

**TENDER DOCUMENT
FOR
PURCHASE OF COMPUTER HARDWARE**

[12 LAPTOPs , 38 Laserjet Network Printers

and 19 All-in-one Printers]

WITH BUY BACK OF 12 LAPTOPS &

32 LASERJET NETWORK PRINTERS

FOR

VARIOUS SIDBI OFFICES



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

Tender No.: 400/2011/ 684 /BYO/ISD

Dated: December 20, 2010

The information provided by the bidders in response to this Tender Document will become the property of SIDBI and will not be returned. SIDBI reserves the right to amend, rescind or reissue this Tender Document and all amendments will be advised to the bidders and such amendments will be binding on them.

This document is prepared by SIDBI for purchase of Laptops and Printers. It should not be reused or copied or used either partially or fully in any form.



Section -1 Invitation for Bids [IFB]

1. Small Industries Development Bank of India (hereinafter referred to as Bank) is an all India Financial Institution catering to the financial needs of Micro, Small and Medium Enterprises. It has Head Office at Lucknow, MSME Development Center at Mumbai, Zonal Offices at Chennai, Kolkata, Lucknow, Mumbai and New Delhi, Regional Office at Guwahati and branches spread across various locations all over India. 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 around 100 locations/offices located all over India. Detailed information on the functions of the bank is provided on the website, www.sidbi.in.

2. a. In order to meet the hardware requirement at various Offices, It invites sealed bids from eligible bidders for the supply, installation and commissioning of computer hardware **[12 Laptops , 38 Network Printers and 19 All-in-one printers]** along with operating system and other peripherals to its various branches/offices spread across the country, against buyback of existing 12 Laptops and 32 Laserjet Network Printers which are more than 6 years old, in as is where is condition, located at various branches/offices. The details of the old Laptops and printers available under buyback and new hardware required, at each location is given in Annexure VI.

b. Tender methodology proposed to be adopted by SIDBI will be “TWO Bid System” i.e. Technical Bid and Commercial Bid with Technical bid containing pre-qualification also. SIDBI would enter into contract with the bidder who qualify the pre-qualification, technical bid and whose commercial bid, is found to be Lowest Commercial Bid [L1].

c. Further, the warranty of hardware should be comprehensive, back to back with OEM for a period of three years from date of acceptance. The warranty of laptop batteries should also be for a period of three years.

3. Minimum Eligibility Criteria / Pre-qualification criteria

The Bidder:

a. should be Original Equipment Manufacturers (OEM) / Authorised Dealer (AUD) / Distributor of OEM.

Bidders quoting as Authorised Distributors/dealers of the manufacturer, will be considered provided:

I. The Bidder furnishes Authorisation from the Manufacturer in respect of Computer Hardware [Desktop PCs, & Scanners],

II. The Bidder as authorised agent, has supplied installed and commissioned computer hardware and peripherals of the kind required by the Bank and has provided after sales service satisfactorily and such computer hardware and peripherals must be in satisfactory operation for at least 2 years on the date of Bid opening and must be providing annual maintenance services for the above installations.

b. should be a Registered Company.



- c. should be in existence in core Computer hardware sales and services business for the last five (5) years
- d. should have minimum average turnover or Rs.20 Crore per annum out of Indian Operations from the sale of computer hardware during the last three (3) years ending March/June 2010. In case of Bidder not himself the manufacturer, the turnover should be of its own and not that of the principal.
- e. should be a profit making company for at least 2 years out of last 3 years as evidenced from the CA Certificate / Balance sheets.
- f. should have direct support or support through service partners at the 15 locations mentioned below:

S.N.	Location	S.N.	Location
1	Ahmedabad	11	Kochi
2	New Delhi	12	Pune
3	Bangalore	13	Lucknow
4	Baroda	14	Hyderabad
5	Bhopal	15	Mumbai
6	Bhubaneshwar		
7	Chandigarh		
8	Chennai		
9	Jaipur		
10	Kolkata		

For other locations the support may be direct or Indirect through service partners or from nearby location.

- g. should have successfully delivered and installed laptops at multiple locations in single order or separate order for laptops during last 2 years.

4. Schedule of events:

S.N.	Bid Reference	400/2011/ /BYO/ISD Dated , 2010
1	Purpose	Purchase of 12 Laptops, 38 Laserjet network Printers and 19 All-in-one Printers
2	Cost of tender	Rs.500/- (To be submitted as Demand Draft in favour of SIDBI, payable at Mumbai)
3	EMD	₹ 68,000/- (To be submitted as Demand Draft in favour of SIDBI, payable at Mumbai)
4	No. of Envelopes (Non window, sealed) to be submitted	02 (TWO) 1. First envelope containing: a) Pre-Qualification / Technical Bid - [Annexure II] b) MAF - [Annexure III] c) Bid Form - [Annexure IV] d) DD of ₹ 68,000/- towards EMD e) Forwarding letter - Annexure IX 2. Second envelope containing a) Commercial Bid - [Annexure V]
5	Last Date of Submission of Bids	January 19, 2011 ; 16:00 hours
6	Venue, Date and time of opening of Technical Bids	At 16:30 hours, on January 19, 2011, at the address given at Sr. no. 10
7	Last Date for seeking clarifications, if any	January 05, 2011 ; 12 Noon



8	Date and time of Pre-bid meeting	11:30 hours on January 06, 2011 , at the address given at Sr. no. 10			
9	Bid Validity	90 days from the date of submission i.e. April 19, 2011			
10	Address for submission of Bids	The General Manager (Systems) SIDBI, 3rd Floor MSME Development Center Plot No.C-11, 'G' Block, Bandra Kurla Complex,Bandra(East) <u>Mumbai - 400 051</u>			
11	Date and time of opening of Commercial bids	To be intimated in due course to technically short listed vendors only			
12	Contact Details				
	Name	Designation	Phone	Fax	E-mail
a.	Smt. N Uma	AGM(Systems)	67531319	67531236	numa@sidbi.in
b.	Shri C R Sadagoban	DGM (Systems)	67531271		sadagopan@sidbi.in
c.	Shri R K Sharma	GM(Systems)	67531228		rksharma@sidbi.in



Section -2 Instruction for Bidders

1. Introduction

The bidder is 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.

2. Clarification of Bids

2.1 Clarification sought by bidder should be in writing (Letter/E-mail/FAX etc) and submitted latest by **January 05, 2011 12:00 Noon.**

2.2 The text of the queries raised (without identifying the source of enquiry) and the response of the Bank, together with amendment to the bidding document, if any, will be posted on the website latest by **January 10, 2011.** No individual clarifications will be sent to the bidders. It is responsibility of bidder to check the website before final submission of bids.

