



Small Industries Development Bank of India

**Request for Proposal (RfP)
For
Supply & Installation of
Computer H/w for various SIDBI offices**

Tender No. : 400/2012/808/BYO/ISD dated October 10, 2011

Small Industries Development Bank of India
Information Services Department
3rd Floor, MSME Development Center
Plot No.C-11, 'G' Block
Bandra Kurla Complex, Bandra (E),
Mumbai - 400 051
Website: www.sidbi.in

Price of the document: ₹1,000/-

This document is the property of Small Industries Development Bank of India (SIDBI). It may not be copied, distributed or recorded on any medium, electronic or otherwise, without SIDBI's written permission. Use of contents given in this document, even by the authorised personnel/agencies for any other purpose other than the purpose specified herein, is strictly prohibited as it shall amount to copyright violation and thus shall be punishable under the Indian law.

1. Introduction and Disclaimers

1.1. Purpose of RfP

The purpose of RfP is to shortlist vendors for supply and installation of computer hardware for various offices of SIDBI under buyback. Details of the hardware under procurement are given in the subsequent sections of this tender document.

1.2. Information Provided

The Request for Proposal document contains statements derived from information that is believed to be relevant at the date but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with SIDBI. Neither SIDBI nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied, as to the accuracy or completeness of any information or statement given or made in this document. Neither SIDBI nor any of its employees, agents, contractors, or advisers has carried out or will carry out an independent audit or verification exercise in relation to the contents of any part of the document.

1.3. Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, SIDBI and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RfP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of SIDBI or any of its officers, employees, contractors, agents, or advisers.

1.4. Costs to be borne by Respondents

All costs and expenses incurred by Respondents in any way associated with the development, preparation, and submission of responses, including but not limited to; the attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by SIDBI, will be borne entirely and exclusively by the Respondent.

1.5. No Legal Relationship

No binding legal relationship will exist between any of the Respondents and SIDBI until execution of a contractual agreement.

1.6. Recipient Obligation to Inform Itself

The Recipient must conduct its own investigation and analysis regarding any information contained in the RfP document and the meaning and impact of that information.

1.7. Evaluation of Offers

Each Recipient acknowledges and accepts that SIDBI may in its absolute discretion apply selection criteria specified in the document for evaluation of proposals for short listing / selecting the eligible vendor(s). The RfP document will not form part of any contract or arrangement, which may result from the issue of this document or any investigation or review, carried out by a Recipient.

1.8. Errors and Omissions

Each Recipient should notify SIDBI of any error, omission, or discrepancy found in this RfP document.

1.9. Acceptance of Terms

A Recipient will, by responding to SIDBI for RfP, be deemed to have accepted the terms of this Introduction and Disclaimer.

1.10. Requests for Proposal

Recipients are required to direct all communications related to this RfP, through the Nominated Point of Contact person:

Contact : R K Sharma
Position : General Manager (Systems)
Email : rksharma@sidbi.com, standon@sidbi.in, narender@sidbi.in
Telephone: +91 - 22 – 67531228 / 67531245/ 67531259
Fax : +91 - 22 - 67531236

SIDBI may, in its absolute discretion, seek additional information or material from any of the Respondents after the RfP closes and all such information and material provided must be taken to form part of that Respondent's response.

Respondents should provide details of their contact person, telephone, fax, email and full address(s) to ensure that replies to RfP could be conveyed promptly.

If SIDBI, in its absolute discretion, deems that the originator of the question will gain an advantage by a response to a question, then SIDBI reserves the right to communicate such response to all Respondents.

SIDBI may, in its absolute discretion, engage in discussion or negotiation with any Respondent (or simultaneously with more than one Respondent) after the RfP closes to improve or clarify any response.

1.11. Notification

SIDBI will notify all short-listed Respondents in writing or by mail as soon as practicable about the outcome of their RfP. SIDBI is not obliged to provide any reasons for any such acceptance or rejection.

2. Background

2.1. About SIDBI

Small Industries Development Bank of India (SIDBI) was established in April 1990.

The mission of SIDBI is to empower the Micro, Small and Medium Enterprises (MSME) sector with a view to contributing to the process of economic growth, employment generation and balanced regional development having objective to serve as a single window for meeting financial and developmental needs of MSME sector.

The four basic objectives set out in the SIDBI Charter are Financing, Promotion, development and Co-ordination for orderly growth of industry in the MSME sector. The Charter has provided SIDBI considerable flexibility for adopting appropriate operational strategies to meet these objectives. The activities of SIDBI, as they have evolved over the period of time, now meet almost all the requirements of sector which fall into a wide spectrum constituting modern and technologically superior units at one end and traditional units at the other.

The bank provides its services through a network of more than 100 offices located all over India. Detailed information on the functions of the bank is provided on the website www.sidbi.in.

2.2. Tender Objective

SIDBI intends to procure different computer hardware items under buyback. The entire hardware to be procured is categorized into following three categories viz.:

- **Category - A,**
- **Category – B, and**
- **Category - C**

Details of hardware under each category are given below:

2.2.1. Category - A

The hardware items under this category include PCs and External DVD Writers, to be delivered and installed at various locations. Brief details of hardware under this category are given below:

S.N	Hardware	Qty.	Remarks
1	PCs	103	Under buyback of 177 old PCs. Details of PCs under buyback are given in subsequent sections.
2	External DVD Writers	73	

2.2.2. Category - B

The hardware items under this category include Laptops and TFT monitors to be delivered and installed at various locations, under buyback of old laptops. The details of hardware under this category are given below:

S.N	Hardware	Qty.	Remarks
1	Laptops	244	Under buyback of 164 old laptops. Details of old laptops under buyback are given in subsequent sections.
2	TFT Monitors	244	

2.2.3. Category - C

The hardware items under this category include four types of printers viz. Color laser, Stand Alone, Network Laser and All-in-one printers, to be delivered and installed at various locations. Brief details of hardware under this category are given below:

S.N	Hardware	Qty.	Remarks
1	Printers		
1.1	Color Laser	13	Under buyback of 118 old printers of different makes/ models. Details of printers under buyback are given in subsequent sections.
1.2	Stand Alone	56	
1.3	Network Laser	34	
1.4	All-in-one	6	

Category wise detailed technical specifications of the hardware under all the three categories are given in [Annexure -III](#).

2.2.4. The purpose behind issuing this RfP is to invite pre-qualification, technical and commercial bids from the eligible bidders and selection of bidder(s) for the above purpose for each category of hardware.

2.2.5. The selection process consists of three phases viz., 1) Pre-Qualification / Minimum Eligibility Criteria 2) Technical Evaluation and 3) Commercial Evaluation ~~through reverse auction.~~

2.3. Scope of Work

The Scope of Work for all categories of hardware involves:

2.3.1. Delivery and installation of hardware complying with the technical specifications given in [Annexure – III](#), along with accessories and necessary documentation at respective locations.

2.3.2. Submission of relevant documents/ reports, at respective locations.

2.3.3. Picking up the buyback items from respective locations.

2.3.4. Submission of **Installation-cum-Acceptance Certificate** as per format prescribed in [Annexure - VIII](#), duly signed by the SIDBI officials of respective locations.

2.4. Tender Methodology

2.4.1. The tender methodology proposed to be adopted by SIDBI will be **“THREE Bid System”** i.e., Pre-qualification criteria/Minimum Eligibility Criteria, Technical Bid and Commercial Bid.

2.4.2. Bidders who qualify in the pre-qualification criteria/minimum eligibility criteria would only be considered for evaluation of Technical bids.

2.4.3. The bidders whose technical bids are found as qualified shall be short listed for commercial evaluation.

2.4.4. **Commercial evaluation for Category ‘A’ and ‘B’ shall be done through reverse auction.** All such bidders shall be separately notified in writing about the date and time of the reverse auction along with the other details.

2.4.5. **For Category ‘C’, the commercial bids shall be accepted in sealed envelope along with the Pre-qualification and Technical bids and same shall be opened by the bank’s competent committee in the presence of**

the short listed bidders under this category. Date and time of opening the commercial bids shall be separately advised.

2.4.6. SIDBI would enter into contract with the bidder(s) whose commercial bids are determined as **Lowest Commercial Bid [L1]**.

2.4.7. **Commercial short listing of the vendor(s) will be carried out separately for each category i.e. separate L1 vendor for Category A, separate L1 for Category B and separate L1 for Category C.**

2.4.8. **Bidders are free to bid for one or more categories.**

2.5. **Pre-Qualification Criteria [Minimum Eligibility Criteria]:**

2.5.1. The bidder should be a registered company. Copy of registration certificate to be enclosed.

2.5.2. The bidder should be Original Equipment Manufacturer [OEM] or authorized partner/ dealer/ re-seller of OEM. In case of authorized partner/ dealer/ re-seller of OEM, valid relationship certificate from OEM to be enclosed.

2.5.3. The bidder should be in the business of supply, installation and commissioning of hardware [PCs, Laptops and Printers etc.] for **at least five [5] years as on the date of this tender.**

2.5.4. The bidder have successfully delivered and installed at least 500 PCs/ Laptops/ Printers at multiple locations in single or separate orders during last 3 years to at least one customer from BFSI/ Govt./PSU sector.

2.5.5. The bidder should have a **minimum average annual turnover** out of Indian operations from the sales of computer hardware over the last three (3) financial years, as under:

2.5.5.1. **₹10.00** Crores, if bidding only for Category 'A'.

2.5.5.2. **₹30.00** Crores, if bidding only for Category 'B'.

2.5.5.3. **₹5.00** Crores, if bidding only for Category 'C'.

2.5.5.4. **₹45.00** Crores, if bidding for all the three categories.

If audited figures for any FY are not available, provisional figures may be provided. Supporting the fact the bidder should furnish auditor's certificate for last three years ending March' 2011.

2.5.6. The bidder should have positive networth and cash profit [i.e. no cash loss] in 2 years out of last 3 financial years. Supporting the fact the bidder should furnish auditor's certificate for last three years ending March' 2011.

2.5.7. The bidder should be ISO 9000:2001 certified company. The certification should be from any globally recognized institution. Copy of certificate may be enclosed.

2.5.8. The OEM should authorize the bidder to quote their product in this particular tender of SIDBI. The bidder should submit Manufacturer Authorisation Form [MAF] as per format given in **Annexure - VI**.

In case bidder participates for more than one category, MAF for each category should be submitted. However, if the items being quoted for all the three categories are from the same OEM, single MAF mentioning the items being quoted may be submitted.

2.5.9. The bidder should have direct support or indirect i.e. support through service partners at all the delivery locations. Bidders must submit a detailed support

matrix as per **Annexure – XIII**. In case the bidder is bidding for all the three categories, a combined support matrix covering all the locations may be submitted. Considering the after sales support services of utmost importance, bank shall have the right to independently verifying the support arrangements as submitted by the bidders as part of the evaluation of the bids.

2.5.10. The support at the following locations must be compulsorily extended from the same location:

SNo.	Location	SNo.	Location
1	Ahmedabad	10	Hyderabad
2	Bangalore	11	Jaipur
3	Bhopal	12	Kochi
4	Bhubaneshwar	13	Kolkata
5	Chandigarh	14	Lucknow
6	Chennai	15	Ludhiana
7	Coimbatore	16	New Delhi
8	Faridabad	17	Pune
9	Guwahati	18	Mumbai (including Andheri, Nariman Point and Thane offices)

For all the other locations, the support may be extended from the same or nearby location. However, it would be vendor's responsibility to meet the desired level of performance as defined at subsequent sections in this document.

The bidders should submit documentary evidence in support of facts/ claims submitted/ made in response to the Pre-qualification/ minimum eligibility criteria. Documents should be submitted along with Annexure [Pre-Qualification Criteria / Minimum Eligibility Criteria].

Proposals of bidders who do not fulfill the above criteria or who fail to submit documentary evidence thereon would not be considered for further evaluation viz. Technical and Commercial.

2.6. Schedule of Events

1	Purpose of RfP	Supply and Installation of PCs, Printers, External DVD Writers, Laptops & TFT Monitors under buyback.
2	RfP No. & Date	400/2012/808/BYO/ISD dated October 10, 2011
3	Date of Issue of RfP	October 10, 2011
4	Cost of RfP	₹1,000/- [to be submitted in form of demand draft /pay order in favour of SIDBI payable at Mumbai along with Pre-qualification/ Technical bids]
5	Earnest Money Deposit [EMD]: [to be submitted in form of demand draft/pay order in favour of SIDBI payable at Mumbai along with Pre-qualification/ Technical bids]	
a	Category A	₹70,000/-
b	Category B	₹2,95,000/-
c	Category C	₹60,000/-
d	Combined for all three categories (A, B & C)	₹4,25,000/-
6	Date of Pre-bid meeting	October 20, 2011, 11:30 am [clarifications to be forwarded at least two days prior to pre-bid meeting i.e., latest by October 18, 2011]
7	Last date for submission of bids	November 07, 2011 at 3:30 pm
8	Address for submission of bids	The General Manager (Systems) Small Industries Development Bank of India



		MSME Development Center, 3 rd Floor Information Services Department Plot No.C-11, G Block, Bandra Kurla Complex Bandra [East], Mumbai – 400051			
9	Bid Validity	<ul style="list-style-type: none"> Proposals shall remain valid 90 days from the date of submission of bids i.e., till February 05, 2012. L1 price for respective items shall remain valid for 180 days from the date of award of contract. 			
10	Date of Opening of Pre-qualification Criteria [Minimum Eligibility Criteria] / Technical bid	November 07, 2011 at 4:00 pm			
11	Date of reverse auction for categories 'A' & 'B' and opening of commercial bids for category 'C'	To be announced at a later date after the technical evaluation is over. Only technically short listed bidders shall be notified in writing or through mail.			
12	Venue for pre-bid meeting & Opening of bids.	SIDBI, MSME Development Center 3 rd Floor, Information Services Department, Plot No.C-11, G Block, Bandra Kurla Complex, Bandra(E), Mumbai - 400 051			
13	Contact Details				
	Name	Designation	Phone	Fax	E-mail
	Narender Kumar	AGM (Systems)	67531259	67531236	narender@sidbi.in
	Sudhir Tandon	DGM(Systems)	67531245		standon@sidbi.in

3. Instruction to Bidders

The Bidders are expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents may result in the rejection of its bid and will be at the bidder's own risk.

