

Pre-Bid Clarifications

RfP No. 400/2012/808/BYO/ISD Dated October 10, 2011

Pre-bid meeting for the aforesaid RfP was held at SIDBI, Mumbai Office on October 20, 2011. Based on discussions with the bidders during the meeting and queries sent by the bidders, following clarifications may please be noted:

1. **Pre-qualification criteria [Minimum Eligibility Criteria]:** Para 2.5.5.4, page 6. Minimum average annual turnover should be read as ₹30.00 Crores, if bidding for all the three categories.
2. **Signing, Sealing and Marking of Bids:** Para 3.5.1.1, page 10. Following documents may be put inside the 1st Envelope while submitting the bids:
 - i. Reverse Auction Process Acceptance Letter – **Annexure – VII** instead of 2nd Envelope.
 - ii. Power of Attorney – **Annexure-XIV** and
 - iii. Bank Mandate Form – **Annexure – XV**.
3. **Date of Submission of Bids:** On account of Id-Ul-Zuha, November 07, 2011 being holiday in Mumbai, in term of para 3.12.2, page 13 of the tender bids may be submitted **on or before 3:30pm on November 08, 2011**. Accordingly, the Pre-qualification/ Technical bids shall be opened **at 4:00pm on November 08, 2011**. All other dates as mentioned in the document shall remain unchanged.
4. **Terms of Payment:** Para 4.5.3, page 18. Since the refund of EMD of unsuccessful bidder shall also be done electronically through RTGS/ NEFT, all the bidders would be required to submit the duly filled-in and signed Bank Mandate Form along with the cancelled cheque leaf in original as **Annexure - XV** to the **Pre-qualifications-cum-Technical Bid**. Format of the Bank Mandate Form is attached herewith.
5. **Warranty:** In second part of para 4.15.3, page 23, the '**Call-to-Resolution**' may be read as '**Call-to-Response**' and vice a versa i.e. '**Four hours**' may be treated as associated with '**Call-to-Response**' and '**Eight hours**' with '**Call-to-Resolution**'. Reference to these terms at any other point in the document may read as it is.
6. **Annexure-III, Technical Bid Format, Category – A, (ii) External DVD Writers:** Row no. 6 at page 36 with following details in the specification table may be treated as deleted:

SN.	Description	Minimum Specifications	Bidder's Response
6	Print Quality	Up to 4800 x 1200 dpi	

7. **Annexure-III, Technical Bid Format, Category – C, (i) Color Laser Network Printer (13 No.) – HP Laser Jet 1510 Color:** Bank has decided to change the printer **from HP Laser Jet 1510 Color to HP LaserJet Pro CP1525n Color**. Accordingly, the technical

specifications of the Color Laser Network Printer at Page 37, Category – C (i), stands revised as under:

(i) Color Laser Network Printer (13 Nos.) – HP LaserJet Pro CP1525n Color

S.N.	Description	Minimum Specifications	Bidder's Response
1	Media Sizes Supported	A4, A5, A6, B5 (ISO, JIS)	
2	Processor Speed	600 MHz	
3	Print Speed	Up to 12 ppm (A4, black), Up to 8 ppm (A4, color)	
4	Paper Handling Input/ Standard	150-sheet input tray, 1-sheet priority feed slot, 125-sheet output bin.	
5	Print Quality	Upto 600 x 600 dpi	
6	Languages	HP PCL 6, HP PCL 5c, HP postscript level 3 emulation	
7	OS Compatibility	Windows 7 32-bit and 64-bit, Windows Vista 32-bit and 64-bit, Windows XP 32-bit (SP2 or higher); Driver only installs supported on: Windows Server 2008 32-bit and 64-bit; Windows Server 2003 32-bit (SP3 or higher)	
8	Memory	Max. 384 MB, Std. 128 MB	
9	Connectivity/ Interface	1 Hi-Speed USB 2.0; 1 built-in 10/100 Ethernet	
10	Duty Cycle Pages/ month)	Up to 30,000 pages	
11	Duplex Printing	Manual	
12	Print Technology	Laser	
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	

Any other reference to the term '**HP Laser Jet 1510 Color**' in the entire tender document, may be read as '**HP LaserJet Pro CP1525n Color**'. The revised '**Commercial bid –cum - Price Break-up**' for Category B as at Page 43-44 of the tender document is attached herewith.

8. Annexure-III, Technical Bid Format, Category – C, (ii) Stand alone Deskjet (56 No.) – HP LJ P1008: Bank has decided to change the printer from **HP LJ P1008 to HP LaserJet Pro P1566**. Accordingly, the technical specifications of the Stand Alone Deskjet Printer at Page 37, Category – C (ii), stands revised as under:

(ii) Stand alone Deskjet (56 No.) – HP LaserJet Pro P1566

S.N.	Description	Minimum Specifications	Bidder's Response
1	Media Sizes Supported	Paper (laser, plain, photo, rough, vellum), envelopes, labels, cardstock, transparencies, postcards	
2	Processor Speed	266 MHz	
3	Print Speed	Upto 22 ppm (A4)	
4	Paper Trays	1, 250-sheet input tray plus single-sheet	