2.3 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. Technical Bid

3.1. Bidder to submit point by point compliance to the technical compliance and it should be included in the Bid.

3.2. any deviations from the specifications should be clearly brought out in the bid

3.3. Bidder to quote for entire package on a single responsibility basis for the goods and services it proposes to supply under the contract

4. Amendment to the bidding document

4.1. At any time prior to the deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Bidding Document, by amendment.

4.2. All prospective Bidders that have received the Bidding Document from the Bank will be notified of the amendment in writing, by fax or E-mail and the said amendments will be binding on them. The amendment will also be posted on Banks website www.sidbi.in.

4.3. In case of bidders who have downloaded the bidding document from the website, 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.

4.4. 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.

5. Cost of Bidding

The Bidder shall bear all the costs associated with the preparation and submission of its Bid, and the Bank will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the Bidding process.



6. Documents constituting the bid

The Bidding document includes the following,

- | | |
|--|-----------------|
| 1. Invitation for Bids | -Section - 1 |
| 2. Instruction for Bidders | -Section - 2 |
| 3. General Terms and Conditions | -Section - 3 |
| 4. Special Terms and Conditions | -Section - 4 |
| 5. Technical Specification of Computer Hardware | -Annexure I |
| 6. Pre-qualification / Technical Bid | -Annexure II |
| 7. Manufacturer Authorisation Form [MAF] | -Annexure III |
| 8. Bid Form | -Annexure IV |
| 9. Commercial Bid | -Annexure V |
| 10. Details of locations | -Annexure VI |
| 11. Installation certificate format | - Annexure VII |
| 14. Acceptance certificate format | - Annexure VIII |
| 15. Forwarding Letter | - Annexure IX |
| 16. Proforma of Indemnity | - Annexure X |
| 17. Undertaking of Authenticity for laptops and Printers | - Annexure XI |
| 18. Requirement / Delivery / Buyback details | - Annexure XII |



7. Earnest Money Deposit [EMD]

- 7.1. Vendor is required to submit a Demand Draft of ₹ 68,000/- (Rupees sixty eight thousand only) towards Earnest Money Deposit drawn in favour of “Small Industries Development Bank of India [SIDBI]”, payable at Mumbai along with the Technical Proposal in order to be eligible for participation.
- 7.2. No interest shall be paid on the EMD.
- 7.3. Unsuccessful bidder’s EMD will be discharged/ returned without any interest within 2 weeks from the date of bid validity or upon receipt of signed contract or performance security from the successful bidder, whichever is earlier.
- 7.4. The successful bidder’s EMD shall be refunded at the time for release of final payment, after submission of performance Bank guarantee for a sum equivalent to 10% of the order value.
- 7.5. The EMD will be forfeited :
- 7.5.1.If a bidder withdraws his bid during the period of bid validity.
- 7.5.2.In case of successful bidder, if the bidder dishonors its bidding commitments.

8. Period of validity of bids : Date till which the bids should be valid

90 days from the last date of submission of tender document i.e., till **April 19, 2011** and shall be binding on the bidder, if Bank chooses to place the purchase order (PO) or repeat order(s), on or before that date. Bank, however, reserves the right to call for fresh quotes at any time during the period, if considered necessary.

9. Format and Signing of Bid

- 9.1. The Original 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. The person or persons signing the Bids shall initial all pages of the Bids, except for unamended printed literature.
- 9.2. Any interlineation's, erasures or overwriting shall be valid only if they are initialled by the person signing the Bids.

10. Sealing and Marking of Bids

- 10.1. The Bidder shall seal the original Bids i.e., Technical and commercial bids in separate NON-WINDOW envelope. The envelopes should be super scribed with “RfP for Purchase of Computer Hardware Technical” and RfP for Purchase of Computer Hardware Commercial”.
- 10.2. The envelope 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],
3rd Floor, MSME Development Center
Plot No.C-11, ‘G’ Block
Bandra Kurla Complex, Bandra(East)
Mumbai 400 051
- 10.3. If the envelope is not sealed and marked, the Bank will assume no responsibility for the Bid’s misplacement or its premature opening.



11. Last date for submission of Bids

- 11.1 Last date for bid submission is: **January 19, 2011 latest by 16:00 hours**
- 11.2 In the event of the specified date for the submission of bids, being declared a holiday for the Bank, the bids will be received upto the appointed time on the next working day.
- 11.3 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.
- 11.4 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.

12. Modification and/Or Withdrawal of Bids:

Bids once submitted will be treated as final and no further correspondence will be entertained. No bid shall be modified after the deadline for submission of bids. No bidder shall be allowed to withdraw the bid, if bidder happens to be the successful bidder. Bank has the right to reject any or all tenders 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.

13 Documents Establishing Bidder's Eligibility and Qualification

- 13.1 The Bidder shall furnish, as part of its Bid, documents establishing the Bidder's eligibility to Bid and its qualifications to perform the contract.
- 13.2 The documentary evidence of the Bidder's qualifications to perform the Contract, if its Bid is accepted shall be established to the Bank's satisfaction:
- 13.3 That the Bidder has the Financial, Technical and Production/Distribution/Service capability necessary to perform the contract;
- 13.4 That the Bidder meets the qualification criteria as required under Minimum Eligibility Criteria / and
- 13.5 That adequate, specialised hardware, related software expertise are already available to ensure that the support services are responsive and the Bidder will assume total responsibility for the fault free operation of hardware, software and maintenance during the mandatory 3 year warranty period and provide necessary maintenance services for further period, if desired by the Bank after the end of warranty period.

14 Bank's Right to Accept any Bid and to Reject any or All Bids

- 14.1 The Bank may at its discretion evaluate the vendors for supply of items and services detailed above based on the qualitative aspects broadly in respect of one or more of the following parameters:
- Financial strength and market reputation
 - Annual Turnover for last 3 consecutive years
 - Profitability for last 2 years
 - Spread of Network of service centers
 - Supplies made to other Government Organisations and Public Sector Banks in the last 2 years.
 - Quality and Promptness of service support
 - Vendors ability to honor the commitments
 - Bank's Own past experience
- 14.2 Bank reserves the right to accept or reject any Bid, and to annul the Bidding process and reject all Bids at any time prior to placing of purchase order, without thereby incurring any liability to the affected



Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Bank's action.