3.1. Clarification of Bids

3.1.1. The bidder or its official representative is invited to attend pre-bid meeting to be held on **October 20, 2011 at 11:30 hours** at the venue mentioned in Section 2.6 (12). It would be the responsibility of the Bidders representatives (only one person per vendor) to be present at the venue of the meeting.

3.1.2. Clarification sought by bidder should be made in writing (Letter/E-mail/FAX etc) and submitted at least two days prior to the date of pre-bid meeting i.e. latest by **October 18, 2011, 17:00 hours**.

3.1.3. The text of the clarifications asked (without identifying the source of enquiry) and the response given by the Bank, together with amendment to the bidding document, if any, will be posted on the website **latest by October 24, 2011**. No individual clarifications will be sent to the bidders. It would be responsibility of the bidder to check the website before final submission of bids.

3.1.4. In case of any clarification required by Bank to assist in the examination, evaluation and comparison of bids, Bank may, at its discretion, ask the bidder for clarification. The response / Clarification shall be in writing and no change in the price of substance of the bid shall be sought, offered or permitted.

3.2. Amendment to the bidding document

3.2.1. At any time prior to the date of submission of Bids, the Bank, for any reason, may modify the Bidding Document, by amendment.

3.2.2. The amendment will be posted on Banks website www.sidbi.in.

3.2.3. All Bidders must ensure that such clarifications have been considered by them before submitting the bid. Bank will not have any responsibility in case some omission is done by any bidder.

3.2.4. In order to allow prospective Bidders reasonable time in which to take the amendment into account in preparing their Bids, the Bank, at its discretion, may extend the deadline for the submission of Bids.

3.3. Language of Bid

The bid prepared by the Bidders as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Bank and supporting documents and printed literature shall be written in English.

3.4. Documents Comprising the Bid

The bid shall consist of Pre-qualification/ minimum eligibility criteria, Technical bid and Commercial bid. **Separate pre-qualification/ minimum eligibility criteria bid, technical bid and commercial bid (blank format only for Category 'A' & 'B' and duly filled-in for Category 'C') in prescribed formats should be submitted for each CATEGORY.**

3.4.1. Documents comprising the **Pre-qualifications-cum-Technical Bid for each CATEGORY** should be:

- 3.4.1.1. Bid Forwarding Letter as per **Annexure – I**.
- 3.4.1.2. Documentary evidence establishing that the Bidder is eligible to Bid and is qualified to perform the contract i.e., Pre-Qualification Criteria / minimum eligibility criteria as per **Annexure – II**.
- 3.4.1.3. Technical Bid as per **Annexure - III**. Any Pre-qualification-cum-Technical Bid containing price information will be rejected.
- 3.4.1.4. Statement of deviations, if any, as per **Annexure –IV**.
- 3.4.1.5. Masked Price Bid for categories A and B without indicating the price. However, for Category C duly filled-in price bid as per **Annexure –V** should be submitted.
- 3.4.1.6. MAF as per **Annexure – VI**.
- 3.4.1.7. Undertaking of authenticity – **Annexure – XI**
- 3.4.1.8. Power of Attorney for authorized signatory – **Annexure - XIV**
- 3.4.1.9. DD/Pay Order of ₹1,000/- towards cost of RfP.
- 3.4.1.10. DD/Pay Order of appropriate amount towards EMD as per category being responded to.
- 3.4.1.11. Data sheets/printed literature of all the h/w items being quoted.

3.5. Signing, Sealing and Marking of Bids

3.5.1. The Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorised to bind the Bidder to the Contract. Power of Attorney of the person authorized to sign the bid as per format given in **Annexure - XIV** is to be submitted. The Bidder shall seal the bids in non-window envelopes containing the documents as under:

3.5.1.1. **1st Envelope (Superscribing “Tender No 400/2012/808/BYO/ISD – Pre-qualification Bid for Category ...”):**

- i. DD/ Pay order towards tender cost.
- ii. DD/ Pay order towards EMD.
- iii. Bid Forwarding Letter.
- iv. Pre-qualification/ Minimum Eligibility Criteria Form.

3.5.1.2. **2nd Envelope (Superscribing “Tender No 400/2012/808/BYO/ISD – Technical Bid for Category ...”):**

- i. Technical Bid.
- ii. Manufacturer’s Authorisation Form (MAF).
- iii. Statement of Deviations.
- iv. Masked (blank) Commercial Bid for Category A or B as the case may be.
- v. Duly filled-in commercial bid for Category C in separately sealed envelope **superscribing “Tender No 400/2012/808/BYO/ISD – Commercial Bid for Category C”**
- vi. Reverse auction process – Acceptance letter
- vii. Undertaking of Authenticity.

3.5.2. On the cover of each envelop **name and address of bidder along with**

contact number should be clearly indicated.

3.5.3. The envelope(s) shall be addressed to the Bank at the address given below:

The General Manager (Systems)
Small Industries Development Bank of India
Information Services Department [ISD],
MSME Development Center, 3rd Floor,
Plot No.C-11, 'G' Block
Bandra Kurla Complex, Bandra(East)
Mumbai 400 051

3.5.4. If the envelop(s) are not sealed and marked as indicated above, the Bank will assume no responsibility for the Bid's misplacement or its premature opening.

3.6. **Bid Currency**

Bids should be quoted in Indian Rupee only.

3.7. **Earnest Money Deposit (EMD):**

3.7.1. All the responses must be accompanied by a refundable **interest free security deposit** of amount as mentioned in Section **2.6[5]** based on the CATEGORY for which the bidder is quoting.

3.7.2. EMD should be in the form of Demand Draft / Banker's Cheque in favour of "**Small Industries Development Bank of India**" payable at Mumbai. Any bid received without EMD in proper form and manner shall be considered unresponsive and rejected.

3.7.3. No interest will be paid on EMD.

3.7.4. Request for exemption from Security Deposit will not be entertained.

3.7.5. The EMD amount of all unsuccessful bidders would be refunded immediately upon happening of any the following events:

3.7.5.1. The end of the bid validity period, including extended period (if any),

OR

3.7.5.2. Receipt of the signed contract from the selected Bidder.

3.7.6. Successful Bidder will be refunded the EMD amount only after acceptance of the hardware by SIDBI and submission of performance guarantee by the bidder.

3.7.7. The bid security may be forfeited:

3.7.7.1. If a Bidder withdraws its bids during the period of bid validity.

3.7.7.2. If a Bidder makes any statement or encloses any form which turns out to be false/ incorrect at any time prior to signing of the contract.

3.7.7.3. In case of successful Bidder, if the Bidder fails to sign the contract or fails to furnish performance guarantee.

3.8. **Delivery and Installation Schedule**

3.8.1. The Bidder should deliver the goods within **FOUR WEEKS FROM THE DATE OF PURCHASE ORDER.**

3.8.2. Delivery of the Goods shall be made by the Supplier in accordance with the terms of the Purchase Contract. The bidder should take responsibility of the Goods till it reaches the delivery destination as informed by Bank, transport to

such place of destination in India, including insurance and storage, as shall be specified in the Contract, shall be arranged by the Supplier. Bidder shall arrange the Road Permits or any other document wherever required. Any letter required for this will be given by the Bank.

- 3.8.3. The Bank will not be in a position to supply Form-C or Form-D and bidder will have to arrange for Form 31 or 32 or any other road permit, if required, on behalf of SIDBI
- 3.8.4. The Bidder shall install the goods and integrate with existing LAN/WAN within One weeks from the date of delivery of the h/w at respective locations.
- 3.8.5. After completion of installation the bidder should obtain sign-off on the Installation-cum-Acceptance certificate as per **Annexure – VIII** from the Bank official at respective locations. SIDBI will carry out acceptance of hardware as per acceptance test plan.
- 3.8.6. Installation will be treated as incomplete in one/all of the following situations:
 - 3.8.6.1. Non-delivery of any hardware or other components viz. accessories, documentation, software/ drivers media mentioned in the order.
 - 3.8.6.2. Non-delivery of supporting documentation.
 - 3.8.6.3. Delivery, but no installation of the components and/or software.
 - 3.8.6.4. System operational, but unsatisfactory to the Bank.
- 3.8.7. The Bank will consider the inability of the Bidder to deliver or install the equipment within the specified time limit, as a breach of contract and would entail the payment of Liquidation Damages on the part of the Bidder.
- 3.8.8. The liquidation damages represent an estimate of the loss or damage that the Bank may have suffered due to delay in performance of the obligations (relating to delivery, installation, operationalisation, implementation, training, acceptance, warranty, maintenance etc. of the deliverables) by the Bidder.
- 3.8.9. The Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum as specified in General Terms and Conditions
- 3.8.10. Products shall be supplied in a ready to use condition along with all Cables, Connectors, Software Drivers, Manuals and Media etc.

3.9. **Delivery Locations:**

- 3.9.1. Location wise requirement of new hardware from each category and hardware under buyback at each location is given in **Annexure – IX**.
- 3.9.2. **However, number of items to be delivered at particular location and delivery locations may undergo change without changing the overall number of items in each category. Changes, if any, shall be advised at the time of placing the order with L1 vendor(s).**
- 3.9.3. Bank reserve the right to place the order with respective vendor(s) for all the items in single or multiple lots within the bid validity period.

3.10. **Delivery and Documents:**

The details of shipping and/or other documents to be furnished by the Supplier are specified hereunder.

- 3.10.1. Original copy of the duly signed challan with name, designation, date and seal of the office concerned affixed.

- 3.10.2. Original copy of Supplier's invoices showing contract number, goods description, quantity, unit price and total amount;
- 3.10.3. Inspection certificate issued by the nominated inspection agency, if any, and the Supplier's factory inspection report and Quality Control Test Certificates.
- 3.10.4. Proof of back-to-back warranty arrangements with respective OEMs for the entire warranty period.

3.11. Period of Validity of Bids

- 3.11.1. Prices and other terms offered by Bidders must be firm for an acceptance period of **90 days** from date of closure of this RfP.
- 3.11.2. In exceptional circumstances the Bank may solicit the Bidders consent to an extension of the period of validity. The request and response thereto shall be made in writing. The Bid security provided shall also be extended.
- 3.11.3. Bank, however, reserves the right to call for fresh quotes at any time during the period, if considered necessary.

3.12. Deadline for submission of Bids

- 3.12.1. The bids must be received by the Bank at the specified address **not later than November 07, 2011, 3:30p.m.**
- 3.12.2. In the event of the specified date for the submission of bids, being declared a holiday for the Bank, the bids will be received up to the appointed time on the next working day.
- 3.12.3. The Bank may, at its discretion, extend the deadline for submission of Bids by amending the Bid Documents, in which case, all rights and obligations of the Bank and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

3.13. Late Bids

Any bid received by the Bank after the deadline for submission of bids prescribed by the Bank will be rejected and returned unopened to the bidder.

3.14. Modification And/ Or Withdrawal of Bids:

- 3.14.1. The Bidder may modify or withdraw its bid after the bid's submission, provided that written notice of the modification including substitution or withdrawal of the bids is received by the Bank, prior to the deadline prescribed for submission of bids.
- 3.14.2. The Bidder modification or withdrawal notice shall be prepared, sealed, marked and dispatched. A withdrawal notice may also be sent by Fax and followed by a signed confirmation copy received by the Bank not later than the deadline for submission of bids.
- 3.14.3. No bid may be modified or withdrawn after the deadline for submission of bids.
- 3.14.4. Bank has the right to reject any or all bids received without assigning any reason whatsoever. Bank shall not be responsible for non-receipt / non-delivery of the bid documents due to any reason whatsoever.

3.15. Opening of Bids by the Bank

- 3.15.1. On the scheduled date and time, bids will be opened by the Bank Committee in presence of Bidder representatives. It is the responsibility of the bidder's

representative to be present at the time, on the date and at the place specified in the tender document. The bidders' representatives who are present shall sign a document evidencing their attendance.

- 3.15.2. The Bidder name and presence or absence of requisite EMD, RfP cost and such other details as the Bank, at its discretion may consider appropriate will be announced at the time of technical bid opening. No bid shall be rejected at the time of bid opening, except for late bids which shall be returned unopened to the Bidder.
- 3.15.3. Bids that are not opened at Bid opening shall not be considered for further evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the Bidders.

3.16. Evaluation Methodology

3.16.1. Clarification of bids

- 3.16.1.1. During evaluation of Bids, the Bank, at its discretion, may ask the Bidders for clarifications of their Bids. The request for clarification and the response shall be in writing (Fax/e-Mail), and no change in the substance of the Bid shall be sought, offered or permitted.
- 3.16.1.2. Bidder to submit point by point compliance to the technical compliance and it should be included in the Bid.
- 3.16.1.3. Any deviations from the specifications should be clearly brought out in the bid.
- 3.16.1.4. Bidder to quote for entire package on a single responsibility basis for the goods and services it proposes to supply under the contract.

3.16.2. Preliminary Examinations

- 3.16.2.1. The Bank will examine the Bids to determine whether they are complete, the documents have been properly signed, supporting papers/ documents attached and the bids are generally in order.
- 3.16.2.2. The Bank may, at its sole discretion, waive any minor infirmity, nonconformity or irregularity in a Bid which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.
- 3.16.2.3. Prior to the detailed evaluation, the Bank will determine the substantial responsiveness of each Bid to the Bidding document. For purposes of these Clauses, a substantially responsive Bid is one, which conforms to all the terms and conditions of the Bidding Document without material deviations. Deviations from or objections or reservations to critical provisions, such as those concerning Bid security, performance security, qualification criteria, insurance, Force Majeure etc will be deemed to be a material deviation. The Bank's determination of a Bid's responsiveness is to be based on the contents of the Bid itself, without recourse to extrinsic evidence. The Bank would also evaluate the Bids on technical and functional parameters including possible visit to inspect live site(s) of the bidder, witness demos, bidders presentation, verify functionalities / response times etc.
- 3.16.2.4. If a Bid is not substantially responsive, it will be rejected by the Bank and may not subsequently be made responsive by the Bidder by correction of the nonconformity.

