

Annexure - A.1

Sr. No.	Eligibility Criteria	Complied (Yes/No)	Supporting documents
1	The bidder must be a legal entity, capable of entering into an agreement in its own capacity.	Yes/No	Certificate of incorporation
2	If a company, the Bidder must be incorporated in India. If a partnership firm, it must have been rested in India.	Yes/No	Certificate of incorporation
3	The Bidder should be a profit making entity. The bidder must be a profitable organisation in 2 years out of past 3 financial years. Average turnover of Rs. 250 Crores in last 3 financial years	Yes/No	Segment of Balance sheet clearly marking the segment for last three years
4	Certificate from the Banker, certifying that the bidder is not an NPA Account Holder	Yes/No	Certificate from bank
5	Undertaking that no penalties / fines have been imposed on their entities by any Regulator or Government Agencies or any authority against breach of any regulation or law.	Yes/No	Self declaration on company letterhead with sign & stamp
6	The Bidder should have provided similar services during the last 3 year	Yes/No	Mention client name, contact details with no. of locations, asset count.
7	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.	Yes/No	Provide details in separate sheet
8	The bidder should be willing to provide support for devices of all reputed principals / OEMs.	Yes/No	Mention OEM Names for support on PC, Laptop, printer and Scanner
9	Undertaking that the support including spares for the quoted products shall be available for next 3 years.	Yes/No	Enclose undertaking
10	No. of locations where vendor can service - provide mapping in Annexure D.1 Branch Address Details for Support.	Yes/No	Map in Annexure - D.1
11	Entire support is to be provided from single location.	Yes/No	

12	Power of Attorney / Authorization Letter is to be submitted in-favor of the person, who is	Provide POA
13	The Bidder should not be blacklisted by any National or State or PSU government agency and should not be involved in any litigation encompassing corrupt or fraudulent practices by any of the Government agencies in India.	Yes/No Self declaration on compant letterhead with sign & stamp
14	Bidder should be fully complied with statutory employee norms for minimum wages, PF and ESI. SBI Life will have the rights to verify supporting documents from the winning bidder	Self declaration on compant letterhead with sign & stamp
15	The Bidder Should posses atleast one of the following valid certifications 1. ISO 9001-QMS 2. ISO 20000- ITMS 3. ISO 27001:2013 or Latest	Copy of relevant Certificate/Document.