

State Bank Operations Support Services

2 Floor, NBCC Place, South Wing, Bhisham, Pitamah Marg, Pragati Vihar,
Lodhi Road, New Delhi -110003

RFP for Empanelment of Vendors for Procurement of Laptops/Desktops

RFP Notice No- SBOSS/24-25/008

State Bank Operations Support Services, New Delhi, invites sealed proposal from the reputed, experienced & technologically sound Firms /Companies/Agencies/Societies having adequate infrastructure and Experience of handling the works of “Supply, Installation & Configuration of Laptops/Desktops”

RFP SCHEDULE/ PROGRAMME:

S. No.	Information	Details
1.	RFP No. and Date	No: SBOSS/24-25/008 Date: 26/08/2024
2.	Bid validity period	1 Yr from the date of empanelment.
3.	Pre-Bid Meeting	30-08-2024 at 11:30 AM. (State Bank Operations Support Services, 2 Floor, NBCC Place, South Wing, Bhisham, Pitamah Marg, Pragati Vihar, Lodhi Road, New Delhi -110003
4.	RFP submission start date	26-08-2024 (10:00 AM)
5.	RFP submission End date	05-09-2024 up to 5:00 PM.
6.	Opening of RFP	06-09-2024 at 15:30 PM.
7.	RFP Download Site	www.sboss.net.in
8.	Venue	State Bank Operations Support Services, 2 Floor, NBCC Place, South Wing, Bhisham, Pitamah Marg, Pragati Vihar, Lodhi Road, New Delhi -110003
9.	Contact	Mr. Susim Das (GM) M - 9674712267 email – fh1@sboss.net.in Mr. Prateek Saxena (VP & Head IT) M- 8800876090 email – ith1@sboss.net.in

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SECTION-I

INVITATION OF BIDS

1. Introduction

State Bank Operations Support Services Pvt Limited (herein after referred to as SBOSS) invites RFP for Empanelment of Vendors for Procurement of Laptops/Desktops/Network devices & IT Accessories from Distributors/Channel Partners/OEMs/System Integrator for Supply & Installation of Laptops/Desktops for State Bank Operations Support Services.

Brief description of Works: Supply, Installation & Configuration of Laptops for State Bank Operations Support Services Pvt Ltd.

Location of Delivery: State Bank Operations Support Services Pvt Ltd
2 Floor, NBCC Place, South Wing, Bhisham, Pitamah Marg,
Pragati Vihar, Lodhi Road, New Delhi, India, 110003

RFP bid should be submitted in a Sealed envelope on or before the last date & time of submission.

State Bank Operations Support Services reserves the right to accept or reject in part or full any or all the offers without assigning any reasons whatsoever. No consortium RFP bidding is allowed.

Download of Tender Documents:

The RFP documents can be downloaded free of cost from the website - www.sboss.net.in

Key Dates:

The RFP bidders are strictly advised to follow dates and times as indicated in **RFP SCHEDULE/ PROGRAMME** Inviting Tenders. The date and time shall be binding on all bidders.

Change / Corrigendum

Any changes/corrigendum/revised RFP related to this RFP Document will be published on our website www.sboss.net.in. Therefore, prospective bidders are requested to see the updates on these websites regularly.

Clarification regarding RFP Document:

The clarifications/ changes in tender document/ corrigendum can be submitted on or before the RFP submission date & Time.

Cost of RFP

The interested RFP bidders shall bear all costs associated with the preparation and submission of its RFP and State Bank Operations Support Services Pvt. Ltd, (hereinafter referred to as the 'Purchaser' or “SBOSS” in short) will in no case be responsible or liable for these costs, whether or not the Bid is finally accepted.

Bid Submission

The Bids should be submitted in two parts i.e. Technical Bid and Financial Bid.

- 1. Technical Bid:-** The Technical Bid should be put in a single sealed cover super scribing the wordings “Technical Bid” for Supply, Installation & Configuration of Laptops for State Bank Operations Support Services.