- 3.16.2.5. The Bidder is expected to examine all instructions, forms, terms and specification in the Bidding Document. Failure to furnish all information required by the Bidding Document or to submit a Bid not substantially responsive to the Bidding Document in every respect will be at the Bidder's risk and may result in the rejection of its Bid.

3.16.3. **Technical Evaluation**

- 3.16.3.1. Pursuant to the evaluation of pre-qualification/ minimum eligibility criterion mentioned above, bidders will be short-listed for technical evaluation. Technical evaluation will be carried out only for the bidders who succeed the pre-qualification criterion.
- 3.16.3.2. SIDBI will review the technical bids of the short-listed bidders [who qualify the minimum eligibility criteria] to determine whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at SIDBI's discretion.
- 3.16.3.3. During Technical evaluation the Bank at its discretion can ask the bidders for the demonstration of all or some components/ features and components of the hardware items quoted by them. However, SIDBI will not pay/ reimburse any expenditure incurred by the vendor for arranging the demonstration.
- 3.16.3.4. Bank may waive off any minor infirmity or nonconformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiving, does not prejudice or effect the relative ranking of any bidder
- 3.16.3.5. Technical evaluation would be carried out and all bidders who qualify the technical evaluation will be short listed for commercial evaluation through reverse auction.

3.16.4. **Commercial Evaluation**

- 3.16.4.1. All the bidders who qualify in Technical evaluation as per the criteria mentioned above would be short listed for commercial evaluation as per procedure prescribed at para 2.4.4 and 2.4.5 above..
- 3.16.4.2. Bidders who qualify for commercial evaluation shall be notified in writing about the date and time of the reverse auction for category 'A' & 'B' and opening of commercial bids for category 'C', along with other details.
- 3.16.4.3. In response to the bank's notification to the short listed bidders for participation in the reverse auction, bidders shall be required to submit duly signed **Reverse auction process – Acceptance letter** as per **Annexure – VII** after the completion of the training session by the reverse auction organizer.
- 3.16.4.4. Bidders short listed for participating in the reverse auction shall ensure that they have a valid digital certificate.
- 3.16.4.5. Bidders who do not qualify the technical evaluation will not be invited for participating in the reverse auction/ opening of commercials.
- 3.16.4.6. Post reverse auction, successful bidder(s) of each category would be required to submit the price breakup through the duly filled-in and signed commercial bid in the prescribed format within one day of the reverse auction.

3.16.4.7. SIDBI will award the contract to the successful bidder(s) whose bid has been determined to be substantially responsive and has been determined as the **Lowest Commercial bid (L1)** through reverse auction.

3.16.4.8. While the “**Total Cost for determining L1 for Category...**” item of the Commercial bid-cum-Price Breakup Format of respective categories would be considered for determining the L1 vendor(s) for each category, the order for each category would be placed for the “**Total Cost of Ownership [TCO] for Category ...**” item of the Commercial bid-cum-Price Breakup Format of respective categories.

3.16.5. **Arithmetic errors correction:**

Arithmetic errors, if any, in the price breakup format will be rectified on the following basis:

3.16.5.1. If there is discrepancy between the unit price and the total price, which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the supplier does not accept the correction of errors, its bid will be rejected.

3.16.5.2. If there is discrepancy in the unit price quoted in figures and words, the unit price, in figures or in words, as the case may be, which corresponds to the total bid price for the item shall be taken as correct.

3.16.5.3. If the vendor has not worked out the total bid price or the total bid price does not correspond to the unit price quoted either in words or figures, the unit price quoted in words shall be taken as correct.

3.16.5.4. Bank may waive off any minor infirmity or nonconformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiving, does not prejudice or effect the relative ranking of any bidder

3.17. **Conditional Bids**

Conditional bids shall not be accepted on any ground and shall be rejected straightway. If any clarification is required, the same should be obtained before submission of bids.

3.18. **Contacting the Bank**

3.18.1. Bidder shall NOT contact the Bank on any matter relating to its Bid, from the time of opening of Bid to the time a communication in writing about its qualification or otherwise received from the Bank.

3.18.2. Any effort by the Bidder to influence the Bank in its decisions on Bid evaluation, Bid comparison may result in the rejection of the Bidder's Bid.

3.19. **Award of Contract**

3.19.1. The Bank will award the contract to the successful Bidder(s) of each category, out of the Bidders who have responded to Bank's tender as referred above, who has been determined to qualify to perform the contract satisfactorily, and whose Bid has been determined to be substantially responsive, and is the lowest commercial Bid for each category.

- 3.19.2. The Bank reserves the right at the time of award of contract to increase or decrease of the quantity of goods or services or change in location where equipments are to be supplied from what was originally specified while floating the tender without any change in unit price or any other terms and conditions.

4. General Terms and Conditions

4.1. Definitions

In this Contract, the following terms shall be interpreted as indicated:

- “The Bank ” means Small Industries Development Bank Of India (SIDBI);
- “The Contract” means the agreement entered into between the Bank, represented by its Head Office / Zonal Offices and the Supplier, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein;
- “The Contract Price” means the price payable to the Supplier under the Contract for the full and proper performance of its contractual obligations;
- “The Goods” means all of the equipment, machinery, and/or other materials which the Supplier is required to supply to the Bank under the Contract;
- “The Services” means those services ancillary to the supply of the Goods, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training and other such obligations of the Supplier covered under the Purchase Contract;
- “TCC” means the Terms and Conditions of Contract contained in this section;
- “The Supplier” or “the Vendor” means the individual or firm supplying or intending to supply the Goods and Services under this Contract; and
- “The Project Site” means various Head Office/Branches/Administrative offices of Small industries Development Bank of India.

4.2. Use of Contract Documents and Information

- 4.2.1. The Supplier shall not, without the Bank’s prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Bank in connection therewith, to any person other than a person employed by the Supplier in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
- 4.2.2. The Supplier will treat as confidential all data and information about the Bank, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Bank.

4.3. Subcontracts

- 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.

- 4.3.2. The Supplier shall notify and obtain concurrence from the Bank in writing of all subcontracts / Franchisees awarded under the Contract, if not already specified in the quotation. Such notification, in the original quotation or later, shall not relieve the Supplier from any liability or obligation under the Contract.

4.4. **Price**

- 4.4.1. Prices quoted by the bidders should include all local taxes, VAT, duties, levies, transportation costs, back-to-back support with OEM during Warranty and insurance costs, **till the bid validity period.**
- 4.4.2. Once a contract price is arrived at, the same must remain firm and must not be subject to escalation during the performance of the contract due to fluctuation in foreign currency, change in the duty/tax structure, changes in costs related to the materials and labour or other components or for any other reason.
- 4.4.3. Octroi, alone, if applicable, will be reimbursed as at actual, on production of the original octroi paid receipt in the name of the Bank.
- 4.4.4. The Bank will not be in a position to supply Form-C or Form-D and vendor will have to arrange for Form 31 or 32 or any other road permit, if required, on behalf of SIDBI.
- 4.4.5. No other cost whatsoever will be paid by SIDBI.
- 4.4.6. Further, subsequent to the orders being placed/ agreement executed, the Bidder shall pass on to the Bank all fiscal benefits arising out of reductions in Government Levies viz., Sales Tax, Excise Duty, Custom Duty etc. Otherwise rates are firm during the entire contract period.

4.5. **Terms of Payment**

The standard payment terms of SIDBI are given below:

- 4.5.1. 90% payment after delivery and verification of items and on submission of duly signed in delivery challans. The vendor has to claim octroi paid, if any along with 90% payment.
- 4.5.2. 10% payment after complying with the acceptance criteria and submitting performance Bank Guarantee equivalent to 10% of the contract value. The BG shall be valid for a period of 36 MONTHS from the date of acceptance with invocation period of additional THREE months beyond expiry of warranty.
- 4.5.3. All the payments will be made by SIDBI Mumbai office, electronically through RTGS/ NEFT. Before claiming any payment, short listed vendor(s) shall be required to furnish a duly filled-in **Bank Mandate Form** and signed by vendor's banker. Format of the form shall be made available to the short listed vendor(s) at the time of placing the order.
- 4.5.4. At the time of claiming all the payments including refund of EMD, vendor will be required to confirm in writing the bank a/c and other details furnished in Bank Mandate Form. In case of any changes, Bank Mandate Form would require to be re-furnished.
- 4.5.5. Vendor will be required to furnish the documentary proof of delivery [delivery challan] and installation report duly signed by SIDBI officials of respective locations, proof of back-to-back warranty arrangement certificate while claiming the payment.

- 4.5.6. Supplier will be entirely responsible for all applicable present and future, duties, levies, charges, license fees, VAT etc. in connection with delivery of goods at site including incidental services and commissioning.
- 4.5.7. The Bidder must accept the payment terms proposed by the Bank. The financial bid submitted by the Bidder must be in conformity with the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accepted. The Bank shall have the right to withhold any payment due to the Bidder, in case of delays or defaults on the part of the Bidder. Such withholding of payment shall not amount to a default on the part of the Bank.
- 4.5.8. TDS, if any, will be deducted while releasing the payment.
- 4.5.9. All Payments will be made to the Bidder in Indian Rupee only.

4.6. Technical Information

- 4.6.1. The Bidder should strictly quote for the Brand/ Model complying with technical specifications given in **Annexure – III**.
- 4.6.2. The technical documentation involving detailed instruction for operation and maintenance, users' manual etc., is to be delivered with every unit of the equipment supplied. The language of the documentation should be English.
- 4.6.3. The Models offered should strictly conform to the specifications given in the product literature and these models should be supported for a minimum period of 5 years including warranty period and post warranty maintenance. 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.
- 4.6.4. When the configuration/ feature required is not available in a particular model, the next available higher configuration model shall be offered.
- 4.6.5. In addition to the above, if any additional/ enhanced configuration is suggested in view of technological changes, it may be furnished as optional feature with/ without cost duly explaining the additional utility of the offered model in both the technical offer document as well as Commercial Offer document. However, the basic quote should be confined only to the configuration/ model offered for.

4.7. Acceptance

- 4.7.1. The acceptance / performance test will be performed after completion of installation of all the h/w items at the respective locations. Complete hardware and Software as specified in the tender must have been supplied & installed properly by the Bidder prior to acceptance of the same. The acceptance test will be conducted by the Bank, their consultant or other such person nominated by the Bank at its option. The Bidder will be responsible for setting up and running the acceptance test without any extra cost to the Bank.
- 4.7.2. In the event of hardware and software failing to pass the acceptance test, a period not exceeding two weeks will be given to rectify the defects and clear the acceptance test, failing which the Bank reserves the right to get the corresponding component replaced by the Bidder at no extra cost to the Bank or to cancel the order and recall all the payments made by the bank to the bidder.



- 4.7.3. Successful conduct and conclusion of the acceptance tests for the installed components shall also be the sole responsibility and at the cost of the Bidder. During acceptance testing the bidder has to demonstrate all the features of the respective hardware items.
- 4.7.4. The Bank 's right to inspect, test and, where necessary, reject the Goods after the Goods' arrival at destination shall in no way be limited or waived by reason of the Goods having previously been inspected, tested and passed by the Bank or its representative prior to the shipment of the goods.
- 4.7.5. Acceptance test criteria for all the h/w items are given below:

S.N	Nature of activity	Remarks
1	Physical Delivery of the hardware items as per the PO and hardware configuration.	The vendor has to deliver and install the items mentioned in the PO at respective SIDBI locations along with all the accessories, driver CDs/DVDs, manuals etc.
2	Configuration and Installation	The vendor will configure the respective h/w items with the existing LAN/WAN and install related drivers. Vendor shall resolve issues, if any, related to performance/ settings/ drivers/ patches etc. faced by SIDBI or its designated agency during the installation of application/ office automation and other utility software tools being used by SIDBI for internal use.
3	Installation-cum-Acceptance Certificate.	As a confirmation to the above activities mentioned at Sr. 1 & 2, vendor shall obtain Installation-cum-acceptance certificate as per Annexure – VIII duly signed by SIDBI officials of respective locations after 1 week of successful operation of the h/w. and submit the same at the time of claiming final payment.

4.8. Acceptance Date:

Vendor shall submit all the duly signed Installation-cum-Acceptance Certificates at Bank's Mumbai office. Post which, SIDBI shall arrive at a common acceptance date(s) for the entire lot of h/w items under each category. Accordingly, the warranty period of 3 years starting from the date of acceptance, shall be determined and conveyed to the vendor in writing.

4.9. H/w items under buyback option:

- 4.9.1. Hardware items under buyback will be sold by the Bank on "as is where is" basis and purchase price of these items once accepted by the Bank can not be withdrawn by the vendor.
- 4.9.2. The Bank shall offer the buyback items first to SIDBI employees at respective locations at the buyback price offered by the vendor during reverse auction.
- 4.9.3. Proceeds in the form of Cheques/ DDs towards the disposal of buyback items to individual employees shall be forwarded to the bidder.
- 4.9.4. It would be vendor's responsibility to collect the left over buyback items, if any, from respective SIDBI locations. SIDBI will not provide any transportation towards this.

- 4.9.5. Brief specifications of hardware items under buyback are given in **Annexure - X**.

4.10. **Governing language**

- 4.10.1. The Contract shall be written in English. All correspondence and other documents pertaining to the Contract, which are exchanged by the parties, shall be written in English.
- 4.10.2. The technical documentation involving detailed instruction for operation and maintenance, users'
- 4.10.3. Manual etc. is to be delivered with every unit of the equipment supplied. The language of the documentation should be English.

4.11. **Applicable laws**

The Contract shall be interpreted in accordance with the laws prevalent in India.

- 4.11.1. Compliance with all applicable laws: The Bidder shall undertake to observe, adhere to, abide by, comply with and notify the Bank about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this Tender and shall indemnify, keep indemnified, hold harmless, defend and protect the Bank and its employees/ officers/ staff/ personnel/ representatives/ agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising therefrom.
- 4.11.2. Compliance in obtaining approvals/ permissions/ licenses: The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising therefrom and the Bank will give notice **of any such claim or demand of liability within reasonable time to the bidder**.