S.N.	Description	Minimum Specifications	Bidder's Response
	Standard	priority input slot.	
5	Print Quality	Up to 600 x 600 dpi (1200 dpi effective output)	
6	Languages	Host-based printing	
7	OS Compatibility	Windows7 (32-bit/64-bit), Windows Vista (32-bit/ 64-bit), Windows XP (32-bit/ 64-bit), Windows Server 2008 (32-bit/64-bit), Windows Server 2003 (32-bit/64-bit)	
8	Memory	8 MB	
9	Connectivity / Interface	Hi-Speed USB 2.0 port	
10	Duty Cycle (Pages/month)	Upto 8000 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	

Any other reference to the term '**HP LJ P1008**' in the entire tender document may be read as '**HP LaserJet Pro P1566**'. The revised '**Commercial bid –cum - Price Break-up**' for Category B as at Page 43-44 of the tender document is attached herewith.

9. The other queries as received from different bidders are tabulated below. SIDBI's response/ comments to these queries are given in the last column of the attached **Annexure to Pre-Bid Clarifications**.

Annexure to Pre-Bid Clarifications

S. No.	Page No.	Section No.	Description	Bidder's Query	SIDBI's Response/ Comments
1	5	2.2.3	Category – C. Details of hardware to be purchased under this category.	It is observed in above tender the entire tender is favoring HP mentioning the brand and model respectively. Request you for common specs in the above category so that all the OEM can participate in the above tender and the real meaning of the tender is fulfilled.	Clause remains unchanged.
2	11	3.8.1	The Bidder should deliver the goods within FOUR WEEKS FROM THE DATE OF PURCHASE ORDER.	Since the deliveries have to happen all across the country including North Eastern states, delivery time should be made as SIX weeks instead of Four weeks.	Agreed. Para 3.8.1 may be read as “The Bidder should deliver the goods as per following schedule: i. Within FOUR WEEKS from the date of purchase order at all offices other than offices in North Eastern States. ii. Within SIX WEEKS from the date of purchase order at all offices in North Eastern States.”
3	18	4.4.2 & 4.4.6	For description, pl. refer tender document.	Since the clause no. 4.4.2 expects the prices to remain firm in all respects, the clause no. 4.4.6 expects vendors to pass on the benefits to SIDBI due to any downward revision in Govt. levies. Since the two clauses are contradicting, SIDBI should re-look the clauses and the vendors should not be made to bear the burden of upward revision in Govt. levies.	Agreed. Clause 4.4.2 remains unchanged. However clause 4.4.6 may be read as under: “4.4.6. Further, for repeat orders being placed within the bid validity, while the basic cost shall remain fixed/ unchanged, in case of any changes in tax structure by Central / State Govt. the price shall change corresponding to the changes in tax structure. Accordingly, in situations where taxes are lowered the vendor shall pass on the benefits to SIDBI, and in case there is upward revision in tax structure, SIDBI shall bear the additional costs towards revision in taxes.”
4	20	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.	Are all units intact and no missing parts are in it? How many units (Desktop, Laptop & Printers) are functional & non-functional (scrap/ e-waste)?	All the items being offered under buyback are currently in working condition. However, at the time of disposal of the same the vendor shall have to accept the items on “as is where is” basis.
5	20	4.9.2	The Bank shall offer the buyback items first to SIDBI employees at respective locations at the buyback	What will be the closure date that SIDBI will conclude on employee offers?	The process shall be completed within 30 days from the date of installation of the new hardware at respective locations.

S. No.	Page No.	Section No.	Description	Bidder's Query	SIDBI's Response/ Comments
			price offered by the vendor during reverse auction.		
6	20	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.	Assets to be picked up from 100 + remote locations. Can SIDBI arrange to pack & ship assets though vendor's authorized courier on "To Pay" basis to nearest Vendor Stores.	Clause remains unchanged.
7	23	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) '.	Keeping in view the situation in North Eastern States, the Call-to-Response/ Call-to-Resolution relaxed and not linked to SBD and NBD. At least 48 hours time may be permitted for the resolution of the problem in these states.	Agreed. For offices in North Eastern States, for measuring the performance compliance level, the Call-to-Response/ Call-to-Resolution time shall start after 48 hours from the time of logging the call . However, the clause remains unchanged for all offices in states other than North Eastern States.
8	35	Annexure III, Technical Bid format of Category A - Personal Computers. S.No. 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	Since PS/2 HDMI and Serial port at the front is not available with most of the OEMs, same may be kept at PS/2 and 1 Serial port. Others port requirements are OK.	Agreed. The minimum specifications for Ports may be read as " Min. 4 USB 2.0 (2 front accessible), 1 RJ-45, 1 Line-in, 1 Line-out, 1 Mic. in, 2 PS/2I, 1 Serial "
10	35	Annexure III, Technical Bid format of Category A - Personal Computers. S.No. 22, Compliance	DMI 2.0 Compliance, PCI, ACPI, Energy Star & EPEAT compliance	Since the EPEAT registration of the electronics products is not a must in India, same should be made as optional. Benchmark may be kept as Energy Star / EPEAT Compliance.	Agreed. The minimum specifications for compliance may be read as " DMI 2.0 Compliance, PCI, ACPI, Energy Star / EPEAT Compliance "
11	36	Annexure III, Technical Bid format of Category B - Laptops. S.No. 7, Display	13.3 inch diagonal, LED backlit.	The laptop size may not be restricted to 13.3" only. Option may be given to bid for 14.1" screen size laptops also with all other parameters kept as same.	Clause remains unchanged.