- 2. Financial Bid:-** Financial Bid should be put in a single sealed cover super scribing the wordings “Financial Bid” for Supply, Installation & Configuration of Laptops for State Bank Operations Support Services.

SECTION-II
ELIGIBILITY CRITERIA

Sr. No.	Pre- Qualification Criteria	Required details to be accompanying the Bid document
1.	The bidder should be registered under the Indian Companies Act, 1956/ 2013 / Partnership Firms (LLP) registered under LLP Act 2008 or subsequent amendments.	Memorandum of Association (MoA), Articles of Association (AoA) of bidder and detailed profile of the Company/ Firm/ Government License and COI, GSTN, PAN for proprietors/ bidder
2.	The Bidder should have a valid GST Number, PAN Number	Relevant Registration Certificates (copies to be enclosed)
4.	A Bidder should be Original Equipment Manufacturer (OEM) or Authorized Principal National Distributor/ Regional Distributor/ Authorized Reseller/ Importer/ large Scale system integrator duly authorized by the OEM (Original Equipment Manufacturer) of the required equipment's respectively. It will, however be, preferred that the Original Equipment Manufacturers (O.E.M.) quotes directly.	Authorization letter from OEM. in case OEM not bidding directly.
5.	The Bidder should have an average annual turnover of at least Rs. 1 Cr during last three financial years from similar activities, i.e., should have supplied hardware equipment and related services, should be at least Rs 1 Cr per annum for the last 3 years, i.e., for year 2020-21, 2021-22 and 2022-2023.	Audited Balance sheets from company Statutory Auditor/ CA
6	The Bidder should not have been declared ineligible/blacklisted at the time of bid submission and at the time of placing of supply order due to corrupt and fraudulent practices with any of the departments of the Central/ State Governments Deptt. / PSUs of Central/ State Govt.	Self-Declaration
7	The bidder should have submitted the declaration of acceptance of terms and conditions of this RFP as per FORM B	Declaration from Authorized Signatory as per FORM B
8	The Registered Office or Branch Office of the bidding Company/firm/Agency (i.e., the Bidder) should be located in Delhi/New Delhi/NCR Region	Any of these – showing presence in Delhi-NCR Memorandum of Association (MoA), Articles of Association (AoA) of bidder and detailed profile of the Company/ Firm/ Government License and COI, GSTN, PAN for proprietors/

		Bidder. Certificate under shop and establishment.
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Bidders are advised to study all requirements, check lists and other information in the tender document carefully before submission of the proposal.

Important Points: -

- (a) In the absence of any one of the above, the offer will be treated as non-responsive and summarily rejected.
- (b) Relevant documents in support of the above criteria must be enclosed along with Tender Call documents failing which the bid will liable to be rejected.
- (c) The RFP Call documents of the vendors, unsuccessful in Pre-Qualification/eligibility criteria shall not be considered for evaluation.

SECTION- III **SCOPE OF WORK**

1. Scope

- a) State Bank Operations Support Services Pvt Ltd proposes to shortlist vendors for Supply, installation & configuration of Laptops / Desktop and empanelment of vendors for 1 year For supply installation and configuration of laptops at New Delhi Office. The estimated quantity during the one-year period would be minimum 40 units of Laptops. The laptops should be i3/i5/i7 processor based, preloaded with Windows 11 professional 64bit OEM license.
- b) The laptops along with software quoted by bidder should not be declared as End of Sale by the OEM at the time of bidding for the RFP. In the event the bidder quotes for software and/or hardware which is declared as End of Sale by the OEM, State Bank Operations Support Services Pvt Ltd reserves the right to disqualify the bidder from further bidding process.
- c) The software and/or hardware quoted by bidder in this RFP should not be obsolete or proclaimed as End of Life (EOL) and/or End of Support (EOS) by the OEM during the 3 years of Purchase order / contract period (warranty/AMC Period). In the event of the supplied equipment being declared End of support and/or End of Life during the contract period of 3 years, the bidder has to replace the equipment with equipment having equivalent or
- d) Higher configurations without any additional cost to State Bank Operations Support Services Pvt Ltd.
- e) The delivery of scoped Laptop/Desktop items must include Comprehensive next business day 3-year warranty support (3/3/3 on-site/ labor/ spare parts) for all the supplied products as per the mentioned specification.
- f) Laptops delivered must have Accidental Damage Protection for 3 years from date of purchase (Invoice Date or Delivery Date whichever is later).
- g) The bidder should provide information about equipment including the warranty details