4.12. **Performance security**

- 4.12.1. The successful bidder(s) shall provide Performance Security in the form of an unconditional Bank Guarantee (BG) of an amount equivalent to 10% of contract value and valid for **WARRANTY period + THREE months** (invocation period) from the date of acceptance. The performance guarantee to be submitted within ONE month after acceptance of goods and before release of full and final payment of the Contract for indemnifying Bank against any default / failure in execution of contract, as per the format provided by Bank.
- 4.12.2. Since the validity of the BG is linked to the warranty/ acceptance of the hardware, the bidder shall submit the BG only after getting the confirmation from the Bank about the acceptance & warranty period.

4.13. **Insurance**

- 4.13.1. The Bidder is responsible for acquiring insurance for all components, equipment and software. The goods supplied under the Contract shall be fully insured.
- 4.13.2. The insurance shall be for an amount equal to 110 percent of the CIF value of the Goods delivered to SIDBI covering "All Risks" (fire, burglary, natural calamities such as Earth quake, floods etc.) **valid till one month from the date of delivery**. If the vendor fails to obtain insurance cover and any loss or damage occur, the vendor will have to replace the items with new ones without any cost to the Bank.
- 4.13.3. Where the Supplier is required under the Contract to transport the Goods to a specified place of destination within India, transport to such place of destination in India, including insurance and storage, as shall be specified in the Contract, shall be arranged by the Supplier
- 4.13.4. Should any loss or damage occur, the Bidder shall
 - 4.13.4.1. Initiate and pursue claim till settlement, and
 - 4.13.4.2. Promptly make arrangements for replacement of any damaged item/s irrespective of settlement of claim by the underwriters.

4.14. **Inspections and tests**

- 4.14.1. Inspection and Quality Control tests before evaluation, prior to shipment of Goods and at the time of final acceptance are as follows:
 - Inspection/Pre-shipment Acceptance Testing of Goods as per quality control formats including functional testing, burn-in tests and mains fluctuation test at full load, facilities etc., as per the standards / specifications may be done at factory site of the Supplier before dispatch of goods, by the Bank / Bank's Consultants / Testing Agency. The supplier should intimate the Bank before dispatch of goods to various locations/ offices for conduct of pre-shipment testing. Successful conduct and conclusion of pre-dispatch inspection shall be the sole responsibility of the Supplier.
 - Provided that the Bank may, at its sole discretion, waive inspection of goods having regard to the value of the order and/or the nature of the goods and/or any other such basis as may be decided at the sole discretion of the Bank meriting waiver of such inspection of goods.
 - In the event of the hardware and software failing to pass the acceptance test, as per the specifications given, a period not exceeding two weeks will be given to rectify the defects and clear the acceptance test, failing which, the Bank reserves the right to cancel the Purchase Order.
- 4.14.2. Nothing stated herein above shall in any way release the Supplier from any warranty or other obligations under this Contract.
- 4.14.3. The Supplier shall provide complete and legal documentation of Systems, all subsystems, operating systems, system software and the other software. The Supplier shall also provide licensed software for all software products, whether developed by it or acquired from others. The Supplier shall also indemnify the Bank against any levies/penalties on account of any default in this regard.
- 4.14.4. On successful completion of acceptability test, receipt of deliverables, etc., and after the Bank is satisfied with the working on the system, the acceptance certificate will be signed by the, Testing Agency and the representative of the Bank.



4.15. Warranty

4.15.1. The Warranty shall be on-site, comprehensive, **BACK-TO-BACK from OEM for a period of 3 years from the date of acceptance.** The vendor will warrant all the hardware and software against defects arising out of faulty design, materials and media workmanship of the hardware and software. The vendor will provide support for hardware and pre-installed software components including operating system during the warranty period. Defective hardware shall be replaced by the vendor at his own cost, including the cost of transport.

4.15.2. The Bidder warrants that the Goods supplied under the Contract are new, unused, of the most recent or current models and incorporate all recent improvements in design and materials unless provided otherwise in the Contract.

4.15.3. The Bidder further warrants that all the Goods supplied under this Contract shall have no defect arising from design, materials or workmanship (except when the design and/or material is required by the Bank's Specifications) or from any act or omission of the Bidder, that may develop under normal use of the supplied Goods in the conditions prevailing at the final destination.

Vendor's hardware engineer will report at SIDBI offices within '**Four hours' [Call-to-Resolution]** of reporting of breakdown through telephone/ email or Fax or courier at the vendor's office as per call logging and escalation matrix. Vendor shall resolve the issue within '**Eight hours' [Call-to-Response]** of its reporting.

4.15.4. If a call is logged by 12:00 noon, the **Call-to-Response/ Call-to-Resolution** time shall be start from the time of reporting of the call on '**Same Business Day (SBD)**'. Otherwise it will start from the start of the '**Next Business Day (NBD)**'.

4.15.5. **Performance Compliance Level during warranty:** Stipulated performance compliance level for the supplied hardware **would be 95%**.

4.15.6. Call will be deemed as call closure if a hardware or part thereof of similar or higher configuration is provided within the **Call-to-Resolution**.

4.15.7. The performance would be measured as under on monthly basis:

$$\text{Performance (\%)} = \frac{\text{Call closed within stipulated Call-to-Resolution}}{\text{Total number of call received in the month}} \times 100$$

4.15.8. **Penalty for shortfall in Performance Compliance Level:** Amount of penalty to be calculated on monthly basis for the shortfall in performance compliance level is as under:

Shortfall in Performance	Penalty (% of the contract value)
<= 1%	1
>1% and <= 3%	3
>3% and <= 5%	5
>5% and <=6%	6
>6% and <=8%	8
>8% and <=10%	10

- 4.15.9. The amount of penalty may be claimed/ adjusted while releasing the Performance Bank Guarantee or the warranty period for the hardware will be extended accordingly.
- 4.15.10. During the Warranty period, the Bidder will have to undertake system maintenance and replacement or repair of defective parts or systems.
- 4.15.11. The Bank shall promptly notify the Bidder in writing / e-mail / fax of any claims arising under this warranty.
- 4.15.12. Upon receipt of such notice the Bidder shall, as mentioned below, repair or replace the defective goods or parts thereof, without any cost to the Bank.
- 4.15.13. In case equipment is taken away for repairs, the vendor shall provide similar standby equipment so that the equipments can be put to use in the absence of the originals/ replacements without disrupting the Bank's regular work.
- 4.15.14. If during operation, the down time of any piece of equipment or component thereof exceeds the agreed Call-To-Resolution time, the Supplier shall provide standby equipment of the same or higher configuration at no cost to the Bank till the original equipment is repaired and made operational.
- 4.15.15. In case some equipment is declared by the vendor as beyond repairs, the vendor shall provide a replacement equipment of the same or higher configuration from the same OEM with prior approval of the bank.
- 4.15.16. Free on-site maintenance services shall be provided by the Supplier during the period of warranty.
- 4.15.17. Further provided that the Bank may, during the currency of the warranty, shift the goods wholly or in part to other location(s) within the Country and in such case the Supplier undertakes to continue to warrant or maintain the goods at the new location without any other additional cost to the Bank.

4.16. **Post Warranty Maintenance:**

- 4.16.1. The selected vendor will enter into AMC (Annual Maintenance Contract) with the bank, if so desired by the bank, for post warranty maintenance after the expiry of the 3 years warranty period. However, the bank will be having right to go with any other vendor for AMC.
- 4.16.2. The hardware supplied should be maintained by the vendor for at least 2 years after the expiry of the warranty period.
- 4.16.3. The AMC charges for the h/w for 4th and 5th year and laptop battery rate contract for 2nd, 3rd, 4th & 5th years **shall not exceed** the rates finalized at the time of purchase.
- 4.16.4. AMC should cover the total equipment along with OS etc procured from the vendor with maintenance support by FAX, e-mail, telephone and on site support, if any required & minimum of 4 Preventive Maintenance calls during the year as per the requirement of the bank. In the case of authorized/ channel partners, AMC charges shall also include the cost for the arrangement with OEM for maintenance of spares, providing support services, updates (if any required) for providing AMC support for period.

4.17. **Repeat Order**

The bank reserves the right to place repeat order for the same items at the contracted rate, up to the extent of 10% of the order value **within 180 days of placing the order.**

4.18. **Forfeiture of performance security**

The Bank shall be at liberty to set off/adjust the proceeds of the performance guarantee towards the loss, if any, sustained due to the supplier's failure to complete its obligations under the contract. This is without prejudice to the Bank's right to proceed against the Supplier in the event of the security being not enough to fully cover the loss/damage.

4.19. **Penalty for Default Delivery**

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 item for each weeks delay or part thereof, subject to maximum of 10% of value of the late delivered items.**

In case the delay exceeds **FIVE** weeks, Bank reserves the right to cancel the order. In such an event vendor will not be entitled to or recover from Bank any amount by ways of damages, loss or otherwise. If orders are cancelled due to non delivery, the vendor will be debarred by Bank for participating in any future tenders floated by Bank.

4.20. **Taken / Brought over of Company**

Subsequent to the order being placed with SIDBI, in the event of bidder or the concerned OEM being taken/ brought over by another company, all the obligations and execution of responsibilities under the agreement with SIDBI should be passed on for compliance by the new company in the negotiation for their transfer.

4.21. **Termination**

Prior to the delivery of the hardware items, the Bank may at any time terminate the contract by giving written notice to the Bidder if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.

The Bank reserves the right to cancel the contract in the event of happening one or more of the following Conditions:

- ◆ Failure of the successful bidder to accept the contract;
- ◆ Delay in offering equipments for pre-delivery Inspection;
- ◆ Delay in delivery beyond the specified period;
- ◆ Delay in completing installation / implementation and acceptance tests / checks beyond the specified periods;
- ◆ Serious discrepancy in hardware noticed during the pre-dispatch factory inspection; and

In addition to the cancellation of purchase contract, Bank reserves the right to appropriate the damages through encashment of Bid Security / Performance Guarantee given by the Bidder.

4.22. **Patent Rights**

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc. arising from the use of the Goods or any part thereof in India, the Supplier shall act expeditiously to extinguish such claim. If the Supplier fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the Supplier shall be responsible for the compensation including all expenses, court costs and lawyer fees. The Bank will give notice to the Supplier of such claim, if it is made, without delay.

4.23. Force majeure

If the performance as specified in this order is prevented, restricted, delayed or interfered by reason of Fire, explosion, cyclone, floods, War, revolution, acts of public enemies, blockage or embargo, Any law, order, proclamation, ordinance, demand or requirements of any Government or authority or representative of any such Government including restrict trade practices or regulations, Strikes, shutdowns or labour disputes which are not instigated for the purpose of avoiding obligations herein, or Any other circumstances beyond the control of the party affected, then notwithstanding anything here before contained, the party affected shall be excused from its performance to the extent such performance relates to prevention, restriction, delay or interference and provided the party so affected uses its best efforts to remove such cause of non-performance and when removed the party shall continue performance with utmost dispatch.

If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such condition, the cause thereof and the change that is necessitated due to the conditions. Until and unless otherwise directed by the Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event

4.24. Resolution of Disputes

It will be the Bank's endeavor to resolve amicably any disputes or differences that may arise between the Bank and the Bidder from misconstruing the meaning and operation of the Tender and the breach that may result.

In case of Dispute or difference arising between the Bank and a Supplier relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The Arbitrators shall be chosen by mutual discussion between the Bank and the Supplier OR in case of disagreement each party may appoint an arbitrator and such arbitrators may appoint an Umpire before entering on the reference. The decision of the Umpire shall be final.

The Bidder shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the Arbitrator or the umpire, as the case may be, is obtained.

Arbitration proceedings shall be held at Mumbai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English;

Notwithstanding anything contained above, in case of dispute, claim & legal action arising out of the contract, the parties shall be subject to the jurisdiction of courts at Mumbai, India only.

Any notice given by one party to the other pursuant to this Contract shall be sent to the other party in writing or by fax and confirmed in writing to the other party's specified address. The same has to be acknowledged by the receiver in writing.

A notice shall be effective when delivered or on the notice's effective date, whichever is later.

5. Reverse Auction/ e-bidding process instructions

5.1. Introduction:

The General Rules and Regulations provided herein govern the conduct of online reverse auctions by **e-Procurement Technologies Ltd** (hereafter referred to as abcprocure™ or ETL) on the abcprocure™ platform. These rules cover the roles and responsibilities of the parties involved in the online reverse auction. **Acceptance in-toto to these General Rules and Regulations is a pre-requisite for securing participation in the online reverse auction for this particular event, on the abcprocure™ platform.**

The key terms pertaining to the online reverse auction and roles & responsibilities are provided hereunder. Prospective bidders are advised to read through the same.

5.2. Role of abcprocure™:

abcprocure™ is the contracted agency currently providing the platform for conducting the reverse auction for procurements undertaken by SIDBI. As the agency providing the auction engine, the role of abcprocure™ would include:

- 5.2.1. Providing access to the approved bidders to participate in the auction on the advise of SIDBI.
- 5.2.2. Enhancing bidder awareness of and comfort with the auction mechanism and bidding rules by organizing suitable training session for the approved bidders.
- 5.2.3. Obtaining the price breakup in the format prescribed by SIDBI, from all the participating bidders within 24 hours of the conclusion of the auction.
- 5.2.4. Summarizing of the auction proceedings in the form of a report and submit the same to SIDBI within three working days of the conclusion of the auction.