15 Evaluation of Bids

15.1 Clarification of Bids

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

15.2 Preliminary Examinations / Pre-qualification

- 15.2.1 In the first stage, Pre-qualification/Technical Bids will be opened in presence of a Technical Bids Opening Committee appointed for the purpose. 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.
- 15.2.2 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.
- 15.2.3 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.
- 15.2.4 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. 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 parameters.
- 15.2.5 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.
- 15.2.6 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.

15.3 Technical Evaluation

- 15.3.1 The Bank at its discretion can ask the vendors for the demonstration of all or some components/features of the hardware quoted by them. However, SIDBI will not pay/reimburse any expenditure incurred by the vendor for arranging the demonstration.

15.4 Commercial Evaluation

- 15.4.1 All the bidders who qualify in Pre- qualification and Technical evaluation would be short listed for commercial evaluation.
- 15.4.2 Arithmetic errors, if any, in the price breakup format will be rectified on the following basis:
- 15.4.3 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.
- 15.4.4 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.



- 15.4.5 It 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.
- 15.4.6 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 affect the relative ranking of any bidder.

16 Contacting the Bank

- 16.1 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.
- 16.2 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.

17 Award of Contract

- 17.1 The Bank will award the contract to the successful Bidder, 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 evaluated Bid [L1]. L1 vendor would be decided based on the net total cost quoted by the vendor for all the hardware ie. **Laptops, Laserjet Network Printers and All In One Printers and after reducing the cost of Laplops and printers under buyback. i.e (The total cost of 12 Laptops + The total cost of 38 Laserjet Network Printers + The Total cost of 19 All-in-one printers – the total buy back cost of 12 laptops – the total buyback cost of 32 Laserjet network printers)**
- 17.2 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.



Section -3

General Terms and Conditions

(These terms and conditions are generic in nature, which have been mentioned for the knowledge of the bidders and may be changed to specific terms and conditions with necessary changes with each Purchase Order as and when applicable)

1 Definitions

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

- a. "The Bank" means Small Industries Development Bank of India (SIDBI);
- b. "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;
- c. "The Contract Price" means the price payable to the Supplier under the Contract for the full and proper performance of its contractual obligations;
- d. "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;
- e. "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;
- f. "TCC" means the Terms and Conditions of Contract contained in this section;
- g. "The Supplier" or "the Vendor" means the individual or firm supplying or intending to supply the Goods and Services under this Contract; and
- h. "The Project Site" means various Head Office/Branches/Administrative offices of Small industries Development Bank of India.

2 Use of Contract Documents and Information

- 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 so far as may be necessary for purposes of such performance.
- 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.

3 Subcontracts

- 3.1 The Supplier shall not assign to others, in whole or in part, its obligation to perform under the contract, except with the Bank's prior written consent.
- 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.
- 3.3 Subcontracts / Franchisees must comply with the provisions of TCC.



4 Delivery and Installation

4.1 The Bidder should deliver the goods within stipulated time as mentioned in Special terms and conditions from the date of Purchase Order.

4.2 Delivery of the Goods shall be made by the Supplier in accordance with the terms of the Lease Contract. The vendor should take responsibility of the Goods at 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. Vendor shall organise the Road Permits wherever required, any letter required for this will be given by the Bank.

4.3 The Bidder should install the goods within Three (3) weeks, from the date of delivery. If the vendor fails to install the items within Three (3) weeks, Bank will impose a penalty of 1% of the order value for the late installed item for each week's delay or part thereof, subject to maximum of 5% of value of the late installed items.

4.4 Installation will be treated as incomplete in one/all of the following situations:

- ➔ Non-delivery of any hardware or other components and software modules mentioned in the order
- ➔ Non-delivery of supporting documentation
- ➔ Delivery, but no installation of the components and/or software
- ➔ ILL-integration
- ➔ System operational, but unsatisfactory to the Bank

4.5 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.

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.

4.6 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 Special Terms and Conditions

4.7 Products shall be supplied in a ready to use condition along with all Cables, Connectors, Software Drivers, Manuals and Media etc.

4.8 The vendor shall integrate the hardware with the existing LAN/WAN infrastructure

5 Delivery and Documents

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

- a. Original copy of Supplier's invoices showing contract number, goods description, quantity, unit price and total amount;
- b. Manufacturer's / Supplier's warranty certificate;
- c. Inspection certificate issued by the nominated inspection agency, if any, and the Supplier's factory inspection report and Quality Control Test Certificates.

6 Price

6.1 Prices quoted by the bidders should include all local taxes, VAT, duties, levies, transportation costs and insurance costs till the equipment is accepted.

6.2 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.

6.3 The prices quoted shall be valid up to September 30, 2011.



- 6.4 Octroi alone, if applicable, will be made at actuals, on production of suitable evidence of payment by the Supplier.
- 6.5 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.
- 6.6 SIDBI will not provide 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.

7 Terms of Payment

7.1 The standard payment terms of SIDBI are given below.

- 90% after delivery and verification of items at respective locations.
 - 10% after complying with acceptance criteria, collection of undisposed laptops and printers under buyback and after submitting performance Bank Guarantee from a scheduled commercial bank equivalent to 10% of contract value, valid till THREE months after expiry of warranty from the date of acceptance along with invocation period of THREE months.
 - All the payments will be made by SIDBI, Mumbai.
 - Vendor will be required to furnish the documentary proof of delivery, installation and acceptance duly signed by SIDBI officials while claiming the payment.
- 7.2 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.
- 7.3 The Bidder must accept the payment terms proposed by the Bank. The financial bid (reverse auction/e-bidding) 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.
- 7.4 All Payments will be made to the Bidder in Indian Rupee only. Payments may be through NEFT/RTGS also. Details regarding Bank account shall be provided in SIDBI's standard format.

8 Technical Information

- 8.1 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.
- 8.2 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 4 years. 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.
- 8.3 When the configuration/ feature required is not available in a particular model, the next available higher configuration model shall be offered.
- 8.4 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.

9 Acceptance



- 9.1 The acceptance / performance test will be performed after completion of installation and commissioning of all the components of the solution at the sites of installation. Complete hardware and Software as specified in the tender must have been supplied, installed and commissioned properly by the Bidder prior to commencement of the tests. The acceptance test will be conducted by the Bank, their consultant or other such person nominated by the Bank at its option as per the acceptance criteria as defined in Annexure X. The acceptance will involve trouble-free operation for **seven consecutive days** at site. The Bidder will be responsible for setting up and running the acceptance test without any extra cost to the Bank.
- 9.2 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.
- 9.3 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
- 9.4 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.

