

Dear Sirs,

REQUEST FOR PROPOSAL
MULTI FUNCTION PRINTER

We intend to outsource printing requirement facility with per click printing for our Corporate Office as per Printer specifications mentioned **Annexure I**. Please send your quotation in the Commercial format prescribed in **Annexure "II"**

The terms and conditions are enclosed in **Annexure "III"**. If you are agreeable to the terms and conditions, kindly send your quotation under the head of SVP & CFO SBI Capital Markets Ltd., 202, Maker Tower 'E', Cuffe Parade, Mumbai – 400005 latest by **11-10-2016 before 6.00 pm**

Yours faithfully,

AVP (IT)

ANNEXURE "III"
TERMS AND CONDITIONS

QUALIFYING CRITERIA –

The prospective Bidders should fulfill the pre-qualifications mentioned below; otherwise their bids will not be considered for bid evaluation and will be summarily rejected

- The bidder should be registered company incorporated in India, registered under Company Act 1956.
- The bidder should at least have **three years** of experience in the supply, installation, configuration, maintenance and support of MFP Printers
- The Bidder should be a profit making entity. It should not have incurred / reported losses during any of the last three financial years.
- The Bidder should have provided similar services to at least three clients during the last 2 financial years, at least one of which should preferably be in the BFSI. The Reference for the same should be provided along with the technical proposal.
- A vendor who has been black listed by any Government Organisation need not participate in bidding. If the vendor hides this information and found at a later date, his contract will be terminated and the vendor will be required to forfeit his performance bank guarantee.
- The Bidder should have adequate certified trained personnel comprising support staff to enable the Bidder to execute the work as per requirement, on a continuous basis during the tenure of the work.
- Relevant documentary evidence(s), certificates, including but not limited to certificates from the auditors/statutory auditors, income tax and sales tax returns for the above points to be produced along with the technical bids
- Should have back to back arrangement with OEM. Adequate Authorization Form should be enclosed as per Annexure providing this.
(Annexure-VI)

1. TERMS OF PAYMENT:

- 90% of the Payment will be done within 45 days from the date of Invoice submission including completion of printer installation milestone and necessary documentation required by SBICAPS to process the payment.
- 10% will be released after completion of 5 Years or against the performance Bank Guarantee.

2. DELIVERY:

The system should be delivered to us within a period of 4 (four) weeks from the date of receipt of purchase order. In case of delayed delivery, penal charges of 0.5% of invoice amount per day maximum up to 10% of the invoice value.

3. **INSTALLATION:**
The printer should be installed and made operational to users within 2 days.

4. **MAINTENANCE & SLA:**
 - a) It will be the responsibility of the selected Bidder to ensure maintenance of a pool of spares / consumables to service the assets within the resolution time spelt out in this RFP. The per-click charges as expected in this document should cover the cost of replacement and the related labour charges, along with provisioning all items and services excluding the cost of paper, electricity and space.
 - b) During the contracted period, the engineer should be available at our Office within 4 hours of our call on working days during our regular working hours. The fault should be rectified within 8 hours (MTTR-Mean Time to Resolve will be 8 hours from the time of reporting incident/call).
 - c) **Downtime covers-** Print Quality, toner or non-toner consumable unavailability or any other issue related to hardware including physical damages and software and associated integration and access systems, rendering the printer unusable or any other issue which causes inconvenience to the user(s) or renders a situation where the print services are affected to one or more users.
 - d) The vendor should provide brand new printer and required consumables during the contract of 5 years. ONLY Genuine NEW toners should be supplied. No refills/refurbished toners allowed. This should be ratified by the OEM duly in the MAF.
 - e) Management and maintaining pool of consumables at SBICAP premises to take care of the requirements as per volume projections.
 - f) The Bidder should clearly mention the Escalation Matrix
 - g) The bidder should replace the printer with equivalent in case the proposed model develops any performance related issues, frequent breakdown issues during contracted period.
 - h) The uptime should 99.995% for each printer.

5. **Support Windows & Penalty:**
 - a) 5 days a week and every month 1st Saturday (10AM to 7.00PM) with Extended service hours as per demand by SBICAP during downtimes
 - b) In case printer in a location is down beyond 24 hours for what so ever reason, the bidder should arrange equivalent standby printer immediately or otherwise an amount of Rs. 2000/- per day will be levied as penalty and the same will be deducted from the monthly billing. This would be applicable for each such instance where the downtime has been beyond the stipulated limits.

6. **Tenure of Engagement:**
The tenure of the agreement is 5 years. Bidders should provide Commercials for 5 years engagements.
The proposed solution/printer models should not be end of support until 7 years from the date of purchase and vendor should support the printers till 7 years.

7. **EVALUATION:**

SBICAP will evaluate only those proposals, which meet the eligibility criteria as well as complete and responsive in all respects, for comparison and final selection. The evaluation criteria for selection shall be based on the requirements of SBICAP mentioned in the Technical compliance sheet **Annexure "I"** and the experience of the vendors in similar engagements.

TCO will be based on the average monthly pages for the contracted period.

SBICAP shall be under no obligation to accept the lowest bid or any other offer received in response to this tender notice and shall be entitled to reject any or all offers, including those received late, or incomplete offers, without assigning any reason whatsoever, SBICAP reserves the right to make any changes in terms & conditions for proposed scope of work, technical requirements or cancel the entire RFP process and reissue a fresh RFP. SBICAP will not be obliged to meet and have discussions with any bidder and/or to hear their representations.

The SBICAP will reserve the rights to increase or decrease the quantity of goods, accessories & services or cancel the entire order placed on the successful bidder

8. **TECHNICAL BID**

Should be comprises of:-

- a) Printer Compliance as per **Annexure-I** with proposed model number and technical brochures
- b) Confirmation to Terms and Conditions, SLA & Penalty stipulated in RFP-**Annexure-IV**
- c) **Annexure -V-** Compliance sheet
- d) **Annexure-VI-** OEM Authorization letter

9. **COMMERCIAL BID**

The commercial Bid comprises of Annexure-I

10. **BID SUBMISSION**

The Technical BID & Commercial BID should be submitted in the separate sealed envelope.

11. **TERMINATION**

SBICAP will reserve the rights to terminate the contract if the services of the vendor are found to be unsatisfactory during warranty / AMC period. In the event of cancellation of contract, the Vendor shall be paid only for the duration for which services were rendered after deducting all penalties on pro-rata basis. If the amount to be recovered, for penalties, is not sufficient from the current payment, such amounts will be deducted from the performance bank guarantee.