereafter.

- b. All engineering changes generally adopted hereafter by the VENDOR for equipment similar to that covered by this AGREEMENT, shall be made to the equipment at no cost to the Bank.
- c. Qualified maintenance engineers totally familiar with the equipment shall perform all repairs and maintenance service described herein.
- d. The Bank shall maintain an Incident register at its site in which, the Bank's operator / supervisor shall record each event of failure and / or malfunction of the IT equipment. The VENDOR's engineer shall enter the details of the action taken in such register. Additionally, every time a preventive or corrective maintenance is carried out, the VENDOR'S engineer shall make, effect in duplicate, a field call report which shall be signed by him and thereafter countersigned by the Bank's official. The original of the field call report shall be handed over to the Bank's official.
- e. The VENDOR shall provide replacement equipment if any equipment is out of the premises for repairs after taking approval from the bank.
- f. The VENDOR shall ensure the timeline for replacement/repair equipment if any required after taking timeline approval from the bank.
- g. The VENDOR shall provide all the necessary parts/software and convey the cost of replacement/repair equipment if any required.
- h. The VENDOR's maintenance personnel shall be given access to the equipment when necessary, for purpose of performing the repair and maintenance services indicated in this agreement.

10. However, if Bank desires to shift any IT equipment to some other site and install it thereof urgently, the VENDOR shall be informed of the same immediately. THE Bank shall bear the charges for such shifting and the VENDOR shall provide necessary arrangement to Bank in doing so. The terms of this agreement, after such shifting to the alternate site and reinstallation thereof would continue to apply and binding on the VENDOR.
11. Bank shall arrange to maintain appropriate environmental conditions, such as those relating to space, temperature, power supply, dust within the acceptable limits required for equipment similar to that covered by this Agreement.
12. On account of any negligence, commission or omission by the engineers of the VENDOR and if any loss or damage caused to the IT Equipment, the VENDOR shall indemnify/pay/reimburse the loss suffered by the BANK.

******* End of Document *******