10 Acceptance Certificate

On successful completion of acceptability test, receipt of deliverables etc. for the equipment and after the Bank is satisfied with the working on the system, the acceptance certificate signed by the Bidder and the representative of the Bank will be issued. The date on which such certificate is signed shall be deemed to be the date of acceptance of the system and the WARRANTY of the Hardware starts from that date.

11 Governing language

- 11.1 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.
- 11.2 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.

12 Applicable laws

- 12.1 The Contract shall be interpreted in accordance with the laws prevalent in India.
- 12.2 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 there from.
- 12.3 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 there from and the Bank will give notice of any such claim or demand of liability within reasonable time to the bidder.

13 Performance security

The vendor/supplier has to provide Performance Security in the form of Initial Security Deposit and Performance Guarantee.

13.1 Initial Security Deposit

Within 15 days of the award of Purchase Contract, the Supplier shall deposit 2% of the contracted value [including the amount of EMD] subject to a ceiling of ₹ 5.00 Lakh in the form of Demand Draft or Bank Guarantee of an equivalent amount from a scheduled Commercial Bank towards Initial Security Deposit.

The Initial Security Deposit will be refunded after Vendor/Supplier successfully executes the order in terms of delivery, installation and acceptance of the deliverables as stipulated in the Purchase Order.

13.2 Performance Guarantee

The selected Bidder will be required to provide a 10% margin of the contract value as Performance Guarantee, in the form of bank guarantee from a scheduled commercial bank. The performance guarantee should be valid till at least three months period beyond the expiry of the contract period and for another 3 months for SIDBI to claim the amount from guarantor bank..

14 Insurance

14.1 The Bidder is responsible for acquiring insurance for all components, equipment and software. The goods supplied under the Contract shall be fully insured.

14.2 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 for a period not less than 3 months after date of delivery . If the vendor fails to obtain insurance cover and any kind of loss or damage occur, the vendor will have to replace the items with new ones without any cost to the Bank.

14.3 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

14.4 Should any loss or damage occur, the Bidder shall

14.4.1 initiate and pursue claim till settlement, and

14.4.2 Promptly make arrangements for repair and/or replacement of any damaged item/s irrespective of settlement of claim by the underwriters.

15 Inspections and tests

15.1 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 dispatching the 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.

15.2 The inspection and quality control tests may be conducted on the premises of the Supplier, at point of delivery and / or at the Goods' final destination. Reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors, at no charge to the Bank. If the testing is conducted at the point of delivery or at the final destination, due to failure by the vendor to provide necessary facility / equipment at his premises, all the cost of such inspection like travel, boarding, lodging & other incidental Expenses of the Bank's representatives to be borne by the vendor.

15.3 Nothing stated herein above shall in any way release the Supplier from any warranty or other obligations under this Contract.

15.4 The Supplier shall provide complete and legal documentation of Systems, all subsystems, operating systems, compiler, 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.

15.5 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.

16 Warranty:

16.1 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.

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.

16.2 **On-site comprehensive warranty:** The warranty would be on-site and comprehensive in nature. The vendor will warrant all the hardware (including battery of laptop) and software against defects arising out of faulty design, materials and media workmanship etc. for a period of Three years from the date of acceptance of the hardware. The vendor will provide support for Operating Systems and other pre-installed software components during the warranty period of the hardware on which these software & operating system will be installed. Defective hardware shall be replaced by the vendor at his own cost, including the cost of transport. Vendor's hardware engineer will report at SIDBI offices within two hours of reporting of breakdown through telephone/ email or Fax or courier at the vendor's nearest office and repair the same at the earliest.

16.3 **SLA:** The downtime of a machine at any location should not exceed 5% in a month. The monthly downtime percent of a machine should be calculated as under:

(Unavailable hours due to breakdown - PM hours)



$$\text{Downtime \%} = \frac{\text{Downtime}}{\text{Available Hours}} \times 100$$

Available hours = No. of working days X 8

If the downtime percentage exceeds 5% in a month, against the lease rentals proportionate amount for all such breakdowns during the lease period, may be claimed/ adjusted while releasing the Performance Bank Guarantee or the warranty period for the hardware will be extended accordingly. If claimed, the vendor has to pay the penalty amount as directed in the claim letter.

If the downtime percentage exceeds 5% in a month, penalty will be charged for shortfall and amount of penalty will be calculated quarterly as per the table given below, subject to max. 10% of cost of Hardware.

Shortfall in SLA target/Compliance by	Penalty (%)
<= 1%	1
> 1% and <= 3 %	3
> 3% and <= 5 %	5
> 5% and <= 6 %	6
> 6% and <= 8 %	8
> 8% and <= 10 %	10

16.4 During the Contract period, the Bidder will have to undertake system maintenance and replacement or repair of defective parts or systems.

16.5 The Bank shall promptly notify the Bidder in writing / e-mail / fax of any claims arising under this Contract.

16.6 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.

Item Description	Resolution Time	Compliance Level	Calculation Window
Laptops / Laserjet network printers / All-in-one printers	Same Business Day if calls logged by 12 noon otherwise NBD (Next Business Day)	95%	Monthly

Note : Standby of similar or higher configuration will be deemed as call closure.

16.7 The Bidder must provide the following warranties:

(a) The equipment proposed is complete in every way.

(b) The hardware / software specification, capabilities and performance characteristics are as stated in the Bidder's proposal and accompanying documentation

16.8 In case an equipment, peripheral or components (such as CPU, SMPS , Circuit Boards, monitors, etc.) are taken away for repairs, the vendor shall provide a 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.

16.9 If during operation, the down time of any piece of equipment or component thereof does not prove to be within reasonable period, the Supplier shall replace the unit of component with another of at least the same performance and quality, at no cost to the Bank.

16.10 Free **on-site maintenance** services shall be provided by the Supplier during the period of warranty..

16.11 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.

17 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.

18 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 herebefore 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 s is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event

19 Buy back

The Laptops and Printers under buyback will be sold by the Bank on “**as is where is**” basis and purchase price of these hardware once accepted by the Bank cannot be withdrawn by the vendor. The vendor should offer these Laptops and Printers first to SIDBI employees at respective locations at the buyback prices offered in the commercial bid. In case the vendor is not able to dispose off all the Hardware to SIDBI employees at a particular location, it would be vendor’s responsibility to collect the remaining hardware from that location. SIDBI will not provide any transportation. The employees whoever gets the hardware would be paying directly to the vendor for which SIDBI will not take any responsibility.