during delivery of materials.

h) Delivery Timeline is the essence of this tender.

2. Bill of Material

The bidder has to deliver Laptops as per the specification mentioned in **Annexure-4**

Sr No	Product	Units	Tentative Quantity
1	Laptops	Nos.	40

3. Procurement

The above mentioned quantity is indicative. The laptops to be delivered during the period of one year in the quantity as required by SBOS.

All the bidders fulfilling the eligible criteria shall be empaneled for the period of 1 Year.

The Procurement of laptops for first time shall be done from the lowest bidder selected through this RFP.

For all subsequent procurements, SBOSS shall share the requirement (Specifications and Quantity) and ask for the best price for laptop (as per the specifications mentioned in Annex – 4-a, 4-b, 4-c) from all the empaneled vendors.

Accordingly, SBOSS shall release PO to the L1 (Least Price Quoting) bidder. This process shall be repeated for all the procurement for the period of 1 Year.

4. Delivery timeline

The bidder has to Deliver, Install and Configure all laptops to the delivery address within the below timeframe.

Delivery, Installation and Configuration of the Laptops	Within 3 working Days of getting the work order
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The State Bank Operations Support Services reserves the right to accept or reject part delivery of the material.

5. Delivery Address:

State Bank Operations Support Services Private Limited, 2 Floor, NBCC Place, South Wing, Bhisham, Pitamah Marg, Pragati Vihar, Lodhi Road, New Delhi, 110003

SECTION IV

BID EVALUATION

1.1 Technical Evaluation Criteria

Criteria for evaluation of technical bids have been specified below of this section:

- i. The technical evaluation will be done only on the basis of the specifications provided in the bid document.
- ii. The commercial bids of only technically qualified bidders will be opened for further processing.

1.2 Evaluation of Financial bid

Lowest Financial bid along with other conditions of this tender document will be adopted for selection of the bidder

- i. The Financial Bids of the technically qualified bidders will be opened on the prescribed date.
- ii. Only fixed price financial bids indicating total prices for all the deliverables and services specified in this bid document will be considered.
- iii. The bid price will exclude all taxes and levies and shall be in Indian Rupees.
- iv. Errors & Rectification: Arithmetical errors will be rectified on there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail”.

SECTION-V

FINANCIAL IMPLICATIONS

The Financial Implication shall be provided in the below mentioned format and in the attached format mentioned in **Annexure 3 (Price Schedule)**:

The financial proposal shall be binding upon the bidder subject to any modifications resulting from contract negotiations, up to the expiration of the validity period of the proposal, i.e. 1 Year.

The cost (exclusive of all taxes) of the financial bid shall be taken into consideration for the selection of agency for Supply & Installation of Laptops.

1. Payment Terms

- i. No advance payment will be made under any circumstances.
- ii. Payment will be made in Indian Rupee Only.
- iii. The payment would be made as per the following table on submission of invoice by the Vendor to the State Bank Operations Support Services Pvt Ltd. Payment would be released within 7 days.