5.3. Role of the participating bidders:

The role of the bidder participating in the reverse auction event is outlined below:

- 5.3.1. The bidder would participate in the reverse auction with the aim of bidding to secure the auctioned item(s) as per specifications mentioned in this tender document.
- 5.3.2. The bidder would be provided access to the auction event through a User Id protected by a password. The bidder needs to ensure that the User Id and password is not revealed to unauthorized persons.
- 5.3.3. Access to the auction mechanism shall be provided by abcprocure to all the approved bidders on the advice of SIDBI and after obtaining a written consent to the General Rules & Regulations by the bidder.
- 5.3.4. The bidders would clear all their doubts/ queries about the auction event from abcprocure during the training/ demo session conducted by the abcprocure.
- 5.3.5. Bidder would not change the price or quantity or delivery terms (or any other terms that impact the price) post the bid event.
- 5.3.6. Bidders would submit the price breakup in the format prescribed by SIDBI to abcprocure, within 24 Hrs. from the conclusion of the reverse auction.
- 5.3.7. Bidders would deem to have accepted the Online Bidding Event rules on participation at the bid event. SIDBI will make every effort to make the bid

process transparent. However, the award decision by SIDBI would be final and binding on you.

- 5.3.8. Bidder will not divulge either their bids or those of other suppliers to any other external party.
- 5.3.9. Bidder will not make any offline negotiations with SIDBI. Bidding process related queries could be addressed to abcprocure.
- 5.3.10. Bidder would submit the duly signed **Reverse Auction Process Acceptance letter** in the format as per **Annexure - VII** to be eligible for participating in the reverse auction event.
- 5.3.11. Inability to bid due to telephone line glitch, Internet availability/ response issues, software or hardware hangs will not be the responsibility of abcprocure or SIDBI. However every effort will be made to ensure availability of technology resources to enable continuous bidding.
- 5.3.12. Bidder's participation in bid event shall be only by invitation from SIDBI. Any other suppliers, including those registered with abcprocure do not automatically qualify for participation.
- 5.3.13. Bidder shall not indemnify and hold abcprocure, its subsidiaries, its officers, employees and agents harmless from any direct or indirect loss or damage and or claims for personal injury or property damage caused by any manufacturing defect in the Products or by your negligent or fraudulent act, omission or willful misconduct or breach of any term of this Agreement.

5.4. **Bidding Rules:**

The Bidding Rules refer to the information and terms defined specifically for a particular reverse auction. The purpose of the Bidding rules is to provide approved bidders with the information and terms specific to the auction in which they are bidding. This would include:

- 5.4.1. Definition of the unit of bidding.
- 5.4.2. Start Time and duration of the reverse auction.
- 5.4.3. Auto extension of the duration of the auction in the event of bids being received towards the end of the pre-specified duration
- 5.4.4. Start Price or Reserve Price (if specified).
- 5.4.5. Minimum & Maximum Bidding Quantity (if specified).
- 5.4.6. Price Decrements and any reduction in the price decrements in the auction in the event of inactivity.
- 5.4.7. Other attributes (informational/non-negotiable in nature).
- 5.4.8. Definition of the underlying supply contract (qty, delivery schedule, freight, insurance & local levies) etc.
- 5.4.9. Participation in the auction process presumes complete awareness and understanding of the bidding rules.

5.5. **Conduct of the Reverse Auction**

The reverse auction shall be conducted on pre-specified date and time which will be communicated to the approved bidders well in time. SIDBI retains the right to cancel or reschedule the reverse auction due to any of the followings reasons:

- 5.5.1. The number of confirmed bidders is deemed insufficient to conduct the reverse auction.

- 5.5.2. Some of the confirmed bidders are unable to access the module due to infrastructural problems such as sustained power failure or telecommunication breakdown.
- 5.5.3. There are no bids accepted which are equal to or below any reserve price.
- 5.5.4. The duration of the auction may also vary from the pre-specified period of time on account of termination of the auction:
 - 5.5.4.1. On the advice of SIDBI or
 - 5.5.4.2. On its own accord in case of situations where it is felt that continuance of the auction proceedings is prejudicial to the smooth conduct and/or the integrity of the auction process.

5.6. Conduct of the Reverse Auction

abcprocure shall conduct a training session wherein detailed procedure of online bidding shall be explained to the representatives of the short listed vendors. List of vendors short listed by SIDBI for participating in the reverse auction event, shall be advised to abcprocure and abcprocure in turn shall co-ordinate with the short listed vendors for conducting the training session. **The short listed vendors should arrange for Digital Signature Certificate on their own for participation in reverse auction event.**

5.7. Problems during the conduct of the Reverse Auction:

In the event of any problems being faced in the smooth conduct of the auction, SIDBI may advise abcprocure™ to undertake one or more of the following steps:

- 5.7.1. Cancellation/ premature termination of the reverse auction with/ without a subsequent rerun of the auction on a mutually decided date.
- 5.7.2. Cancellation of a bid.
- 5.7.3. Locking a bidder's account (suspension of operations in the account), etc.

Such intervention may even happen without seeking prior concurrence of the client.

In such an event SIDBI may permit bidding through a combination of online and offline means (offline means by FAX). However, abcprocure™ would not be responsible for any errors in transmission or entry of the information received in the offline medium. In the event of failure of their Internet connectivity, (due to any reason whatsoever it may be) it is the bidders responsibility / decision to send fax communication, immediately to ETL furnishing the price, the bidder wants to bid online, with a request to ETL to upload the faxed price on line so that the service provider will up load that price on line on behalf of the Bidder. It shall be noted clearly that the concerned bidder communicating this price to service provider has to solely ensure that the fax message is received by ETL in a readable / legible form and also the Bidder should simultaneously check up with ETL over phone about the clear receipt of the price faxed. It shall also be clearly understood that the bidder shall be at liberty to send such fax communications of prices to be up loaded by ETL only before the closure of Bid time and under no circumstances it shall be allowed beyond the closure of bid time. Such bidders have to ensure that the service provider is given a reasonable required time by the bidders, to upload such faxed prices online and if such required time is not available at the disposal of ETL at the time of receipt of the fax message from the bidders, ETL will not be uploading the prices. It is to be noted that either SIDBI or ETL are not responsible for these unforeseen circumstances. In order to ward-off such contingent situation, bidders are requested to make all the necessary arrangements / alternatives whatever required so that they are able to circumvent such situation and still be able to participate in the reverse auction successfully.

5.8. Liability of abcprocure™:

abcprocure™ shall not be liable to the SIDBI/ bidders in the auction or any other person/s for:

- 5.8.1. Any breach of contract by any of the parties in the fulfillment of the underlying contract.
- 5.8.2. Any delays in initiating the online auction or postponement/cancellation of the online auction proceedings due to any problem with the hardware/ software/ infrastructure facilities or any other shortcomings.
- 5.8.3. For any damages arising out of or in connection with the use of this site. This is a comprehensive limitation of liability that applies to all damages of any kind, including (without limitation) compensatory, direct, indirect or consequential damages and claims of third parties.

5.9. Confidentiality Clause:

abcprocure™ undertakes to handle any sensitive information provided by the SIDBI or confirmed bidders for the reverse auctions conducted on the abcprocure™ platform with utmost trust and confidentiality.

5.10. Jurisdiction

Any disputes relating to the online auction module shall be subject to the sole jurisdiction of Ahmedabad courts only to the exclusion of any other court.

5.11. Right of the SIDBI

SIDBI reserves the right to fully or partly accept the bids or completely reject the same.

5.12. Contact Details:

Contact details of the officials of abcprocure shall be advised to the short listed vendors at the time of advising the date and time of reverse auction event. Till such time, bidders may forward their queries, if any, to SIDBI.

5.13. Participation in Reverse Auction

Written Acceptance in-toto to the above-mentioned Terms & Conditions of SIDBI AND the General Rules and Regulations of abcprocure™ is a pre-requisite for securing participation in the online reverse auction in the above mentioned items conducted by abcprocure™ on behalf of SIDBI. In the absence of the written acceptance, despite being technically short listed, bidders shall not be allowed to participate in the reverse auction.

6. Annexures:

- 6.1. Bid Forwarding Letter – Annexure – I
- 6.2. Pre-qualification/ Minimum Eligibility Criteria – Annexure – II
- 6.3. Technical Bid Format – Annexure – III.
- 6.4. Statement of Deviations - Annexure - IV
- 6.5. Commercial Bid Format - Annexure – V
- 6.6. Manufacturer's Authorisation Form - Annexure - VI
- 6.7. Reverse Auction Process Acceptance letter - Annexure VII
- 6.8. Installation-cum-acceptance Certificate - Annexure - VIII
- 6.9. Location Wise - New H/w Requirements and Buyback Details
- Annexure - IX (Category A & B)
- 6.10. Brief Specifications of the H/w under buyback – Annexure - X
- 6.11. Undertaking of Authenticity – Annexure - XI
- 6.12. Format of Performance Bank Guarantee – Annexure – XII
- 6.13. Service Support Details & Matrix – Annexure – XIII
- 6.14. Power of Attorney – Annexure - XIV

Annexure - I

Bid Forwarding Letter (To be submitted on Vendor's letter head)

Date:

The General Manager (Systems)
Small Industries Development Bank of India,
3rd Floor, MSME Development Centre,
Plot No. C-11, G Block
Bandra Kurla Complex (BKC), Bandra (E)
Mumbai - 400 051

Dear Sir,

Procurement of Computer Hardware

We, the undersigned, offer to submit our bid in response and accordance with your RfP No. **400/2012/808/BYO/ISD** dated **October 10, 2011**. Having examined the tender document carefully, we are hereby submitting our proposal along with all the requisite tender cost, EMD and other documents as desired by the Bank.

Further, we agree to abide by all the terms and conditions as mentioned herein the tender document. We have also noted that SIDBI reserves the right to consider/ reject any or all bids without assigning any reason thereof.

We understand that the Bank is not bound to accept any proposal it receives.

We remain,

Yours sincerely,

Date	Signature of Authorised Signatory ...
Place	Name of the Authorised Signatory ...
	Designation ...
	Phone & E-mail:
	Name of the Organisation ...
	Seal ...

Annexure - II

Pre-Qualification/ Minimum Eligibility Criteria

SN.	Minimum Eligibility Criteria	Bidder's response
1	Name of the bidder company	
2	Year of establishment	
3	Type of Company [Government/PSU/Pub. Ltd / Pvt. Ltd / partnership / proprietary]	
4	Registration No. and date of registration. Registration Certificate to be enclosed	
5	Address of Registered Office with contact numbers [phone /fax/mail]	
6	Address of Local Office at Mumbai with contact numbers [phone /fax/mail]	
7	PAN No.	
8	OEM or Authorised Partner/dealer [If partner, partnership certificate to be enclosed]	
9	OEM Details	
a	Name of OEM	
b	Address of OEM in India	
c	Contact Details of OEM	
d	Name	
e	Designation	
f	Mobile No.	
g	Fax No.	
h	Mail Id	
10	Contact Details of Bidder's authorized representative to make commitments to SIDBI	
a	Name	
b	Designation	
c	Mobile No.	
d	Fax No.	
e	Mail Id	
11	No of Years of experience in computer hardware [servers, storage etc.] Documentary evidence to be submitted by way of purchase order etc.	
12	Financials	
	Parameter	FY
a	Annual Turnover	2008 - 2009
		2009 - 2010
		2010 - 2011
b	Cash Profit	2008 - 2009
		2009 - 2010
		2010 - 2011



SN.	Minimum Eligibility Criteria		Bidder's response
c	Net worth	2008 - 2009	
		2009 - 2010	
		2010 - 2011	
d	CA certificate to be submitted.		
13	ISO 9000:2001 certification Enclose certificate		
14	OEM authorization for quoting their product. [Yes / No] MAF as per Annexure –VI to be enclosed		
15	Support:		
a	Availability of support arrangement as per para 2.5.9 & 2.5.10 [Yes / No]		
b	Location, Address and contact details of support center attached as per Annexure - XIII: [Yes / No]		
16	Details of Reference Customer [at least 01 customer from BFSI/ Govt./PSU sector]		
	Customer Name and contact No.	Brief details of the h/w supplied	PO No and Date [attach PO with masked prices]
a			
b			

Date Signature of Authorised Signatory ...

Place Name of the Authorised Signatory ...

Designation ...

Phone & E-mail:

Name of the Organisation ...

Seal ...

- Note**
- Bidder response should be complete, Yes/No answer is not acceptable..*
 - Documentary proof, sealed and signed by authorized signatory, must be submitted*
 - Details of clients and relevant contact details are mandatory. Bidders may take necessary approval of the clients in advance before submission of related information. SIDBI will not make any separate request for submission of such information.*
 - SIDBI will contact the bidder referenced customer for verifications of facts, the bidder to ensure that the customer is intimated. Further in case SIDBI feels to visit the site, the bidder to taken necessary approvals for the same. SIDBI will not make any separate request to the bidders customers.*
 - Proposal of the bidders are liable to be rejected in case of incomplete information or wrong information or non-submission of documentary proof.*

Annexure - III

Technical Bid Format

1. CATEGORY – A

Delivery details of all the hardware under this category are given in [Annexure IX](#).

(i) Personnel Computers (PCs): 103 Nos.

SN.	Description	Minimum Specifications	Bidder's Response
1	Make		
2	Model		
3	Form Factor	Small Form Factor (SFF) with tower option.	
4	Processor	2 nd Generation Intel Core i3-2100, 3.10 GHz or above	
5	Cache	3.0 MB	
6	Chipset	Intel H61 Express or higher chipset compatible with Intel Core i3-2100 processor.	
7	Motherboard	Intel/ OEM	
8	Memory	4GB, DDR3, 1333 MHz expandable to at least 8 GB with at least one free DIMM slot.	
9	Monitor	18.5" or more, Wide Color LCD/ LED, Active Matrix, Resolution: 1366 x 768 or higher, Energy Star Compliant from same the OEM	
10	Graphics	Integrated Intel graphics Media Accelerator	
11	Hard disk	320 GB or more 7200 RPM SATA	
12	Optical drive	In built 8x or more DVD ROM	
13	Ports	Min. 4 USB 2.0 (2 front accessible), 1 RJ-45, 1 Line-in, 1 Line-out, 1 Mic. in, 2 PS/2 HDMI, 1 Serial Front- 1	
14	PCI SLOTS	Min. 2 PCI Slots - 1 PCI Express X 1/ 1 PCI Express X 16	
15	Keyboard	Standard full size PS/2 or USB Keyboard with embedded ₹ Rupee symbol from the same OEM	
16	Mouse	01 USB/ PS/2 Two button optical Mouse from the same OEM.	
17	Ethernet Card	Integrated Gigabit Ethernet	
18	Speakers	Integrated Intel definition audio with inbuilt 2 stereo speakers either with monitor or with the CPU.	
19	Operating system	Windows 7 professional 32 bit, preloaded with OS Recovery CD / Data recovery CD.	
20	Certification	Should be certified to run Windows 7 Professional (documentary evidence required)	
21	ISO Certification	Quoted make/ model of the PC should be from OEM having ISO 9001 & 14001 certification.	
22	Compliance	DMI 2.0 Compliance, PCI, ACPI, Energy Star & EPEAT compliance	
23	Warranty	3 yrs, on-site, comprehensive, back to back from OEM	

(ii) External DVD Writers – 73 Nos.