20 Repeat Order

The bank reserves the right to place repeat order for additional requirement (Max. 10% of items that were originally ordered) of Laptops/ Printers at the negotiated price within three months of placing the order.

21 Forfeiture of performance security

21.1 The bid security [EMD] may be forfeited:

if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form;

Or

in case of the successful Bidder, if the Bidder fails to accept the order / sign the Contract Or furnish Performance Guarantee.



21.2 The Bank shall be at liberty to set off/adjust the proceeds of the performance security 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.

22 Penalty for Default Delivery

22.1 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.**

22.2 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.

23 Termination

23.1 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.

23.2 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 and furnish the Performance Guarantee within specific days of receipt of purchase contract as stated in the Purchase order;
- 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

23.3 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.

24 Resolution of Disputes

24.1 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.

24.2 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.

24.3 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.

24.4 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;

24.5 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.



24.6 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.

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



Section -4

Special Terms and Conditions

1. Cost Details

The price should include all levies/ taxes like Service tax, VAT, Sales Tax, Transportation, Customs, Excise, traveling charges, support service during warranty etc. Item wise breakup of all applicable taxes must be mentioned in the Invoice.

Octroi, if applicable, will be reimbursed extra at actuals, on production of original receipt which should be in the name of Bank.

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.

2. Terms of Delivery

All items should be delivered within Four weeks from the date of purchase order at Bank location/office given in **Annexure VI**.

Vendor will have to verify all the items within one week from the date of delivery in the presence of Bank officials at respective location/offices.

3. Warranty

The vendor to provide **comprehensive on-site warranty for THREE YEARS** from the date of acceptance.

4. Earnest Money Deposit

Vendor is required to submit a Demand Draft of **₹68,000/- (Rupees Sixty eight thousand only)** towards Earnest Money Deposit in favour of SIDBI, payable at Mumbai along with the Technical Proposal in order to be eligible for participation.

Unsuccessful bidder's EMD will be discharged/returned without any interest within 2 weeks from the date of bid validity or upon receipt of signed contract OR performance security from the successful bidder, whichever is earlier.

For the contracted supplier the EMD shall be refunded at the time for release of final payment. **The EMD will be forfeited if any bidder dishonours its bidding commitments.**

Annexure I

Technical Specification of Computer Hardware

Technical Specifications

A. Laptops : 14 or 14.1 inch WXGA Screen Size

S.N.	Component	Minimum Specifications
1	CPU	Intel Core i3, 350M Processor (2.26GHz)
2	L3 Cache	3MB
3	Memory	3GB, DDR3 PC3-10600 SDRAM (1333 MHz) expandable to 8GB.
4	Chipset	Mobile Intel HM57 Express Chipset / Mobile Intel HM55 Express Chipset
5	Mother board	Intel / OEM
6	Display	14 or 14.1 inch diagonal WXGA
7	Harddisk	160GB, 5400 RPM SATA or above
8	Optical drive	DVD-RW [OEM Specific]
9	Ports	
a	USB Ports	Minimum 3 USB, 2.0 ports
b	Serial (Optional)	One [Optional]
d	RJ11	One
e	RJ45	One
f	S-Video TV Out (Optional)	One [Optional]
g	VGA	One
h	Headphone / Line-out Jack	One
i	Microphone Jack	One
10	Keyboard	Standard full size Keyboard with spill resistant
11	Pointing device	Built in touch Pad / Track Point / Track Ball
12	Battery	6 Cell Li-Ion Battery with Minimum 4 Hrs Battery Backup.
13	Ethernet Card	Integrated 10/100/1000 Gigabit Ethernet
14	Wireless Support	Integrated 802.11 a/b/g/n Wireless and bluetooth
15	Speakers	Integrated Audio with inbuilt 2 stereo speakers.
16	Finger Print Reader	Integrated Finger Print Reader
17	Security	Embedded TPM Security Chip and cable lock port / built in security slot
18	Adaptor	220V AC Power Adaptor
19	Carry case	Ultra portable carry case
20	Operating system	<ul style="list-style-type: none"> ➤ Windows 7 professional, preloaded with OS Recovery CD / Data recovery CD. ➤ Microsoft Certified for running Windows 7 professional (Certification to be submitted).
21	Certifications	<ul style="list-style-type: none"> ➤ The System(s) should be from OEM having ISO 9001 Certification. Microsoft Certified for running Windows Vista/professional. ➤ Full details of the bundled manageability software should be furnished. The company should be certified by Microsoft to preload Windows OS on their machines and should produce a certificate for the same.
22	Weight	Maximum 2.8kg
23	Others	External USB Optical Mouse
<i>Optional Items above may be provided through converters</i>		

B. Technical Specifications - LaserJet Network Printer

S.N.	PARTICULARS	MIN.SPECIFICATIONS
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	Capacity of Initial Toner Cartridge	Should be equivalent to toner giving maximum yield
17	Cost Saving & environmental features	Power saver mode, Operational resource & Energy start compliant

C. Technical Specifications - All-in-one Printer

(Print - Copy - Scan -Fax)

S.N.	PARTICULARS	MINIMUM SPECIFICATIONS
1	Media Sizes Supported	A4, A5 , Legal, Letter, Envelope, Executive
2	Functions	Print , copy, Scan , Fax
3	Duty cycle(pages / Month)	1500 or more
4	Print Technology	Inkjet
5	Print Quality	1200X1200 dpi
6	Memory	16 MB
7	Scan Specifications	Scanning resolution : upto 600 dpi Scan Size ADF: 26 X 356 Auto document feeder capacity : 20 sheets
8	Copier specifications	Copy speed (Black) : upto 20 cpm Copier resize : 25 to 400% Max copies : upto 100
9	Fax Specifications	Speed : 3 sec / page ; Max . Speed dialling numbers : upto 100, with features for Auto redialling and Fax delayed sending .
10	OS Compatibility	Windows7, Windows vista, 2000, XP, Linux
11	No of Print Catridges	2 (One Colour cartridge and one black cartridge)



Annexure II

Pre-Qualification / Technical Bid

[all fields to be filled in duly and proof of the same to be attached separately]

