

## ANNEXURE-IV

### CHECKLIST FOR DOCUMENTS TO BE SUBMITTED BY THE BIDDER

Sl	Criteria	Document to be submitted along with bid
1	Final Commercial Bid	Final Commercial Bid to be given as per PART– I duly signed by authorized signatory in letter head
2	Escalation Matrix	Bidders have to provide the escalation matrix for call logging, on their letter head
3	Copy of RFQ & Clarifications and amendments issued by the Bank	To be sealed and signed by the Authorised Official of the Bidder in letter head
4	Bid Security Declaration	As per Annexure-III in letter head
5	The Bidder should not have been blacklisted by any Government Dept / PSU / Banks	Self-Declaration as per Annexure-II should be attached for non-black listing in letter head
6	Bid Form	As per Annexure-I in letter head
7	The bidder should have an average turnover of minimum 5 Crore only from AMC & FMS business during the last three consecutive years ending 31.03.2022	Audited balance sheet for last three years with CA Certificate
8	The firms/companies should have at least 5 years' experience of undertaking AMC of computers/peripherals in running condition with at least three (3) Public Sector Bank/RBI/RRB having minimum 1000 branches	Necessary document like PO or WO in support of experience to be submitted. Satisfactory performance certificate for previous three years also be attached.
9	Bidder should have twenty (20) number of service engineer on their payrolls and their setup in Kolkata and nearby area	Documents like EPF and/or ESI number should be attached with
10	Key personal should have at least seven (7) years of experience in related field.	Experience Certificate Should be attached
11	Bidder should have at least three (3) WO/PO copies amounting not less than Rs. 5 Lakh each from three different Public Sector Bank/RBI/RRB.	Necessary PO copy to be attached
12	The bidder should provide the support services directly, no outsource or sub contract support is accepted	Declaration Of Direct Support in letter head