SN.	Description	Minimum Specifications	Bidder's Response
1	Enclosure Type	External	
2	Drive Type	DVD Writer with Read, Write and Re-write functions	
3	Supported Disc Formats	DVD-RAM, DVD+R, DVD+R dual Layer, DVD+RW, DVD-R, DVD-R dual Layer, DVD-RW, DVD-ROM, CD-R, CD-RW, CD-ROM, CD-ROM/XA	
4	Interface	High Speed USB 2.0 or above	
5	Drive Mounting	Horizontal	

SN.	Description	Minimum Specifications	Bidder's Response
6	Print Quality	Up to 4800 x 1200 dpi	
7	Buffer Memory	2MB or more	
8	Read Speed	24x (CD) / 8x (DVD) or more	
9	Write Speed	24x (CD) / 8x(DVD±R) / 6x (DVD±R DL) or more	
10	Rewrite Speed	24x (CD) / 6x (DVD-RW) / 8x (DVD+RW) / 5x (DVD-RAM) or more	
11	OS Support	Microsoft Windows XP, Microsoft Windows 7, Microsoft Windows Vista	
12	Warranty	3 Year on-site comprehensive back-to-back from OEM	

2. CATEGORY – B

The delivery of hardware under this category is given in [Annexure - IX](#).

(i) Laptops: 244 Nos.

SN.	Description	Minimum Specifications	Bidder's Response
1	Make		
2	Model		
3	Processor	2 nd Generation Intel Core i5, 2410M with 2.30 GHz or above	
4	Cache	3 MB	
5	Memory	Min. 4GB, DDR3, 1333 MHz, upgradeable to at least 8GB.	
6	Chipset	Mobile Intel Express Chipset	
7	Display	13.3 inch diagonal, LED backlit	
8	Camera	2.0 Mega Pixels or more HD, in-built camera	
9	Hard disk	320 GB or more 7200 RPM SATA	
10	Optical drive	In built DVD+RW	
11	Ports		
a.	USB Ports	Min. 1 USB 3.0 port, Min. 2 USB 2.0/e-SATA combo port.	
b.	RJ45	One	
c.	VGA	One	
d.	Headphone / speaker out	One	
e.	Microphone Jack	One	
12	Keyboard	Standard full size Keypad with spill resistant	
13	Pointing device	Built in touch pad	
14	Battery	6 Cell Li-Ion Battery with Minimum 4 Hrs Battery Backup.	
15	Ethernet Card	Integrated Gigabit Ethernet	
16	Wireless Support	Integrated 802.11 b/g/n Wireless and bluetooth	
17	Speakers & Microphone	Integrated Microphone and Audio with inbuilt 2 stereo speakers, Intel High Definition Audio 1.0	
18	Security	Integrated Finger Print Reader	
19	Adaptor	220V AC Power Adaptor	
20	Carry case	Good quality Ultra portable executive carry case	
21	Operating system	Windows 7 professional 32-bit, preloaded with OS Recovery CD / Data recovery CD.	
22	Mouse	01 USB Optical Mouse from the same OEM.	
23	Warranty	3 yrs, on-site, comprehensive, back to back from OEM	

(ii) TFT Monitors: 244 Nos.

SN.	Description	Minimum Specifications	Bidder's Response
1	Make		
2	Model		
3	Size	18.5" or more Wide color, Active Matrix LCD/ LED	
4	Resolution	1440X900 or more	
5	Contrast Ratio	1000:1 (typical), 10,000,000:1 (dynamic)	
6	Viewing angle	Min. 160 degree (vertical) / Min. 160 degree (horizontal)	
7	Connectivity	D-sub analog VGA, DVI-D, Min. one USB 2.0/ 3.0	
8	Adjustability	90° Pivot rotation, Swivel, height adjustment & tilt	
9	Audio Support	In-built or externally attached speaker bars with min. two multimedia speakers of 2 Watts each.	
9	Compliance	Energy Star and EPEAT	
10	Warranty	3 Years, on-site, back to back with OEM	

3. CATEGORY – C

Delivery details of all the hardware under this category are given in [Annexure IX](#).

(i) Color Laser Network Printer (13 Nos.) – HP Laser Jet 1510 Color

SN.	Description	Minimum Specifications	Bidder's Response
1	Media Sizes Supported	A4, A5, A6, B5 (ISO, JIS)	
2	Processor Speed	450 MHz	
3	Print Speed	Up to 12 ppm (A4, black), Up to 8 ppm (A4, color,	
4	Paper Handling Input/ Standard	Single-sheet priority feed slot, 150-sheet input tray, 125-sheet face-down output bin.	
5	Print Quality	Upto 600 x 600 dpi	
6	Languages	PCL 6, Postscript level 3 emulation	
7	OS Compatibility	Windows 2000, XP Home, XP Professional, Server 2003, Windows Vista (32 and 64 Bit)	
8	Memory	352 MB	
9	Connectivity / Interface	Hi-Speed USB 2.0, 10/100Base-TX with RJ45 connector	
10	Duty Cycle (Pages/month)	Up to 30,000 pages	
11	Duplex Printing	Manual	
12	Print Technology	In-line colour laser printing technology	
13	Cost Saving & environmental features	Power saver mode, Operational resource & Energy start compliant	
14	Warranty	3 Year on-site comprehensive back-to-back from HP	

(ii) Stand alone Deskjet (56 Nos.) – HP LJ P1008

SN.	Description	Minimum Specifications	Bidder's Response
1	Media Sizes Supported	A4, A5, A6, B5, B6	
2	Processor Speed	266 MHz	
3	Print Speed	Upto 16 ppm	
4	Paper Trays Standard	1, 150-sheet input tray plus single-sheet priority input slot.	
5	Print Quality	Up to 600 x 600 dpi (1200 dpi effective output)	
6	Languages	Host-based printing	

SN.	Description	Minimum Specifications	Bidder's Response
7	OS Compatibility	Windows 2000, XP, Windows Server 2003, Windows Vista	
8	Memory	8 MB	
9	Connectivity / Interface	Hi-Speed USB 2.0 port	
10	Duty Cycle (Pages/month)	upto 5000 pages	
11	Print Technology	Laser	
12	Duplex Printing	Manual	
13	Capacity of Initial Toner Cartridge	Should be equivalent to toner giving maximum yield	
14	Cost Saving & environmental features	Power saver mode, Operational resource & Energy start compliant	
15	Warranty	3 Year on-site comprehensive back-to-back from HP	

(iii) Network LaserJet Printer (34 Nos.) – HPLJ P3015DN

SN.	Description	Minimum Specifications	Bidder's Response
1	Media Sizes Supported	A4, A5, Letter, Legal, Executive, Envelope	
2	Processor Speed	540 MHz or more	
3	Print Speed	40 ppm (A4)	
4	Paper Trays Standard :		
a	Input -Tray 1 capacity	Upto 100 Sheets	
b	Input-Tray 2 capacity	Upto 500 Sheets	
c	Paper handling standard / output	Upto 100 Sheet Rear Bin, 250 Sheet top Output Bin	
5	Print Quality	1200 x 1200 dpi	
6	Languages	PCL 6, Postscript Level 3 emulation	
7	OS Compatibility	Windows7, Windows Vista, 2000, XP, Server 2003, Linux	
8	Memory	128 MB or more	
9	Connectivity / Interface	USB 2.0, & Network Interface (RJ45)	
10	Network Connectivity	Internal 10/100/1000 Fast Ethernet embedded Print Server	
11	Network Management S/w	Network printer management s/w	
12	Duty Cycle (Pages/month)	1,00,000 or more	
13	Duplex Printing	Built-in automatic two-sided	
14	Toner Technology	Integrated drum with toner cartridge	
15	Toner Cartridge life span @ 5% Coverage Area	>= 6000 Pages	
16	Cost Saving & environmental features	Power saver mode, Operational resource & Energy start compliant	
17	Warranty	3 Year on-site comprehensive back-to-back from HP	

(iv) All-in-one Printer (06 Nos.) - HP OJ 6500A AIO (CN555A):

SN.	Description	Minimum Specifications	Bidder's Response
1	Media Sizes Supported	A4, A5, Legal, Letter, Envelope, Executive	
2	Functions	Print, copy, Scan, Fax	
3	Duty cycle(pages / Month)	Up to 7000 pages	



SN.	Description	Minimum Specifications	Bidder's Response
4	Paper handling input, standard	250-sheet input tray, 35-sheet ADF	
5	Print Technology	Thermal Inkjet	
6	Print Quality	Up to 4800 x 1200 dpi	
7	Duplex Printing	Manual	
8	Memory	64 MB	
9	Scan Specifications	Scan Type: Flatbed, ADF Scanning resolution : Up to 4800 dpi Scan Size ADF: 216 x 356 mm Scan Size Flatbed: 216 x 297 mm Auto document feeder capacity : 35 sheets	
10	Copier specifications	Copy speed (Black) : upto 20 cpm Copier resize : 25 to 400% Max copies : upto 100	
11	Fax Specifications	Speed : 3 sec / page ; Max . Speed dialling numbers : upto 100, with features for Auto redialling and Fax delayed sending .	
12	OS Compatibility	Windows 7, Windows vista, 2000, XP, Linux	
13	Connectivity	1 USB 2.0; 1 Ethernet; 2 memory card slots; 1 RJ-11 fax	
14	No of Print Catridges	2 (One Colour cartridge and one black cartridge)	
15	Warranty	3 Year on-site comprehensive back-to-back from HP	

Note: *In the 'Bidder's Response' column of each table, please mention precisely the offerings as per the brand/ model being quoted by you. Simply writing 'Yes' or 'Complied' will not be acceptable and such bids shall liable to be rejected.*

Datasheets of all the items should be enclosed with the technical bids. Any other equipments, cables, connectors etc., required meeting the Banks requirement and to complete the installation has to be arranged by the bidder at no additional cost to the Bank.

Date Signature of Authorised Signatory ...

Place Name of the Authorised Signatory ...

Designation ...

Phone & E-mail:

Name of the Organisation ...

Seal ...

Annexure - IV

Statement of Deviations

Bidders are requested to provide details of all deviations, comments and observations or suggestions in the following format with seal and signature. You are also requested to provide a reference of the page number, state the clarification point and the comment/ suggestion/ deviation that you propose as shown below.

SIDBI may at its sole discretion accept or reject all or any of the deviations, however it may be noted that the acceptance or rejection of any deviation by SIDBI will not entitle the bidder to submit a revised commercial bid

Supply & Installation of Computer Hardware - List of Deviations (Tender No. 400/2012/808/BYO/ISD dated October 10, 2011)			
S. No.	Point of reference in the tender	Page number	Comment/ Suggestion/ Deviation
1.			
2.			

Date: Signature of Authorised Signatory:

Place: Name of the Authorised Signatory:

Designation :

Name of the Organisation:

Seal :

Annexure – V

Commercial Bid - cum- Price Break-up Format Category – A

S. N.	Item Description	Make/ Model	Qty.	Unit Price, incl. of all taxes		Total, incl. of all taxes	Octroi, if any	
				Figures	Words			
				[A]	[B]	[C=AxB]		
A. Mandatory Costs:								
1	PC complying with technical specifications as per Annexure - III		103					
2	External DVD Writers complying with technical specifications as per Annexure - III		73					
3	Total cost of new H/w [1+2]:							
4	Buyback cost of old PCs		177					
5	Total Cost of Ownership [TCO] for Category A: [3-4]							
B. Optional Costs:								
1	AMC Charges per unit, in terms of the %age of the Unit Cost quoted as mandatory costs							
	Hardware item				4th Year	5th Year of AMC		
1.1	PC			 % %		
1.2	External DVD Writers			 % %		

Bidders are requested to note the following:

- All the details must be provided as per format.
- Separate commercial bid for each category to be provided.
- Masked commercial bids must be given with technical bid.
- All the rates must be quoted in INR.
- L1 will be arrived separately for each category
- Conditional commercial bids would be rejected
- L1 would be determined on the basis of the TCO as at Sr.No. 5.
- Octroi amount, if any, shall be reimbursed separately on the production of original receipt in the name of SIDBI. Vendor should claim the octroi reimbursement, if any, at the time of delivery payment i.e. 90%.

Date

Signature of Authorised Signatory ...

Place

Name of the Authorised Signatory ...

Designation ...

Phone & E-mail:

Name of the Organisation ...

Seal ...



Annexure – V (Contd....)

Commercial Bid – cum- Price Break-up Format Category – B

[Amt. in ₹]

S. N.	Item Description	Make/ Model	Qty.	Unit Price, incl. of all taxes		Total, incl. of all taxes [C=AxB]	Octroi, if any
				Figures	Words		
				[A]	[B]		
A. Mandatory Costs:							
1	Laptops complying with technical specifications as per Annexure - III		244				
2	TFT Monitors complying with technical specifications as per Annexure - III		244				
3	Total cost of new H/w [1+2]:						
4	Buyback cost of old Laptops		164				
5	Total Cost of Ownership [TCO] for Category B: [3-4]						
B. Optional Costs:							
1	AMC Charges applicable per unit, in terms of the %age of the Unit Cost quoted as mandatory costs:						
	Hardware item →			4th Year		5th Year	
1.1	Laptop		 %	 %	
1.2	TFT Monitor		 %	 %	
2	Rate Contract [Amt. in ₹] per unit applicable after expiry of warranty:						
	Hardware item		2nd Year [₹]	3rd Year [₹]	4th Year [₹]	5th Year [₹]	
2.1	Laptop battery						

Bidders are requested to note the following:

- All the details must be provided as per format.
- Separate commercial bid for each category to be provided.
- Masked commercial bids must be given with technical bid.
- All the rates must be quoted in INR.
- L1 will be arrived separately for each category
- Conditional commercial bids would be rejected
- L1 would be determined on the basis of the TCO as at Sr.No. 5.
- Octroi amount, if any, shall be reimbursed separately on the production of original receipt in the name of SIDBI. Vendor should claim the octroi reimbursement, if any, at the time of delivery payment i.e. 90%.

