

## Annexure -1

S/N	Eligibility Criteria for bidders	Supporting Documents to be provided
1	The bidder must be a legal entity, capable of entering into an agreement in its own capacity.	Certificate of incorporation
2	The bidder should have been in this business for a period of <b>more than 5 years</b> as on 1 <sup>st</sup> Jan 2019. The Bidder should have <b>minimum 5 years of experience</b> to maintain and provide FMS support as per scope of Work.	Work Orders confirming year and area of activity.
3	Power of Attorney / Authorization Letter is to be submitted in-favor of the person, who is signing and submitting the RFP on behalf of the bidder.	Power of Attorney / Authorization Letter
4	The bidder must have a annual turnover of <b>Rs 200 Crores</b> .	Copy of the audited Balance Sheet and / or Certificate of the Chartered Accountant
5	The bidder must be a profitable organisation in last 3 financial years. ( FY 16-17, FY17-18 and FY 18-19)	Copy of the audited Balance Sheet and / or Certificate of the Chartered Accountant for preceding three years should be provided
6	The bidder should presently be providing similar services to minimum 5 number of corporate customers, having minimum 400 Branch Offices and 1000 Servers & Networking Devices.	Details of contracts
6	Certificate from the Banker, certifying that the bidder is not an NPA Account Holder	Certificate from bank
7	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. Declaration that it has not been blacklisted by any public sector organization.	Self sign undertaking by authorized Signatory on company letter head
8	The Bidder should have adequate certified trained personnel comprising support staff to enable the Bidder to execute the Windows and Network Administration as per scope of work. , on a continuous basis during the tenure of the work.	Name of the Resources and their Certificates
9	The bidder should have an office in Mumbai.	Relevant Documents or Undertaking signed by the Authorized Signatory on company letter head
10	The bidder should provide direct support to the clients and not through any partner / service provider with some underpinning contract.	Self sign undertaking by authorized Signatory on company letter head
11	The resources should be employees of the bidder and not outsourced from any other vendor.	Self sign undertaking by authorized Signatory on company letter head
12	If selected bidder will have to deploy the resources within 4 weeks time.	Yes/No
13	ISO Certification for processes (if any)	Write details with copy of certifications
14	Bank Guarantee (PBG)	10% of the total Project cost. Performance Security in form of BG should be valid for 03 year(s)