



## Small Industries Development Bank of India

Request for Proposal (RfP)

For Purchase of Cisco Core and Access Switches

Tender No. : 400/2011/705/BYO/ISD dated February 25, 2011

### PRE-BID CLARIFICATIONS

Placed below are queries received from various vendors during pre-bid meeting held on March 03, 2011 and till last date of request for clarifications as mentioned in RfP.

S.N.	Page No.	Point No.	Tender Clause	Query by Vendor	SIDBI Response
1	5	2.3.4.	Configuration	Please confirm that configuration would be a onetime activity	<b>Yes.</b>
2	5	2.3.5.1	Free firmware / software upgrades from OEM for all components supplied as part of solution during entire warranty and AMC period of six years.	Is it Upgrade or Updates of firmware / software?	<b>Change</b> May be read as update.
3	5	2.3.5.2	Call to be attended within 4 hours from the time it is lodged.	Request to change from 4 hours to "4 hours + Travel time from nearest Metro Location"?	<b>No Change</b>
5	7	2.4.3	SIDBI would enter into contract with the bidder who qualify the technical bid and whose commercial bid is found to be Lowest Commercial Bid [L1] for TCO of five years.	TCO should be for Six years or Five years. Request to clarify.	The TCO is for Six years. The clause may be read as " <i>SIDBI would enter into contract with the bidder who qualify the technical bid and whose commercial bid is found to be Lowest Commercial Bid [L1] for TCO of Six years</i> ".
6	15	3.15.3.3	During Technical evaluation the Bank at its discretion can ask the bidders for the demonstration of all or some components /features and its components quoted by them. However, SIDBI will not pay/	The components mentioned in RFP are higher end devices, hence it would be difficult to arrange for features demonstrations. Hence, request to remove this clause.	<b>No Change.</b>

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			reimburse any expenditure incurred by the vendor for arranging the demonstration		
7	17	4.3.1	The Supplier shall not assign to others, in whole or in part, its obligations to perform under the contract, except with the Bank's prior written consent.	Request to remove this clause as the following clause 4.3.2 also mentions the same.	<b>Agreed.</b> Clause 4.3.1 stands deleted.
8	19	4.6.2	The Models offered should be latest and strictly conform to the specifications given in the product literature. Further, these models should be supported for a minimum period of 7 years from the date of acceptance. The Models proposed/ marked for withdrawal from the market and the models under quality testing should not be offered. Bank shall reserve right to ask for PROOF OF CONCEPT on working of the newly introduced Models in the market, if offered, on the agreed terms & conditions.	Request to provide a format letter, which can be obtained from OEM.	Already provided in the form of MAF as <b>Annexure - VII</b> to the RfP
9	23	4.1.4.3	The vendor will warrant all the hardware and software against defects arising out of faulty design, materials and media workmanship etc. for a period of SEVEN years from the date of acceptance of the hardware and software.	This should be SIX, as the TCO of the contract would be of SIX years	<b>No Change.</b> The TCO is for the purpose of arriving at L1 vendor and its obligations under the contract for a period of Six years. However, the brand/ model quoted by the vendor should continue to be supported by the OEM for Seven years from the date of contract. If desired, SIDBI would enter into AMC with the vendor for 7 <sup>th</sup> year AMC as per the cost quoted under optional item.
11	33	Annex-III, 28	Fiber patch chords for connecting switch to backbone.	Request to provide details like connector type, length of cable, etc.	<b>The details are:</b> 10 Feet long LC to SC fiber patch chord.
14	37	Annex- VI	Commercial Bid	Fiber patch cords are not added.	<b>Agreed.</b>