Component	Payment Terms
Supply & Installation and configuration of Laptops	100% within 15 days after supply, installation, Configuration

SECTION-VI

GENERAL TERMS & CONDITIONS

- i. All disputes, differences, claims and demands arising under this tender shall be referred to arbitration of a sole arbitrator to be appointed with mutual consent of both the parties. All arbitration will be held in Delhi. If the parties cannot agree on the appointment of the Arbitrator within a period of one month from the notification by one party to the other of existence of any dispute and need for appointment of an arbitrator. Further action will be taken in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and the award made under this tender shall be final and binding upon the parties hereto, subject to legal remedies available under the law. If a Tenderer withdraws their offer after submission and before acceptance of their tender, then the Earnest Money deposited by him is liable to be forfeited.
- ii. State Bank Operations Support Services Pvt. Ltd, reserves the right to accept or reject any bid or entire tender in part or full at their discretion without assigning any reason.
- iii. The offers should be in full conformity with the terms and conditions of this tender. Incorrect and incomplete tenders will be rejected.
- iv. Tenders not submitted on the prescribed forms will be rejected.
- v. If a tenderer deliberately gives wrong information in his tender or creates conditions favorable for the acceptance of his tender, State Bank Operations Support Services Pvt. Ltd reserves the right to reject such tender at any stage.
- vi. The Bidder must give undertaking that proposed/offered make & model are as per the specifications given in the tender documents.

1. Relationship between the Parties

Nothing mentioned herein shall be constructed as relationship of master and servant or of principal and agenda between the State Bank Operations Support Services Pvt. Ltd, and the Vendor. The Vendor subject to this contract has complete charge of personnel, performing the services under this project from time to time. The Vendor shall be fully (jointly and severally) responsible for the services performed by them or on their behalf hereunder.

2. Delivery and Documents

The Vendor shall submit all the deliverables on or before the due date as per the delivery schedule.

3. Payment Schedule

The Payment would be made to the bidder and bidder would be the single point of contact for

State Bank Operations Support Services Pvt. Ltd, no payment shall be made for partial work done. Payment will be made in phases as per the payment terms given in Section IV - Financial Implications.

4. Taxes and Duties

The bidder shall be solely responsible for the payment of all taxes and duties, license fees, octroi etc. incurred until completion of the job in all respect. However, GST or any other Taxes will be applicable at source at the prevailing rates. The rates quoted must be exclusive of all Taxes as applicable.

SECTION-VII
PERFORMA & ANNEXURE

Annexure-1 (Tender Call Letter)

To

Date: ___/___/_____

State Bank Operations Support Services Pvt. Ltd
NBCC Place, New Delhi-110003

Sub: Supply, Installation & Configuration of Laptops

Dear Madam/Sir,

1. With reference to your request of proposal document no._____, Dated: ___/___/_____, I/we, have examined the bid documents and understood the contents, hereby submit my/our proposal for the aforesaid project. The proposal is unconditional.
2. All information provided in the proposal and appendices is true and correct.
3. This statement is made for the express purpose of qualifying as a Vendor for undertaking the Project.
4. I/We shall make available to the authority for any additional information it may find necessary or require supplementing or authenticating the bid.
5. I/We acknowledge the right of tendering authority to reject our proposal without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
6. I/We certify that in the last three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty or a judicial pronouncement or arbitration award, nor been expelled from any project or contract nor have had any contract terminated for breach on our part.
7. I/We declare that:
 - (i) I/We have examined and have no reservations to the Tender Call documents, including any addendum issued by the tending authority.
 - (ii) I/We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf have engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.
8. I/We declare that we are not a member of any other firm submitting a proposal for this project.

9. I/We certify that regarding matters other than security and integrity of the country, we have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which could cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.
10. I/We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law for any offence committed by us or by any of our Associates.
11. I/We further certify that no investigation by a regulatory authority is pending either against us or against our associates or against our CEO or any of our directors.
12. In the event of my/ our being declared as successful, I/We agree to enter into an agreement in accordance with the draft that has been provided to in the Tender Call document. We agree not to seek any changes in the aforesaid draft and agree to abide by the same.
13. The fee has been quoted by me/us after taking into consideration all the terms and conditions Stated in the Tender Call document.
14. I/We agree and understand that the Proposal is subject to the provisions of the Tender Call documents. In no case, I/We shall have any claim or right of whatsoever nature if the project is not awarded to me/us or our proposal is not opened.
15. I/We agree to keep this offer valid for 180 days from the contract award date. (To be given to the successful L1 bidder).
16. I/We agree and undertake to abide by all the terms and conditions of the Tender Call document. In witness thereof, I/we submit this Proposal under and in accordance with the terms of the Tender Call document.