A . Pre-qualification Bid

	Name of the Bidder			
	Address of the Bidder			
	Telephone	Fax	e-mail	website
	Name of the Principal			
	Address of the Principal			
	Telephone:	Fax:	e-mail:	website:
1	Contact Details of the Person authorised to make commitments to SIDBI			
	Name			
	Designation			
	Mobile No.			
	FAX No.			
	E-mail id			
2	Classification			
	[Tick the appropriate box and attach MAF form as per format given in Annexure III]			
	OEM			
	AUD			
	Others, pl specify			
	If, AUD or Others, specify the Name and address of OEM			
3	Company Details [Registration certificate to be enclosed]			
	Type of Company [Govt/PSU/Pub.Ltd/Pvt ltd/ Partnership / Proprietary.]			
	Registration No., and date of registration			
	Year of Incorporation / Establishment			
	Sales Tax Number [copy to be enclosed]			
	Income Tax Number [copy to be enclosed]			
4	Financials [fill in the details and attach proof of the same]			



	Turnover [in lakh]					
	2009-2010					
	2008-2009					
	2007-2008					
	Profit before tax [in lakh]					
	2009-2010					
	2008-2009					
	2007-2008					
5	Service Support [Refer to Annexure V]					
	Information to be provided strictly as per the format given in Annexure V					
6	References [to attach proof] Names of two or more buyers (with Names of contact persons, their designations, complete postal address, telephone, fax, telex and e-mail addresses, location of installation etc) to whom similar equipment are supplied installed and commissioned in the past 2 years and to whom reference may be made by the Bank regarding the Bidder's technical and delivery ability. Should include buyers to whom the bidder has supplied 100 desktop PCs in single order or separate order for desktop PCs.					
	Name	Address and Contact Details	Hardware Supplied [Qty]			PO details
			Desktop	Scanner	Location where supplied	PO No and Date [attach PO masking price]

Place :

Date :

Signature with Seal



B. Technical Bid

1. Laptops

Requirement: 12 Numbers

S.N.	Component	Minimum Specifications	Vendors Response	Remarks / Deviations
1	Make			
2	Model			
3	CPU	Intel Core i3, 350M Processor (2.26GHz)		
4	L3 Cache	3MB		
5	Memory	3GB, DDR3 PC3-10600 SDRAM (1333 MHz) expandable to 8GB.		
6	Chipset	Mobile Intel HM57 Express Chipset / Mobile Intel HM55 Express Chipset		
7	Mother board	Intel / OEM		
8	Display	14 or 14.1 inch diagonal WXGA		
9	Harddisk	160GB, 5400 RPM SATA or above		
10	Optical drive	DVD-RW [OEM Specific]		
11	Ports			
a	USB Ports	Minimum 3 USB, 2.0 ports		
b	Serial (Optional)	One [Optional]		
d	RJ11	One		
e	RJ45	One		
f	S-Video TV Out (Optional)	One [Optional]		
g	VGA	One		
h	Headphone / Line-out Jack	One		
i	Microphone Jack	One		
12	Keyboard	Standard full size Keyboard with spill resistant		
13	Pointing device	Built in touch Pad / Track Point / Track Ball		
14	Battery	6 Cell Li-Ion Battery with Minimum 4 Hrs Battery Backup.		
15	Ethernet Card	Integrated 10/100/1000 Gigabit Ethernet		
16	Wireless Support	Integrated 802.11 a/b/g/n Wireless and bluetooth		
17	Speakers	Integrated Audio with inbuilt 2 stereo speakers.		
18	Finger Print Reader	Integrated Finger Print Reader		
19	Security	Embedded TPM Security Chip and cable lock port / built in security slot		
20	Adaptor	220V AC Power Adaptor		
21	Carry case	Ultra portable carry case		
22	Operating system	<ul style="list-style-type: none"> ➤ Windows 7 professional, preloaded with OS Recovery CD / Data recovery CD. ➤ Microsoft Certified for running Windows 7 professional (Certification to be submitted). 		



S.N.	Component	Minimum Specifications	Vendors Response	Remarks / Deviations
23	Certifications	<ul style="list-style-type: none"> ➤ The System(s) should be from OEM having ISO 9001 Certification. Microsoft Certified for running Windows Vista/ Professional. ➤ Full details of the bundled manageability software should be furnished. The company should be certified by Microsoft to preload Windows OS on their machines and should produce a certificate for the same. 		
24	Weight	Maximum 2.8kg		
25	Others	External USB Optical Mouse		
26	Warranty	Three years, comprehensive, on-site and back to back with OEM.		
<i>Optional Items above may be provided through converters</i>				

2. LaserJet Network Printer: _

Requirement: 38 Numbers

S.N.	PARTICULARS	MIN.SPECIFICATIONS	Vendor's Response	Remarks / Deviations
	MAKE			
	Model			
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		



S.N.	PARTICULARS	MIN.SPECIFICATIONS	Vendor's Response	Remarks / Deviations
16	Capacity of Initial Toner Cartridge	Should be equivalent to toner giving maximum yield		
17	Cost Saving & environmental features	Power saver mode, Operational resource & Energy start compliant		

3.All-in-one Printer Technical(Scan-Print-Fax-Copy)

Requirement: 19 Numbers

S.N.	PARTICULARS	MINIMUM SPECIFICATIONS	Vendor's Response	Remarks / Deviations
	MAKE			
	Model			
1	Media Sizes supported	A4, A5, legal, Letter, Envelope, Executive		
2	Functions	Print, Copy, Scan , Fax		
3	Duty cycle (pages / month)	1500 or more		
4	Print technology	Inkjet		
5	Print Quality	1200 X 1200		
6	Memory	16 MB		
7	Scan Specifications	Scanning resolution : upto 600 dpi Scan Size ADF: 26 X 356 Auto document feeder capacity : 20 sheets		
8	Copier specifications	Copy speed (Black) : upto 20 cpm Copier resize : 25 to 400% Max copies : upto 100		
9	Fax Specifications	Speed : 3 sec / page ; Max . Speed dialling numbers : upto 100, with features for Auto redialling and Fax delayed sending .		
10	OS Compatibility	Windows7, Windows vista, 2000, XP, Linux		
11	No of Print Cartridges	2 (One Colour cartridge and one black cartridge)		



Annexure IV

BID FORM

[To be submitted on the letter head of the bidder along with Technical Bid]

Ref. No.

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 Dated
for supply of Computer Hardware**

We, the undersigned, offer to supply and deliver equipments and services including installation and commissioning of laptops & printers , in conformity with the tender.

We undertake, if our bid is accepted, to deliver the Goods in accordance with the delivery schedule specified in the Tender.

