

Supply, Installation, Training, Operationalisation and maintenance of Mail Messaging System in Central Bank of India



(Annexure 4) Eligibility Criteria Compliance

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The Bidder needs to comply with all the eligibility criteria mentioned below to be evaluated in Eligibility bid evaluation phase. Non-compliance to any of these criteria would result in outright rejection of the Bidder's proposal. The Bidder is expected to provide proof for each of the points for eligibility evaluation criteria. Any credential detail not accompanied by required relevant proof documents will not be considered for evaluation. All credential letters should be appropriately bound, labeled and segregated in the respective areas. There is no restriction on the number of credentials a Bidder can provide.

The decision of the Bank would be final and binding on all the Bidders to this document. The Bank may accept or reject an offer without assigning any reason what so ever.

Criteria for Eligibility Compliance are given in below table:

SI.NO	Document	Supporting Required	Complied (Yes/No)
	BIDDER		
1	The bidder must be registered / incorporated under Indian company act 1956 or other relevant acts / rules and should have base in India for at least three years as on 31/03/2017.	Certificate of Incorporation. Certificate of commencement of certificate issued by registrar companies.	
2	Should have an average annual turnover of at least Rs. 40 crores per annum for last 2 financial years. It should be of individual company and not of Group of Companies.	Audited Financial Balance sheets for the last two financial years (2015-16 and 2016-17)	
3	Company should be a profitable company and should have posted profits in at least two years out of last three financial years or the bidder should have positive net worth for the last three financial years. It should be of individual company and not of Group of Companies.	Audited Financial Balance sheets for the last 3 financial years (2014-15, 2015-16 and 2016-17)	
4	The bidder shall be a System Integrator or Software Services Provider in the field of Mail Messaging Solutions. The bidder should have implemented/providing support for Domino in at least two customer locations with at least 10000 mailboxes implemented in India.	Proof of being in the business / PO should be submitted.	

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5	The devices Installation, Integration and Project Management services should not be sub-contracted (except to the group company) and it should be executed only by the employees of the Bidder who are on its payrolls	The Bidder should submit the relevant declaration duly signed and stamped by Bidder's authorized signatory.	
6	The bidder should be an authorised partner of the OEM.	OEMs Letter	
7	The Bidder should have Manufacturers' authorization and a direct back-to-back support agreement with the OEM for the software included in the proposed solution. The Support agreement should include the activities like Pre & Post-Sales support, Integration support, Technical Assistance support, Spares support, Software Up-gradation support etc.	OEMs Letter in the format enclosed	
8	The Bidder shall not be under declaration of ineligibility for any corrupt or fraudulent practices or Prosecuted by the court of law.	Self-declaration	
9	Bidder should not have been declared as NPA by any of the financial institutions in India.	An undertaking to this effect must be submitted on their letterhead.	
10	The successful bidder has to ensure that the application/software is free from embedded malicious / fraudulent code. Confirmation/undertaking should be submitted to this effect.	The Bidder should submit the relevant declaration duly signed and stamped by Bidder's authorized signatory.	
11	In case of any hardware failure, replacement part should be provided immediately, before taking failed equipment out. Bank may sanitize / degauss Hard Disk Drives / Magnetic media before replacement / sending out of Bank premises.	The Bidder should submit the relevant declaration duly signed and stamped by Bidder's authorized signatory.	

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12	The bidder should not have been black listed by any of Government Authority or Public Sector Undertaking (PSUs) on the date of RFP.	The Bidder should submit the relevant declaration duly signed and stamped by Bidder's authorized signatory.	
13	The Bidder must have expert level trained and Certified Personnel of OEM and should provide the details of these Personnel with their training & certification details, identified for executing the scope of work as detailed in the bidding document.	Relevant certification of personnel to be submitted.	
14	The Bidder should have their own Support Centre in India for providing 24x7 Telephonic services and Remote Assistance Services. The bidder to provide details of remote service delivery infrastructure of Bidder / OEM(s) to ensure immediate response and faster call resolution.	The bidder should submit the Support Centre Details	
15	The bidder shall have experience of providing technical support for the application and should have certified and experienced staff in Mumbai and Hyderabad at no additional cost to the Bank.	Self-declaration	