Yours faithfully,

(Authorized signatory)

Date:

Name:

Designation:

Annexure-2 (Vendor Company Profile)

Sr. No.	Particulars	Details	Complied (Yes or No)
1	Type of firm (Proprietary/Private/Public/Govt.)		
2	Name of the Firm/Company		
3	Full Address of the Company		
4	Year Established		
5	Telephone Number & Mobile No		
6	E-mail Address		
7	Total Turnover during (Attach proof)		
	2020-2021		
	2021-2022		
	2022-2023		
8	Past Experience in Supply, installation & configuration of Laptop/desktop computers, Mention Name of Organization Volume of Work Handled in FY (Attach Proof) 2020-2021 2021-2022 2022-2023		
9	Firm/ Company Registration No & PAN (Attach copy)		
10	Have you ever been Blacklisted / Debarred? If no Attach affidavit		
11	Delivery, Installation and Configuration of the Materials Within 3 Days of getting the work order		

Details of Authorized Person of The Company	Name	
	Designation	
	Mobile	
	Office	
	E-mail	

Annexure-3 (Price Schedule)

To,

The GM (SBOSS)

State Bank Operations Support Services Pvt Ltd, New Delhi.

Sub: Supply, Installation & Configuration of Laptops

Dear Madam/Sir,

We, the undersigned Channel Partner/SI/Distributor/OEM, offer to provide the above service in accordance with your Tender Call. Our Financial proposal for project is given as below:

Sr No	Item	Model/Series (L14/E14)	Rate Per Unit (Exclusive of all taxes) in Rupees	Taxes	Total Amount after taxes
1	Laptops (i3) Series	L14			
2	Laptops (i3) Series	E14			
3	Laptops (i5) Series	L14			
4	Laptops (i5) Series	E14			
5	Laptops (i7) Series	L14			
6	Laptops (i7) Series	E14			

Note:

- i. The Prices must include three years comprehensive onsite warranty (spare parts and labor) and accidental damage protection on all the items.
- ii. All the columns for price must be filled up even if the amount is zero (0.00) for any item. The Cost must be given as per the specification mentioned in the Bid.

Annexure-4.a (Technical Specifications)

4.1 Laptop Specifications (Lenovo ThinkPad i3 Series)

Sr No	Specification	Description	Compliance (Yes/No)
1.	Make	Lenovo	
2.	Model	ThinkPad E14	
3.	OS Version	Windows 11 Pro (64-bit)	
4.	Processor	13th Generation Intel® Core™ i3-1315U	
5.	Hard Disk	512 GB SSD	
6.	Memory	Total 16 Gb – (8 GB DDR4-3200MHz Onboard + 8 GB DDR4-3200MHz Addon)	
7.	Camera	1080P FHD RGB with Microphone	
8.	Network Interface	Wi-Fi 6 2x2 AX & Bluetooth® 5.1	
9.	Ports	Minimum 2 USB 3.0; 1 USB 2.0; 1 RJ45; 1 headphone-out/microphone-in combo	
10.	Display	35.56cms (14) WUXGA (1920 x 1200), IPS, Anti-Glare, Non-Touch	
11.	Keyboard	Backlit	
12.	Fingerprint Reader	Fingerprint Reader	
13.	AC Adapter / Power Supply	65W USB-C	
14.	Battery	3 Cell Li-Polymer 47Wh	
15.	Warranty	3/3/3 Years Comprehensive (Onsite/Labor/Parts)	
16.	Accidental Damange Protection (ADP)	3 Years	
17.	OS Type	OEM	
18.	BagPack	Brand BagPack	