S.N.	Page No.	Point No.	Tender Clause	Query by Vendor	SIDBI Response
				Request to add with detailed specifications and quantity.	Revised commercial bid format given in <b>Table-A</b> below.
15	11	3.7	EMD	Can vendor Provide BG instead of EMD.	<b>No Change</b>
16		4.5.3	BG for AMC	vendor would not be able to submit BG for AMC	<b>No Change</b>
17	21	4.11.2	Performance bank Guarantee	Vendor won't be able to Submit the Performance Bank Guarantee, hence need to find workaround for same	<b>No Change</b>
18	25	4.19	Termination	Delay in Delivery Should not invoke the termination of contract.	<b>No Change</b>
19	18	4.5.4	<b>AMC Payment:</b> <ul style="list-style-type: none"> <li>• Yearly in advance after submission of BG for a period of 12 months with additional 3 months towards invocation period Or;</li> <li>• Half yearly at the end of period</li> </ul>	Request clarification on this. Is a separate BG desired for AMC payments?	<b>Yes</b> If the vendor opts for advance payment.
20	23	4.14.9	If any of the systems supplied by the bidder is down beyond 24 hours penalty at the rate of Rs.1,000/- [Rupees one thousand only] per day will be charged or recovered from the bidder subject to maximum of 10% of the BG value during the warranty period. The amount may be claimed/ adjusted while releasing the Performance Bank Guarantee or adjusted with AMC amount to be paid for fourth, fifth & sixth year. If claimed, the vendor has to pay the penalty amount as directed in the claim letter.	Request relaxation on this criteria as branch personnel might not be reachable on a 24*7 basis - for e.g. If a particular site goes down at 3.30 pm and engineer response TAT is 4 hrs, he would reach bank after working hrs and would be able to attend to the call only when branch opens for business on the NBD - approx. 6 hrs would be available to engineer to resolve the issue before a penalty is levied.	<b>Change</b> The support should be 8X5 NBD replacement back to back with OEM. Penalty clause remains unchanged.
21	16	3.19	<b>Blacklisting / Debarring</b> The bidder merely by submitting the tender confirms that he has not been blacklisted / debarred by any Government department / agency, Reserve Bank of India, Nationalised	Vendor will submit an undertaking for the same. Request SIDBI to consider the same.	<b>Agreed</b> Further, the clause may be read as: <i>"The bidder merely by submitting the tender confirms that he has</i>

S.N.	Page No.	Point No.	Tender Clause	Query by Vendor	SIDBI Response
			Bank or any public sector unit or body.		<i>not been blacklisted / debarred by any Government department / agency, Reserve Bank of India, Nationalised Bank or any public sector unit or body due to fraudulent practices".</i>
22	17	4.4.1	<b>Price</b> Prices quoted by the bidders should include all local taxes, VAT, duties, levies, transportation costs, back-to-back support / Warranty with OEM during Warranty and insurance costs till the equipment is accepted.	Transit Insurance till the delivery of the equipment at customer site will be provided.	<b>Change</b> The clause should be read as: <i>"Prices quoted by the bidders should include all local taxes, VAT, duties, levies, transportation costs, back-to-back support / Warranty with OEM during Warranty and AMC and insurance costs which should be valid for a period of three months from date of delivery."</i>
23	04	2.2.1	<b>Requirement</b> Network Rack	Is it 45U or 42U? Whether dual PDUs are required. Also if the power plug would be standard or industrial.	<b>Change</b> The size of rack to be read as 42U. Dual PDUs required and the power plug should be standard.
24	04	2.2.2	<b>Buyback</b>	Provide us the details like, whether the existing switch (Cisco 4506 is in working conditions, if it's under warranty etc.	Cisco 4506 switch is under working condition and it is under AMC with third party.
25	24	4.16.1	<b>Penalty for default delivery</b> If the vendor fails to deliver the items within stipulated period, Bank will impose a penalty of 1% of the order value for the late delivered items for each weeks delay or part thereof, subject to maximum of 10% of the value of the late delivered items.	Requesting maximum penalty value to be capped at 5%.	<b>No Change</b>
26	37	N/a	Commercial Bid – Annexure -VI	Cost of cables to be shown under separate head in commercial bid for clarity purpose.	<b>Agreed.</b> Modified Commercial bid format given in <b>Table –A</b> .