Date

Signature of Authorised Signatory ...

Place

Name of the Authorised Signatory ...

Designation ...

Phone & E-mail:

Name of the Organisation ...



Seal ...

Annexure – V (Contd....)

Commercial Bid - cum- Price Break-up Format
Category – C

S. N.	Item Description	Make/ Model	Qty.	Unit Price, incl. of all taxes		Total, incl. of all taxes	Octroi, if any
				Figures	Words		
				[A]	[B]		
						[C=AxB]	[Amt. in ₹]
A. Mandatory Costs:							
1	Printers complying with technical specifications as per Annexure - III						
1.1	HP Laser Jet 1510 Color		13				
1.2	HP LJ P1008		56				
1.3	HP LJ P3015DN		34				
1.4	HP OJ 6500A AIO (CN555A)		6				
2	Total cost of new H/w [1+2+3]:						
3	Buyback cost of old Printers →						
3.1	Samsung CLP 550		13				
3.2	Samsung ML 2250		56				
3.2	Xerox Phaser 3450		22				
3.4	EPSON DFX 8000 & 8500		23				
3.5	IBM 4247		4				
4	Total buyback cost of old H/w [3.1+3.2+3.3+3.4+3.5]:						
5	Total Cost of Ownership [TCO] for Category A: [2-4]						
B. Optional Costs:							
1	AMC Charges per unit, in terms of the %age of the Unit Cost quoted as mandatory costs						
	Hardware item				4th Year	5th Year of AMC	
1.1	HP Laser Jet 1510 Color			 % %	
1.2	HP LJ P1008			 % %	
1.3	HP LJ P3015DN			 % %	
1.4	HP OJ 6500A AIO (CN555A)			 % %	

Bidders are requested to note the following:

- All the details must be provided as per format.
- Separate commercial bid for each category to be provided.
- Masked commercial bids must be given with technical bid.
- All the rates must be quoted in INR.
- L1 will be arrived separately for each category
- Conditional commercial bids would be rejected
- L1 would be determined on the basis of the TCO as at Sr.No. 5
- Octroi amount, if any, shall be reimbursed separately on the production of original receipt in the name of SIDBI. Vendor should claim the octroi reimbursement, if any, at the time of delivery payment i.e. 90%.

Date

Signature of Authorised Signatory ...

Place

Name of the Authorised Signatory ...

Designation ...



Phone & E-mail:

Name of the Organisation ...

Seal ...

Annexure VI

Manufacturer Authorisation Format

(To be submitted on OEM's letter head)

Ref:

Date:

To
The General Manager [Systems]
Small Industries Development Bank of India
MSME Development Center, 3rd Floor
Information Services Department
Plot No.C-11, G Block
Bandra Kurla Complex
Bandra [East]
Mumbai 400 051

Dear Sir,

**Sub: Manufacturer Authorisation for
RfP No. 400/2012/808/BYO/ISD dated October 10, 2011**

We **<OEM Name>** having our registered office at **<OEM Address>** are an established and reputed manufacturer of **<hardware details>**.

We confirm that **<Bidder Name>** having its registered office at **<Bidder Address>** is our authorized partner/ re-seller/ dealer for our **<hardware details>**. We authorize them to quote for our equipments in the above mentioned RfP.

Further, we assure that we would extend full support to them in all respects for supply, warranty and maintenance of our products. We also ensure to provide the service support for the supplied equipments during the warranty period as per RfP terms.

We also undertake that in case of default in execution of this RfP by the **<Bidder Name>**, the **<OEM Name>** will take all necessary steps for successful execution of this project as per RfP requirements.

<OEM Name>

<Authorised Signatory>

Name:

Designation:

Note: This letter of authority should be on the letterhead of the OEM and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the bidder in its bid.

Annexure - VII

Reverse Auction Process - Acceptance Letter

(To be submitted on vendor's letter head)

Place :

Date :

To,

The General Manager (Systems)
SIDBI, Information Services Department [ISD],
3rd Floor, MSME Development Center
Plot No.C-11, 'G' Block
Bandra Kurla Complex, Bandra(East)
Mumbai 400 051

Dear Sir,

**Sub: RfP No. 400/2012/808/BYO/ISD Dated October 10, 2011
for supply of Computer Hardware**

We hereby, confirm that we have understood the lot & market break up, price calculation and the process of Dynamic Online Negotiation Event. We confirm that we have understood the process of bidding and the relevant important issues the Online Engine (Software) and how to place our bid on the Engine. Further, we also confirm that we have valid digital signature for participation in the reverse auction.

We also confirm that we have made arrangements and would be able to place our bid on the specified date & time on our own.

Thanking you

Yours sincerely

For,

Name:

Designation of Signatory:
(with Seal Contact No)

(Pls give the contact no on, which your concerned person will be available during the time of bidding)

Annexure -VIII

Installation-cum-Acceptance Certificate

(To be submitted for respective locations)

1	Vendor Name	
2	RfP No	400/2012/808/BYO/ISD Dated October 10, 2011
3	Purchase Order No and Date	
5	Description of equipment	
7	Date of Delivery	
8	Installation Date	
6	Serial No's of equipment installed at this location (if the list is big, a separate sheet may be attached)	
	Certificate	Equipment [as per ordered configuration] has been delivered and successfully installed & configured as per our requirements and all the systems are working satisfactorily for the past one week . Accordingly, the hardware may be accepted.

Name of SIDBI official : _____

Designation : _____

Signature : _____

Date : _____

Seal :

Annexure – IX

Category A & C – New Hardware Requirements & Buyback Details

S No.	Office Name	PC Details		Printers under buyback					New Printer Requirement				External DVD Writers
		Old PCs under buyback	New PC	Samsung CLP 550	Samsung ML 2250	Xerox Phaser 3450	EPSON DFX 8000, 8500	IBM 4247	Color laser printer	Stand-Alone DJ	NW-duplex**	All-in-one	
1	AGARTHALA	0	0	0	0	0	0	0	0	0	0	0	1
2	AGRA	1	2	0	1	0	0	0	0	1	0	0	1
3	AHMEDABAD	10	0	0	3	2	1	0	0	3	2	0	0
4	AHMEDNAGAR	0	1	0	0	0	0	0	0	0	0	0	1
5	AIZAWL	0	0	0	0	0	0	0	0	0	0	0	1
6	ALIGARH	0	1	0	0	0	0	0	0	0	0	0	1
7	ALWAR	0	0	0	0	0	0	0	0	0	0	0	1
8	AMBATUR BO	0	1	0	1	0	0	0	0	1	0	0	1
9	Andheri BO	1	2	0	0	0	0	0	0	0	0	0	1
10	ANKLESHWAR	1	2	0	0	0	0	0	0	0	0	0	1
11	AURANGABAD	1	0	0	0	1	0	0	0	0	1	0	1
12	BADDI	0	0	0	0	0	0	0	0	0	0	0	1
13	BALANAGAR	1	0	0	0	0	0	0	0	0	0	0	1
14	BANGALORE	6	3	0	2	0	1	1	0	2	0	0	0
15	BAREILY	0	1	0	0	0	0	0	0	0	0	0	1
16	BARODA	1	0	0	1	0	0	0	0	1	0	0	0
17	BELGAUM	0	0	0	0	0	0	0	0	0	0	0	1
18	BELLARY	0	0	0	0	0	0	0	0	0	0	0	1
19	BHOPAL	3	0	0	1	0	1	0	0	1	0	0	0
20	BHUBANESWAR	3	2	0	1	0	1	0	0	1	0	0	0
21	BILASPUR	0	0	0	0	0	0	0	0	0	0	0	1
22	CALCUTTA	8	0	1	0	1	1	0	1	0	1	0	0
23	CHANDIGARH	3	1	1	2	0	2	0	1	2	0	0	0
24	CHENNAI	10	0	0	5	2	1	1	0	5	2	1	0
25	CHINCHWAD	0	0	0	0	0	0	0	0	0	0	0	1
26	COCHIN	0	0	0	1	0	1	0	0	1	0	0	0
27	COIMBATORE	2	3	0	1	0	0	0	0	1	0	0	1
28	DEHRADUN	3	2	0	1	0	0	0	0	1	0	0	1
29	DHANBAD	0	0	0	0	0	0	0	0	0	0	0	1
30	DIMAPUR	0	0	0	0	0	0	0	0	0	0	0	1
31	DURGAPUR	0	0	0	0	0	0	0	0	0	0	0	1
32	ERODE	1	0	0	0	0	0	0	0	0	0	0	1
33	FARIDABAD	1	1	0	0	0	1	1	0	0	0	0	0
34	GANDHIDHAM	0	1	0	0	0	0	0	0	0	0	0	1
35	GANGTOK	0	0	0	0	0	0	0	0	0	0	0	1
36	GHAZIABAD	0	0	0	0	0	0	0	0	0	0	0	1
37	Greater Noida	0	0	0	0	0	0	0	0	0	0	0	1
38	Gurgaon	1	1	0	1	0	0	0	0	1	0	0	1
39	GUWAHATI	5	0	0	0	0	1	0	0	0	0	0	0
40	HOSUR	0	0	0	0	0	0	0	0	0	0	0	1
41	HUBLI	0	0	0	0	0	0	0	0	0	0	0	0
42	HYDERABAD	0	3	0	2	0	1	0	0	2	0	0	0
43	IMPHAL	0	0	0	0	0	0	0	0	0	0	0	1
44	INDORE	0	1	0	1	0	0	0	0	1	0	0	1
45	ITANAGAR	0	0	0	0	0	0	0	0	0	0	0	1
46	JAIPUR	7	9	0	2	0	1	0	0	2	0	0	0
47	JALANDHAR	2	0	0	0	0	0	0	0	0	0	0	1



S No.	Office Name	PC Details		Printers under buyback					New Printer Requirement				External DVD Writers
		Old PCs under buyback	New PC	Samsung CLP 550	Samsung ML 2250	Xerox Phaser 3450	EPSON DFX 8000, 8500	IBM 4247	Color laser printer	Stand-Alone DJ	NW-duplex**	All-in-one	
48	JAMMU	1	1	0	1	0	0	0	0	1	0	0	1
49	JAMNAGAR	0	1	0	0	0	0	0	0	0	0	0	1
50	JAMSHEDPUR	0	1	0	0	0	0	0	0	0	0	0	1
51	JANAKPURI	0	0	0	0	0	0	0	0	0	0	0	1
52	JODHPUR	0	0	0	0	0	0	0	0	0	0	0	1
53	KANPUR	3	0	0	1	0	1	0	0	1	0	0	0
54	KHARAGPUR	0	0	0	0	0	0	0	0	0	0	0	1
55	KISHANGARH	1	0	0	0	0	0	0	0	0	0	0	1
56	KOLHAPUR	1	2	0	0	0	0	0	0	0	0	0	1
57	KOZIKODE	0	0	0	0	0	0	0	0	0	0	0	1
58	KUNDLI	0	0	0	0	0	0	0	0	0	0	0	1
59	LUCKNOW	11	0	5	4	2	2	0	5	4	2	2	0
60	LUDHIANA	5	0	0	2	1	1	0	0	2	1	0	1
61	MADURAI	0	0	0	0	0	0	0	0	0	0	0	1
62	MANGALORE	0	0	0	0	0	0	0	0	0	0	0	1
63	MMRBO, Nariman Point	3	0	0	1	1	0	0	0	1	1	0	0
64	Mumbai	49	49	5	10	8	2	1	5	10	8	1	0
65	MYSORE	1	0	0	0	0	0	0	0	0	0	0	1
66	NAGPUR	0	2	0	0	0	0	0	0	0	1	0	1
67	NASIK	1	1	0	1	0	0	0	0	1	0	0	1
68	NELLORE	0	0	0	0	0	0	0	0	0	0	0	1
69	NEW DELHI	12	0	1	4	2	2	0	1	4	2	2	0
70	Noida BO	2	0	0	1	0	0	0	0	1	0	0	1
71	OKHLA	0	0	0	0	0	0	0	0	0	0	0	1
72	PANAJI	2	0	0	0	0	1	0	0	0	0	0	0
73	PATNA	0	0	0	0	0	1	0	0	0	1	0	1
74	PEENYA	0	0	0	0	0	0	0	0	0	0	0	1
75	PONDICHERY	0	0	0	1	0	0	0	0	1	0	0	1
76	PUNE	2	0	0	2	1	0	0	0	2	1	0	0
77	RAIPUR	1	0	0	0	0	0	0	0	0	0	0	1
78	RAJAMUNDRY	0	0	0	0	0	0	0	0	0	0	0	1
79	RAJKOT	0	1	0	0	0	0	0	0	0	0	0	1
80	RANCHI	2	0	0	0	0	0	0	0	0	0	0	1
81	ROORKEE	0	0	0	0	0	0	0	0	0	0	0	1
82	ROURKELA	0	0	0	0	0	0	0	0	0	0	0	1
83	RUDRAPUR	0	1	0	0	0	0	0	0	0	0	0	1
84	SHILLONG	0	0	0	0	0	0	0	0	0	0	0	1
85	SHIMLA	0	0	0	0	0	0	0	0	0	0	0	1
86	Surat BO	2	2	0	1	0	0	0	0	1	0	0	1
87	THANE	1	0	0	1	0	0	0	0	1	0	0	1
88	TIRUPUR	1	0	0	0	1	0	0	0	0	1	0	0
89	TRICHY	1	1	0	0	0	0	0	0	0	0	0	1
90	UDAIPUR	0	0	0	0	0	0	0	0	0	0	0	1
91	VAPI	3	1	0	0	0	0	0	0	0	0	0	0
92	VARANASI	0	0	0	0	0	0	0	0	0	0	0	1
93	VATVA	1	1	0	0	0	0	0	0	0	0	0	1
94	VIJAYWADA	0	1	0	0	0	0	0	0	0	0	0	1
95	VIZAG	0	0	0	0	0	0	0	0	0	0	0	1
96	WALUJ	0	1	0	0	0	0	0	0	0	0	0	1
Total		177	103	13	56	22	23	4	13	56	24	6	73