If our bid is accepted, we will provide Bank guarantee in your favour for a sum equivalent to 10% of the contract price or ₹.5.00 lakh whichever is lower for the due performance of the contract in the format prescribed by the purchaser.

We agree to abide by this bid for the period 90 days from the last date of submission of tender document till April 20, 2011, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal contract is prepared and executed, this bid, together with Bank's written acceptance thereof and bank's notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We agree that the Bank will have Single Point of Contact with us, at the address stated below for the entire goods and services to be delivered by us in case our bid is accepted.

Address of Bidder for Single Point of Contact

we understand that the bank is not bound to accept the lowest of any bid the bank may receive.

Dated _____ day of _____ 20....

(Signature In the Capacity of)
Duly Authorised to sign bid for and on behalf of

(Name & Address of Bidder _____).



Annexure –V

Commercial Bid

1. Cost of Computer Hardware

Amount in Rupees

S. N.	Item Description	Qty	Unit Cost [in Rupees]		Total Cost [in Rupees]
			Figures	Words	
			A	B	C=AXB
1.	Laptops 14 or 14.1 inch screen size	12			
2.	Less cost of buyback Laptops	12			
	Total Laptop cost				
3.	Laserjet Network Printers	38			
4	Less Buyback cost of old laserjet printers	32			
	Total Laserjet Network Printer cost				
5	All In one Printers (Print, Scan, Copy, Fax)	19			
	Total Cost				

2. Optional Charges (AMC Charges)

S.N	Item Description	AMC Rate as % of Hardware Cost
1.	Laptops 14 or 14.1 inch screen size	
2.	Laserjet Network Printers	
3.	All In one Printers	



Note: Bidders are requested to note the following:

- All the details must be provided as per the format.
- Masked commercial bids must be given with technical bid.
- All the rates must be quoted in INR.
- L1 will be arrived based on total cost of computer hardware ie., Item No.1 given above.
- All items are with three years warranty and warranty to be back to back from OEM. Warranty of laptop batteries also should be for a period of 3 years.
- Bank, if desires, will enter into AMC after expiry of warranty at the rate mentioned in Item. 2. Order for AMC will be placed annually.

Date	Signature of Authorised Signatory ...
Place	Name of the Authorised Signatory ...
	Designation ...
	Name of the Organisation ...
	Seal ...

Annexure -VI

Details of Locations

S.N	Location, Address & Telephone No.	Requirement		
		Laptops	All in One Printers	Laserjet Network Printers
		14" or 14.1"		
1	Ahmedabad SIDBI, Navjivan Amrit Jayanthi Bhavan, 1st floor, Post Bag No.10, Navjivan PO, Ahmedabad-380 014. Phone:079-27543062/ 27543063	1		1
2	Aurangabad SIDBI, "Jeevan Suman", LIC Building I Floor, Plot No.3,N-5, Town Centre, Near CIDCO Office, P.B.No.675, Aurangabad- 431 003 Phone:0240-2472494		1	
3	Bangalore Khanjia Bhavan, 5th Floor, East Wing 49, Race Course Rd, Bangalore - 560 001. Phone:22207229-30			1
4	Baroda SIDBI, 1st floor, Landmark Building, Race Course Circle, Post Box No.3711, Baroda 390 007 Phone: 0265-2338679			1
5	Bhopal SIDBI, Shikhar Varta Building, 3rd Floor Press Complex, Maharana Pratap Nagar Zone - 1, Post Box No. 24 Bhopal - 462 011 Phone: 0755-2760393 / 2552491		1	1
6	Bhubaneswar 11, Dr. U.N. Brahmachari Street (8th flr.) Opp. La Martiniere Girl's School, Kolkata - 700 017 Phone:(033) - 22904183, 22904228, 22801382			1
7	Mumbai SME Dev. Centre, 3rd Floor, Plot No.C-11, 'G' Block, Bandra Kurla Complex Bandra (East), Mumbai - 400 051 Phone : +91 - 22 - 67531100	3	5	10



S.N	Location, Address & Telephone No.	Requirement		
		Laptops	All in One Printers	Laserjet Network Printers
		14" or 14.1"		
8	Chandigarh SIDBI, SCO 145-146, 1,2 & 3rd Floors, Sector 17 C, Chandigarh - 160 017 Phone :(0172)-5000654 / 5000656	1		1
9	Chennai- SIDBI Overseas Towers, 756L, Anna Salai , (Opposite TVS), Chennai-600 002	1		1
10	Chinchwad SIDBI, Office No.27 & 28, Kamala Cross Roads, 'B' Wing, First Floor, Opp.PCMC Building, Pune - Mumbai Road, Pimpri, Pune - 411 018. Telephone No. :020 - 2742 0222.	1		
11	Coimbatore Gowtham Centre, 1055/7, Avanashi Road Post Box No. 4033 Coimbatore - 641 018 Phone: 2213684 / 2213896 / 2210279			1
12	Erode OM Towers, 10/3 Nalli Hospital Road, Annamalai Layout, Opp. Bus Stand Erode - 638 011 Phone : 0424 - 2221522		1	1
13	Faridabad N.H.5-R/2, Ground Floor, Neelam Badshah Khan Road, N.I.T., Faridabad -121 001 Phone: 0129-2414419			1
14	Guwahati 2nd Floor , IDBI Building,Opp. Sentinel Press, G.S.Road, Guwahati - 781 005 Phone:0361-2529159			1
15	Hosur S.No.643/1D, 1st Flr RKG Manor, NH 7, Bangalore By-pass Road, Opp.Traffic Police Station, Hosur - 635 109. Phone:243840		1	
16	Hyderabad 101, Hermitage Office Complex, 1st Floor,P.B.No.130, Saifabad, Hyderabad-500004			1