Annexure-4.b (Technical Specifications)

4.2 Laptop Specifications (Lenovo ThinkPad i7 Series)

Sr No	Specification	Description	Compliance (Yes/No)
1.	Make	Lenovo	
2.	Model	ThinkPad E14, L14	
3.	OS Version	Windows 11 Pro (64-bit)	
4.	Processor	13th Generation Intel® Core™ i7-1355U	
5.	Hard Disk	512 GB SSD	
6.	Memory	16 GB DDR4-3200MHz - (8 GB Soldered + 8 GB SODIMM) addon	
7.	Storage	512 GB SSD M.2 2242 PCIe Gen4 TLC Opal	
8.	Camera	Dual Speaker with Dolby Audio & HD/FHD Camera for enhanced Video Calls	
9.	Network Interface	Wi-Fi 6 2x2 AX & Bluetooth® 5.1	
10.	Ports	Minimum 2 USB 3.0; 1 USB 2.0; 1 RJ45; 1 headphone-out/microphone-in combo	
11.	Display	35.56cms (14) WUXGA (1920 x 1200), IPS, Anti-Glare, Non-Touch	
12.	Keyboard	Backlit	
13.	Fingerprint Reader	Fingerprint Reader	
14.	AC Adapter / Power Supply	65W USB-C	
15.	Battery	3 Cell Li-Polymer 57Whr	
16.	Warranty	3/3/3 Years Comprehensive (Onsite/Labor/Parts)	
17.	Accidental Damage Protection (ADP)	3 Years	
18.	OS Type	OEM	
19.	BackPack	Standard Backup	

Annexure-4.c (Technical Specifications)

4.2 Laptop Specifications (Lenovo ThinkPad i5 Series)

Sr No	Specification	Description	Compliance (Yes/No)
1.	Make	Lenovo	
2.	Model	ThinkPad E14	
3.	OS Version	Windows 11 Pro (64-bit)	
4.	Processor	13th Generation Intel® Core™ i3-1315U	
5.	Hard Disk	512 GB SSD	
6.	Memory	8 GB DDR4-3200MHz Onboard + 8 GB DDR4-3200MHz Addon	
7.	Camera	1080P FHD RGB with Microphone	
8.	Network Interface	Wi-Fi 6 2x2 AX & Bluetooth® 5.1	
9.	Ports	Minimum 2 USB 3.0; 1 USB 2.0; 1 RJ45; 1 headphone-out/microphone-in combo	
10.	Display	35.56cms (14) WUXGA (1920 x 1200), IPS, Anti-Glare, Non-Touch	
11.	Keyboard	Backlit	
12.	Fingerprint Reader	Fingerprint Reader	
13.	AC Adapter / Power Supply	65W USB-C	
14.	Battery	3 Cell Li-Polymer 47Wh	
15.	Warranty	3/3/3 Years Comprehensive (Onsite/Labor/Parts)	
16.	Accidental Damage Protection (ADP)	3 Years	
17.	OS Type	OEM	

Disclaimer

The information contained in this Request for Proposal (RFP) is provided to the Bidder(s) on the terms and conditions set out in this RFP document. The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Bank in relation to the provision of services.

The RFP document is not a recommendation, offer or invitation to enter a contract, agreement or any other arrangement, in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between State Bank Operations Support Services Pvt Ltd and any empaneled Bidder as identified by the State Bank Operations Support Services Pvt Ltd, after completion of the selection process as detailed in this document. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officers of State Bank Operations Support Services Pvt Ltd & with the Bidder. The purpose of this RFP is to provide the Bidder(s) with information to assist in the formulation of their proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and, where necessary, obtain independent advice. State Bank Operations Support Services Pvt Ltd. makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. State Bank Operations Support Services Pvt Ltd. may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP