



Small Industries Development Bank of India
Request for Proposal (RfP)
For Supply and Implementation of Blackberry Enterprise Server
Tender No. : 400/2012/850/BYO/ISD dated January 25, 2012

PRE-BID CLARIFICATIONS

Placed below are queries received from various vendors during pre-bid meeting held on February 01, 2012 and till last date of request for clarifications as mentioned in RfP.

S.N.	Clause	Content	Page Number	Query	SIDBI Response
1	4.5.4	EMD of all bidders would be released through NEFT / RTGS. Hence all bidders are required to submit the Bank Mandate Form (given in Annexure –X),	17	Does this have to be provided again if form has already been given to SIDBI?	If the vendor has already submitted Bank Mandate Form (BMF), to SIDBI as part of some other contract, the vendor need not submit original BMF along with this tender. However, the vendor to ensure that the details are provided in the tender as per Annexure –X.
2	4.4.7	Initially order will be placed for supply of BES software, installation, Configuration, integration with Lotus Domino and support for one year. For migration to new server the order will be placed as and when the new server is made available by SIDBI.	17	Will the migration be to new messaging system (Microsoft Exchange)?	No Initially the BES to be installed on existing server made available by the Bank and integrated with Lotus Domino. On purchase of new server the installed components from old server needs to be migrated to the new server. The messaging platform (Lotus Domino) will not change.
3	4.5.1 / 4.5.2	The standard payment terms of	17	Request SIDBI to elaborate	Initial order will be placed for supply,

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	/ 4.5.3	<p>SIDBI are given below:</p> <ul style="list-style-type: none"> • 50% 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 50% payment. • 40% payment after installation and acceptance of solution. For claiming 40% payment the vendor has to submit installation-cum-acceptance certificate duly filled and signed by Bank official. • 10% at the end of support period OR on submission performance Bank Guarantee equivalent to 10% of the contract value. The BG shall be valid for a period of 12 MONTHS from the date of acceptance with invocation period of additional THREE months beyond expiry of warranty. 		on payment terms.	<p>installation, integration and support for one year of BES server i.e, total of S.N.1 and 2 of commercial bid.</p> <p>The payment terms for the same would be:</p> <ul style="list-style-type: none"> • 50% on delivery and verification of items and on receipt of delivery challan along with invoice. • 40% on installation and acceptance of solution and submission of installation-cum-acceptance certificate. • 10% at the end of one year support or on receipt of PBG for a period of 12months from date of acceptance with additional 3 months invocation period. <p>As regards to order for migration to new server the same would be placed once new hardware is ready at site. The payment terms would be 100% on migration/re-installation and successful working for a period of 7 days.</p>
4	2.5.4.1	One year comprehensive 24X7 on-site support with two hours expected response time from the bidder.	5	Is the support completely onsite and includes support for network and handheld related issues?	In the first instance the support for BES would be telephonic support. In case the issue not resolved the bidder's engineer to visit the site and resolve the same within four

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					hours. The support does not include issues related to network problem and handheld (hardware & O/s problems).
5	2.7.8	The bidder to submit Manufacturer Authorisation Form (MAF) as per format given by the Bank.	6	Format of MAF to be provided.	Format of MAF given in Annexure – VI of the RfP.

ALL OTHER TERMS AND CONDITIONS OF THE RFP REMAIN UNCHANGED.