S.N	Location, Address & Telephone No.	Requirement		
		Laptops	All in One Printers	Laserjet Network Printers
		14" or 14.1"		
	Phone: 23235198 / 23210247 / 23231344			
17	Indore SIDBI, 'Commerce House', 1st Floor, 7, Race Course Road, New Palasia, Indore - 452 001 Phone: 0731-2538046 / 2435337		1	
18	Jaipur SIDBI, 1st & 2nd Floors, Umrao Complex, Sansar Chandra Road, Jaipur - 302 001 Phone:(0141)5119426 - 5119437			1
19	Jalandhar SIDBI, Upper Ground Floor, Hotel Centre Point BMC Chowk, JALANDHAR, PUNJAB Mobile :0181-5061241		1	
20	Jodhpur SIDBI, E - 4, ground Floor, Suvidha Complex, Shastri Nagar, Jodhpur - 342 003 Phone:0291-5104994-5104996		1	
21	Kanpur SIDBI, Krishna Tower, First Floor, 15/63 Civil Lines, Kanpur-208 001 Phone:0512-2303069, 0512-2303324			1
22	Kolkata SIDBI Constantia Building, 8 th floor, 11, Dr. U.N. Brahmachari Street Opp. La Martiniere Girl's School, Kolkata – 700 017	1		1
23	Kochi Finance Tower, IInd Floor, P.B.No.4209, Kaloor, Kochi - 682 017. Phone:(0484) 2401378 / 2401379 / 2401791 / 2401792			1
24	Lucknow SIDBI Tower 15, Ashok Marg Lucknow - 226001 Phone 0522- 2288547/48/ 49/ 50	4	5	7
25	Ludhiana SIDBI, SCO 16 & 17, Fortune Chambers, First Floor, Feroze Gandhi Market,			1



S.N	Location, Address & Telephone No.	Requirement		
		Laptops	All in One Printers	Laserjet Network Printers
		14" or 14.1"		
	Opp. Ludhiana Stock Exchange, Ludhiana- 440 001 Phone:0161-2775763			
26	New Delhi SIDBI, Ground Floor, Videocon Tower, Jhandewalan Extension E-1, Rani Jhansi Road, New Delhi – 110055		1	2
27	Patna Hotel Minar Building, Part - II, 2nd Floor, Exhibition Road, P.B. No.220, Patna - 800 001 Phone:0612-2500053,6455800			1
28	Pune SIDBI Jeevan Shree' Bilding, Gr. Floor, S. No.1109, Plot No. 488, Ganeshkhind Road, Near Pune Central Mall, Shivaji Nagar, Pune - 411 005			1
29	Rajkot SIDBI, 1st Floor, "Nirmal", 7, Ramkrishnanagar Corner, Opp. Commissioner Bungalow, Off Yagnik Road, Rajkot Phone: 0281-2465083 / 2465086		1	
	Total	12	19	38



Annexure -VII

Installation Certificate Format

<to be submitted after completion of installation>

1	Vendor Name	
2	RfP No	
3	Purchase Order No and Date	
4	Invoice No. and date	
5	Description of equipment	
6	Serial No's of equipment	
7	Date of Delivery	
8	Installation Date	
9	Certificate	Equipment [as per ordered configuration] has been installed successfully.
<p>Name of SIDBI official : _____</p> <p>Designation : _____</p> <p>Signature : _____</p> <p>Date : _____</p>		



Annexure -VIII

Acceptance Certificate Format

1	Vendor Name	
2	RfP No	
3	Purchase Order No and Date	
4	Invoice No. and date	
5	Description of equipment	
6	Serial No's of equipment	
7	Date of Delivery	
8	Installation Date	
9	Certificate	<p>Equipment [as per ordered configuration] has been installed, configured and integrated with existing LAN/WAN. Further, all the systems are working satisfactorily for the past one week.</p> <p>Warranty of all the systems commences from the date of signing the acceptance certificate.</p>
<p>Name of SIDBI official : _____</p> <p>Designation : _____</p> <p>Signature : _____</p> <p>Date : _____</p> <p>Seal :</p>		



Annexure - IX

Forwarding Letter

(To be submitted on company's letter head)

To:

The General Manager (Systems)
SIDBI
3rd Floor, MSME Development Center
C-11, 'G' Block
Bandra Kurla Complex
Bandra (East)
Mumbai - 400 051

Dear Sir,

Sub: RfP Dated for supply of Computer Hardware

This is in reference to your above mentioned tender for supply of Laptops and Printers under buyback of old laptops and old printers. Having examined the tender document, the receipt of which is hereby duly acknowledged, we the undersigned, hereby submit our proposal along with necessary supporting documents.

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

Date:...../...../2010

Authorised Signatory.

Name:

Designation:

.....



Proforma of Indemnity

This is to certify that M/s Who have supplied
PCs/Printers/Laptops/Scanners and related accessories to SIDBI, Mumbai , vide order no
..... dated 2010 have all required rights for the supply of the software.
The software supplied by us are legal/ licenced copies.

Further, M/s..... is willing to indemnify SIDBI against any claims due to
violation of any patents and copyrights for the software sold under licensing agreement from us. The
above indemnity is limited to the software supplied by M/sonly.

For M/s.....

Signature with seal, name, designation and date





Annexure XI

Undertaking of Authenticity for Laptops and Printers **(to be signed by authority not lower than the Company Secretary of the Vendor)**

With reference to the Desktops & Scanners being quoted to to you vide our quotation No.: _____ dated _____, we hereby undertake that all the components / parts / assembly / software used in the Desktops/scanners under the above like Hard disk, Memory etc., shall be original new components / parts / assembly / software only, 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 Desktops/Printers/Scanner without demur, 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

Requirement / Delivery / Buyback Details

S.N	Location	Requirement			Buy Back		
		Laptops 14/ 14.1”	All in One Printers	Laserjet Network Printers	Laptops Toshiba Satellite 2450–A740/ IBM ThinkPad A 21M	HP Laserjet 5000 N	HP Laserjet 2300N
1	Ahmedabad	1		1	1		1
2	Aurangabad		1				
3	Bangalore			1			1
4	Baroda			1			1
5	Bhopal		1	1			1
6	Bhubaneswar			1		1	
7	Mumbai	3	5	10	3	5	2
8	Chandigarh	1		1	1	1	
9	Chennai	1		1	1		1
10	Chinchwad	1			1		
11	Coimbatore			1		1	
12	Erode		1	1			
13	Faridabad			1			1
14	Guwahati			1		1	
15	Hosur		1				
16	Hyderabad			1			1
17	Indore		1				
18	Jaipur			1			1
19	Jalandhar		1				
20	Jodhpur		1				
21	Kanpur			1			1
22	Kolkotta	1		1	1		1
23	Kochi			1			1



S.N	Location	Requirement			Buy Back		
		Laptops 14/ 14.1”	All in One Printers	Laserjet Network Printers	Laptops Toshiba Satellite 2450-A740/ IBM ThinkPad A 21M	HP Laserjet 5000 N	HP Laserjet 2300N
24	Lucknow	4	5	7	4	5	
25	Ludhiana			1			1
26	New Delhi		1	2		2	
27	Patna			1		1	
28	Pune			1			1
29	Rajkot		1				
	Total	12	19	38	12	17	15