**Delivery locations for 10 N/w duplex printers shall be separately advised at the time of placing the order.

Annexure – IX (contd)

Category B – New Hardware Requirements & Buyback Details

S. No.	Office Name	Laptop details			TFT Monitors	
		Old laptops under buyback [164 No.]				New Laptop requirement
		DELL Latitude D820 - 126 No.	Toshiba Techra A8, M5, M9 - 16 No.	HP NX 6120 - 17 No. HP NX 9040- 1 No. HCL Powerlite - 4 No.		
1	AHMEDABAD	4	0	0	9	9
2	AMBATUR BO	1	0	0	2	2
3	Andheri BO	1	0	0	3	3
4	AURANGABAD	1	0	0	3	3
5	BADDI	1	0	0	1	1
6	BANGALORE	3	1	0	5	5
7	BAREILY	1	0	1	0	0
8	BARODA	1	0	0	3	3
9	BHOPAL	1	0	0	3	3
10	BHUBANESWAR	3	0	0	5	5
11	CALCUTTA	9	1	2	11	11
12	CHANDIGARH	1	0	0	4	4
13	CHENNAI	9	1	2	17	17
14	COCHIN	1	0	0	2	2
15	COIMBATORE	2	0	0	4	4
16	DEHRADUN	2	1	0	2	2
17	ERODE	1	0	0	2	2
18	FARIDABAD	2	0	0	5	5
19	GANDHIDHAM	0	0	0	1	1
20	Gurgaon	1	0	0	2	2
21	GUWAHATI	3	0	1	6	6
22	HOSUR	1	0	0	2	2
23	HYDERABAD	4	2	0	5	5
24	INDORE	2	1	0	2	2
25	JAIPUR	3	0	0	4	4
26	JALANDHAR	1	0	0	2	2
27	JAMMU	1	0	0	1	1
28	JAMSHEDPUR	1	0	0	2	2
29	JODHPUR	1	0	0	2	2
30	KANPUR	1	0	0	2	2
31	KOLHAPUR	1	0	0	1	1
32	LUCKNOW	27	1	8	27	27
33	LUDHIANA	1	0	0	4	4
34	MADURAI	1	0	0	1	1
35	MMRBO, Nariman Point	1	0	0	4	4
36	Mumbai	40	4	4	43	43
37	NAGPUR	1	0	0	2	2
38	NASIK	1	0	0	3	3



S. No.	Office Name	Laptop details			TFT Monitors	
		Old laptops under buyback [164 No.]				New Laptop requirement
		DELL Latitude D820 - 126 No.	Toshiba Techra A8, M5, M9 - 16 No.	HP NX 6120 - 17 No. HP NX 9040- 1 No. HCL Powerlite - 4 No.		
39	NELLORE	1	0	0	1	1
40	NEW DELHI	12	4	3	12	12
41	Noida BO	1	0	0	3	3
42	OKHLA	2	0	0	2	2
43	PANAJI	1	0	1	2	2
44	PATNA	1	0	0	2	2
45	PUNE	1	0	0	4	4
46	RAIPUR	1	0	0	2	2
47	RAJKOT	1	0	0	2	2
48	RANCHI	1	0	0	2	2
49	ROURKELA	0	0	0	1	1
50	RUDRAPUR	1	0	0	1	1
51	SHIMLA	1	0	0	1	1
52	Surat BO	1	0	0	2	2
53	THANE	1	0	0	3	3
54	TIRUPUR	0	0	0	3	3
55	VARANASI	1	0	0	2	2
56	VISAKHAPATANAM	1	0	0	2	2
Total		164	16	22	244	244

Annexure - X

Brief Specifications of the H/w items under buyback

S. No.	H/w item	Make/ Model	Qty.	Brief Specifications
1	PC	PCS PRODiiGY	177	P4, 3.4 GHz, 512MB RAM, PCS 15" TFT Monitor, 40GB HDD, 1.44MB FDD, 52X CD ROM, Keyboard, Mouse, Tower Model, Ethernet Card.
2	Laptops:		164	
		HP NX6120	17	Intel Pentium M 740, 1.73 Ghz, 2 MB Cache, 512 MB RAM, 40 GB HDD, 4 USB 2.0, Keypad, Touchpad, Ethernet card, Power Adapter, DVD/CDRW Combo drive 8X/24X, Blue Tooth, 15" Display
		HP Compaq NX 9040	1	Intel Centrino Pentium M 705, 1.5 Ghz, 256 MB RAM, 40 GB HDD, 1.44 MB FDD, Ethernet Card, 56 Kbps internal Modem, 14.1" display, 8X DVD ROM, Keypad, Touchpad, Ethernet card, Power Adapter.
		HCL Infinity Powerlite 6010	4	Intel Centrino Pentium M, 1.6 Ghz, 512 MB RAM, 15" Display, 40 GB HDD, 4 USB 2.0, Keypad, Touchpad, Ethernet card, Power Adapter, DVD/CDRW Combo drive 8X/24X, Internal 56 Kbps Fax/Data Modem.
		DELL Latitude D820	126	Intel Core Duo Processor, 1.66 Ghz, 512 MB RAM, 60 GB HDD, 15.4" Wide Display, 24X DVD-RW, Keypad, Touchpad, Ethernet card, Power Adapter,
		Toshiba Techra A8	14	Intel Core Duo , 1.66 Ghz, 512 MB RAM, 60 GB HDD, 15" Display, Keypad, Touchpad, Ethernet card, Power Adapter.
		Toshiba M5	1	Intel Core Duo , 1.66 Ghz, 512 MB RAM, 60 GB HDD, 15" Display, Keypad, Touchpad, Ethernet card, Power Adapter
		Toshiba M9	1	Intel Core Duo , 1.66 Ghz, 512 MB RAM, 60 GB HDD, 15" Display, Keypad, Touchpad, Ethernet card, Power Adapter.
3	Printers:		118	
		Samsung CLP550	13	Color Laser Printer
		Samsung ML 2250	56	Entry Level Laser Printers
		Xerox Phaser 3450	22	Network Laser printer with duplex printing.
		Epson DFX 8000	19	High Speed Dot Matrix Printers
		Epson DFX 8500	4	High Speed Dot Matrix Printers
		IBM 4247	4	Serial DMP

Annexure - XI

Undertaking of Authenticity

[to be signed by authority not lower than the Company Secretary of the Vendor]

With reference to the hardware items quoted to you vide our quotation No.: _____ dated _____ in response to your tender no. **400/2012/808/BYO/ISD dated October 10, 2011**, we hereby undertake that all the components / parts / assembly / software used in these hardware items shall be original/new from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts / assembly / software are being used or shall be used.

We also undertake that in respect of licensed operating system if asked for by you in the purchase order, the same shall be supplied along with the authorised license certificate [eg., product keys on certification of authenticity in case of Microsoft Windows operating system) and also that it shall be sourced from the authorised source (eg., authorised Microsoft channel in case of Microsoft operating system).

Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM supplier's at the time of delivery or within a reasonable time.

In case of default and we are unable to comply with above at the time of delivery or during installation for the IT hardware / software already billed, we agree to take back the same, if already supplied and return the money if any paid to us by you in this regard.

We (*Vendor name*) also take full responsibility of both parts & service SLA as per the content even if there is any defect by our authorised service centre / reseller / SI etc.

Authorised Signatory

Name

Designation

Place

Date

Annexure - XII

Performance Guarantee Format

(Sample Format)

TO BE EXECUTED ON A NON-JUDICIAL STAMPED PAPER OF THE APPROPRIATE VALUE

KNOW ALL MEN BY THESE PRESENTS that in consideration of the Small Industries Development Bank of India (SIDBI), a Corporation constituted and established under the Small Industries Development Bank of India Act, 1989, and having its Head Office at SIDBI Tower, 15 Ashok Marg, Lucknow, 226001, and office at 3rd Floor, SME Development Centre, Plot No. C-11, G Block, Bandra Kurla Complex (BKC), Bandra (E), Mumbai - 400 051 (hereinafter called the Corporation) having agreed to accept from M/s. 'Vendor Name' having its office at 'Vendor's Office Address', (hereinafter called "the Vendor") an agreement of guarantee for Rs. _____ (Rupees _____ only), for the due fulfillment by the vendor of the terms and conditions of the Purchase order No. _____ dated _____ made between the vendor and the Corporation for providing services for SIDBI's 'Project Details' hereinafter called "the said Agreement").

1. We, Bank (Bank Name and Details), do hereby undertake to indemnify and keep indemnified the Corporation to the extent of Rs. _____ (Rupees _____ only) against any loss or damage caused to or suffered by the Corporation during warranty period by reason of any breach by the Vendor of any of the terms and conditions contained in the said Agreement of which breach the opinion of the Corporation shall be final and conclusive.

2. And we Bank (Bank Name and Details), do hereby guarantee and undertake to pay forthwith on demand to the Corporation such sum not exceeding the said sum of Rs. _____ (Rupees _____ only) only as may be specified in such demand, in the event of the vendor failing or neglecting to execute fully efficiently and satisfactorily the order for implementation services for the 'Project Details' placed with it (the work tendered for by it) within the period stipulated in the said Agreement in accordance with the design, specification, terms and conditions contained or referred to in the said Agreement or in the event of the Vendor refusing or neglecting to maintain satisfactory operation of the equipment or work or to make good any defect therein notified by the Corporation to the vendor during the warranty period or otherwise to comply with and conform to the design, specification, terms and conditions contained or referred to the said Agreement.

3. We, Bank (Bank Name and Details), further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said order as laid down in the said agreement including the "Warranty obligations" or till validity date of this guarantee i.e. upto _____, whichever is earlier and subject to the terms of the "the said Agreement" it shall continue to be enforceable for the breach of warranty conditions within warranty period and till all the defects notified by the Corporation to the vendor during the warranty period have been made good to the satisfaction of Corporation & the Corporation or its authorized representative certified that the terms and conditions of the said agreement have been fully and properly complied with by the vendor or till validity of this guarantee i.e. _____, whichever is earlier.



4. We, Bank (Bank Name and Details), may extend the validity of Bank Guarantee at the request of the Vendor for further period or periods from time to time beyond its present validity period, but at our sole discretion.

5. The liability under this guarantee is restricted to Rupees _____/- only and will expire on _____ and unless a claim in writing is presented to us at Bank (Bank Name and Details) within 3 months from _____, i.e. on or before _____, all your rights will be forfeited and we shall be relieved of and discharged from all our liabilities there-under.

6. The Guarantee herein contained shall not be determined or affected by Liquidation or winding up or insolvency or closure of the Vendor.

7. The executant has the power to issue this guarantee and executants on behalf of the Bank and hold full and valid Power of Attorney granted in their favour by the Bank authorising them to execute this guarantee.

Notwithstanding anything contained here in above, our liability under this guarantee is restricted to Rs. _____ (Rupees _____ only). Our guarantee shall remain in force until _____. Our liability hereunder is conditional upon your lodging a demand or claim with Bank (Bank Name and Details) on or before _____. Unless a demand or claim is lodged with Bank (Bank Name and Details) within the aforesaid time, your rights under the guarantee shall be forfeited and we shall not be liable there under. This guarantee shall be governed by and construed in accordance with the laws of India. All claims under this guarantee will be made payable at Bank (Bank Name and Details). This Guarantee will be returned to the Bank when the purpose of the guarantee has been fulfilled or at its expiry, which ever is earlier.

We, Bank (Bank Name and Details) lastly undertake not to revoke this guarantee during its currency except with the previous consent of the Corporation in writing.

In witness where of we have set and subscribed our hand and seal thisday of2011 .

SIGNED, SEALED AND DELIVERED.

BY
AT

IN THE PRESENCE OF

WITNESS

:

1)

Name
Signature.....
Designation.....

2)

Name
Signature.....
Designation.....



Annexure - XIII

Service Support Details & Matrix for – Category - Hardware

[If bidder is participating for all the three categories, combined details may be provided for all locations]

S N.	Location	Support location i.e. Local/ Remote	Whether the support available is (D)irect or (I)n-direct [D/I]	Complete address & contact person at the support center for call logging & escalation purposes. Besides address, providing contact person, phone no. & e-mail id is a must.		
				Level – 1 (call logging)	Level-2 (escalation)	Level-3 (escalation)
1						
2						



Annexure – XIV

Power of Attorney

(To be executed on non-judicial stamp paper)

BY THIS POWER OF ATTORNEY executed on _____, 2011, We _____, a Company incorporated under the Companies Act, 1956, having its Registered Office at _____ (hereinafter referred to as “the Company”) doth hereby nominate, constitute and appoint <Name>, <Employee no.>, < Designation> of the Company, as its duly constituted Attorney, in the name and on behalf of the Company to do and execute any or all of the following acts, deeds, matters and things, namely :-

- Execute and submit on behalf of the Company a Proposal and other papers / documents with ‘Small Industries Development Bank of India’ (“SIDBI”) relating to ‘Request for proposal No. **400/2012/808/BYO/ISD dated October 10, 2011** for the Supply & Installation of Computer Hardware for various SIDBI offices and to attend meetings and hold discussions on behalf of the Company with SIDBI in this regard.

THE COMPANY DOTH hereby agree to ratify and confirm all whatsoever the attorney shall lawfully do or cause to be done under or by virtue of these presents including anything done after revocation hereof but prior to actual or express notice thereof being received by the person or persons for the time being dealing with the attorney hereunder.

IN WITNESS WHEREOF, _____ has caused these presents to be executed by _____ on the day, month and year mentioned hereinabove.

For and on behalf of the Board of Directors of

WITNESS: _____

Signature of _____

Attested
