

**DETAIL INFORMATION**  
**REGARDING NOTICE OF EMPANELMENT OF VENDOR FOR SUPPLY OF ANNUAL**  
**MAINTENANCE SERVICE FOR THREE YEARS**

**First Publication Date of Notice:01.12.2021 on Abhiyan Daily**

The Bank invites for submission of sealed quotation for the **Annual Maintenance Services of Bank's desktops/printers/scanners etc.** services from interested firms/companies meeting the undernoted eligibility criteria along with Firm/Company Registration Certificate, PAN/VAT Registration Certificate, MOA, AOA, Shareholding, Tax Clearance Certificate & Audit Report for last two fiscal years and related certificate(s)/Letter(s)/Document(s) evidencing past work experience related to desktop-based AMC services.

**Eligibility Criteria for Service Provider:**

- i. The Bidder should be located at Kathmandu, Nepal and should have at least 3 or more years' experience in IT support and services field.
  - ii. The Bidder should submit at least 3 recommendations from customers for whom similar services were provided.
  - iii. The Bidder should have enrolled at least 6 regular fulltime staff and should provide at least 2 dedicated and qualified support staffs for AMC support during office hours or as and when required by the Bank and should maintain tracking system of day-to-day activities for record keeping and reporting purposes.
  - iv. The Bidder should agree to work as per the Bank's norms and conditions.
  - v. The Bidder should have technical skills/knowledge in Windows-based operating system, Antivirus, Office 365, software installation, hardware maintenance, Computer networking, LAN Cabling, Wi-Fi router configuration etc.
  - vi. The Bidder should be flexible to work in any brands of workstations (Dell/ Lenovo/ Acer/ HP etc.) and peripherals: Printers/ Scanners (Epson/ Canon/ Brother/ Panini/ HP etc.).
  - vii. Technical support staff must have at least two years of working experience in the field.
  - viii. The proposed AMC service duration will be for the period of 3 years from the date of empanelment/agreement.
  - ix. Bidder should submit company profile, experience, profile of the staffs assigned for the mentioned AMC services, certifications (if any) along with the quotation that covers the AMC services mentioned above for three years with cost breakdown for each year.
  - x. The company should not have been blacklisted.
  - xi. Selected Bidder will have to sign Service Level Agreement and Code of Conduct for IT Vendor/Suppliers with the Bank.
  - xii. Other criteria as mentioned in Bid documents
- The bid documents may be collected from General Service Department, Corporate Office, Kesharmahal Kathmandu upon payment of non-refundable fee of Rs.2,000.00 within 07.12.2021(within office hour). Last date of bid submission is 07.12.2021(within office hour). Bid documents fees should be deposited in the following accounts:

Name of Bank : Nepal SBI Bank Ltd  
Name of Account : Sundry Deposit  
Account No. :17695245503008

- Eligible Bidders should submit sealed Financial Bid and Technical Bid (evidential documents for the above-mentioned eligibility criteria and mentioned in the bid document) in a separate envelope covered by single envelope super scribing " **Bid for supply of Annual Maintenance Service for Bank's desktops/printers/scanners etc:** to General Services Department, Nepal SBI Bank Ltd., Kesharmahal, Kathmandu, Nepal. Documents received after the deadline will be rejected.
- Sealed Technical Bids shall be opened on 08.12.2021 at General Service Department, Corporate Office, Kesharmahal at 1.00 PM in presence of representative(s) from the bidder. However, the absence of the representative of the bidders shall not impair the Bank from the opening of the Bid. The technically unqualified bidders will not be eligible for further processing and their un-opened sealed financial bids will be returned if desired by the bidders.
- If the last date for collection, submission of bid and for opening of bid falls on a public holiday, it shall be extended to the next working day at the same time and venue.

The Bank reserves the right to approve or reject all/any of the proposal or cancel process without assigning any reason and may also renegotiate with the selected/winning bidder.

General Services Department  
Nepal SBI Bank Ltd.  
Corporate Office, Kesharmahal, Kathmandu  
Ph# +977-1-4435613, 4435516 (Ext. 262)