S.N.	Page No.	Point No.	Tender Clause	Query by Vendor	SIDBI Response
27	06	2.5.6	<b>Pre-Qualification Criteria</b> In case of authorized partner of OEM, the bidder should be Gold partner of OEM. Partnership certificate to be enclosed. Further, the OEM should authorize the bidder to quote their product in the present tender of SIDBI.	Relaxation of tender to other partners of Cisco	<b>Change</b> The clause to be read as: <i>"In case of authorized partner of OEM, the bidder should be a partner of OEM. Partnership certificate to be enclosed. Further, the OEM should authorize the bidder to quote their product in the present tender of SIDBI".</i> Vendor to note that, appropriate support pack from Cisco for warranty/support to be quoted.
20	4.8	N/a	The date on which acceptance certificate is signed shall be deemed to be the date of acceptance of the system and the warranty of the system starts from that date.	Requesting to limit the warranty to 37 months from teh date of delivery.	<b>No Change</b>
21	4.13		Inspection and tests	Since products are from Cisco and are standard, requesting to waive of this condition.	<b>No Change</b>

**Note: All other terms and conditions remain UNCHANGED.**

## Table-A

### Commercial Bid

Tender No: 400/2011/ 705/BYO/ISD dated 25/02/2011

S.N	Description	Quantity	Unit Cost in Rupees		Total
			Figures	Words	
		A	B		C=AXB
<b>A.</b>	<b>Cisco Core Switch</b>				
1	Cisco 6509E core switches with three years warranty and inclusive of all taxes (service tax included) as per technical specifications given in Annexure -III	2			
2	AMC for 4 <sup>th</sup> Year inclusive of all taxes.	2			

S.N	Description	Quantity	Unit Cost in Rupees		Total
			Figures	Words	
	<b>[Exclusive of Service tax]</b>				
3	AMC for 5 <sup>th</sup> Year inclusive of all taxes. <b>[Exclusive of Service tax]</b>	2			
4	AMC for 6 <sup>th</sup> Year inclusive of all taxes. <b>[Exclusive of Service tax]</b>	2			
<b>Total Cost (A)</b>					
<b>B. Cisco 2960 Access Switches</b>					
1	Cisco 2960 Access Switches with three years warranty and inclusive of all taxes (service tax included) as per technical specifications given in Annexure –III (B)	12			
2	AMC for 4 <sup>th</sup> Year inclusive of all taxes. <b>[Exclusive of Service tax]</b>	12			
3	AMC for 5 <sup>th</sup> Year inclusive of all taxes. <b>[Exclusive of Service tax]</b>	12			
4	AMC for 6 <sup>th</sup> Year inclusive of all taxes. <b>[Exclusive of Service tax]</b>	12			
5	<b>Total Cost (B)</b>				
<b>C Network Rack</b>					
1	42U Rack with all accessories with one year warranty and inclusive of all taxes (service tax included) as per technical specifications given in Annexure –III(A), S.N.26	1			
2	Fiber patch chords (LC to SC), 10 Feet and inclusive of all taxes.	10			
3	Smart Serial to DCE cables for connecting routers back to back and inclusive of all taxes.	2			
<b>Total Cost (C)</b>					
<b>E. Buyback Cost</b>					
1	Cisco 4506 Switch	1			
<b>Total Buyback Cost (D)</b>					
<b>Total Cost (A+B+C-D)</b>					

**Optional Cost** (excluding service tax)

S.N	Description	Quantity	Unit Cost in Rupees		Total
			Figures	Words	
		A	B		C=AXB
1	AMC Cost for 7 <sup>th</sup> year for Cisco 6509E switches	2			
2	AMC Cost for 7 <sup>th</sup> Year for Cisco 2960 Switches	12			

Bidders are requested to note the following:

- All the details must be provided as per format.
- Masked commercial bids must be given with technical bid.
- AMC cost for 4<sup>th</sup>, 5<sup>th</sup>, 6<sup>th</sup> year is inclusive of all taxes. Service tax alone will be paid on actuals at the prevailing rate in respective year.
- Order for 4<sup>th</sup>, 5<sup>th</sup> and 6<sup>th</sup> year AMC will be placed during respective years as per AMC cost quoted above.
- Octroi would be paid on actuals on submission of octroi paid receipt in favour of SIDBI.
- Optional cost would be used for placing order for 7<sup>th</sup> year, if so desired by Bank. Optional cost is exclusive of taxes.

Date

Signature of Authorised Signatory ...

Place

Name of the Authorised Signatory ...

Designation ...

Seal ...

Name of the Organisation ...

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