**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	Printers complying with technical specifications as per Annexure - III						
1.1	HP Laser Jet Pro CP1525n		13				
1.2	HP LaserJet Pro P1566		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 Pro CP1525n			 % %	
1.2	HP LaserJet Pro P1566			 % %	
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 ...

बैंक अधिदेश फॉर्म /BANK MANDATE FORM

(दो प्रतियों में प्रस्तुत किया जाए /To be submitted in Duplicate)

 (कृपया सूचनाएँ सभ्य अक्षरों में भरें। जहाँ-कहीं-लगाएँ हो, उस पर सही का निशान लगाएँ।)
)Please fill in the information in CAPITAL LETTERS. Please TICK wherever it is applicable)

1. उधारकर्ता/विक्रेता/आपूर्तिकर्ता का नाम

 Name of Borrower / vendor / supplier: _____

विक्रेता का कूट Vendor Code (if applicable) _____

2. उधारकर्ता/विक्रेता/आपूर्तिकर्ता का पता

 Address of the Borrower / vendor / supplier: _____

नगर/City _____ पिनकोड Pin Code _____

ई-मेल आईडी /E-mail id: _____

एसटीडी कूट के साथ दूरभाष सं/Phone No. with STD code: _____

मोबाइल सं/Mobile No.: _____

स्थायी खाता संख्या/Permanent Account Number _____

एमएसई पंजीकरण/सीए प्रमाणपत्र/MSE Registration / CA Certificate _____

(यदि लागू हो/if applicable)

3. बैंक खाते का विवरण / Particulars of Bank account:

हितधिकारी का नाम Beneficiary Name																																											
बैंक का नाम Bank Name		शाखा का नाम Branch Name																																									
शाखा का स्थान Branch Place		शाखा का नगर Branch City																																									
पिनकोड PIN Code		शाखा कूट Branch Code	<table border="1"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>																																								
एमआईसीआर सं . MICR No.																																											
खाते का स्वरूप Account type	बचत/Saving	चालू/Current	नकद उधार Cash Credit																																								
खाता सं . Account No.	(जहाँ चेकबुक में अंकित है ())as appearing in the Cheque book)	<table border="1"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>																					<table border="1"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>																				
(बैंक से आपूर्त एमआईसीआर1 चेक पर अंकित कूट संख्या कृपया यह सुनिश्चित करने के लिए कि बैंक का नाम, शाखा का नाम एवाकूट तथा खाता संख्या सही है, अपने बैंक का निरस्त किया हुआ चेक सलग्न करें (

)Code number appearing on the MICR1 cheque supplied by the Bank. Please attach a cancelled cheque of your bank for ensuring accuracy of the bank name, branch name & code and Account Number)				
आईएफएससी कूट2 IFSC CODE2	आरटीजीएस अंतरण के लिए For RTGS transfer		एनईएफटी अंतरण के लिए For NEFT transfer	

4. अधिदेश के प्रभावी किए जाने की तिथि

Date from which the mandate should be effective :

मैं एतद् द्वारा घोषित करता हूँ कि ऊपर दिए गए विवरण सही और पूर्ण हैं। यदि अपूर्ण या गलत सूचना के कारण लेनदेन भुगतान (में कोई विलम्ब होत है या भुगतान नहीं हो पाता है, तो मैं सिडबी / आईडीबीआई बैंक को उसके लिए उत्तरदायी नहीं बनाऊंगा। मैं यह भी वचन देता हूँ कि यदि मेरे खाते के विवरण में कोई परिवर्तन होगा, तो मैं उसकी सूचना दूंगा, ताकि **भारि.बैंक के आरटीजीएस/एनईएफटी** के माध्यम से राशि जमा किए जाने के प्रयोजन के लिए अभिलेख अद्यतन किए जा सकें।

I hereby declare that the particulars given above are correct and complete. If any transaction is delayed or not effected for reasons of incomplete or incorrect information, I shall not hold SIDBI / IDBI Bank responsible. I also undertake to advise any change in the particulars of my account to facilitate updation of records for purpose of credit of amount through **RBI RTGS/NEFT**.

स्थान/Place : _____

दिनांक/Date : _____

_____ के हस्ताक्षर
Signature of the party / Authorized Signatory

प्रमाणित किया जाता है कि ऊपर दिए गए विवरण हमारे अभिलेख के अनुसार सही हैं।

Certified that particulars furnished above are correct as per our records.

बैंक की मुहर/Bank's stamp :

दिनांक/Date :

(बैंक के प्राधिकृत अधिकारी के हस्ताक्षर)
(Signature of the Authorized Official from the Banks)

टिप्पणी : यदि आरटीजीएस/एनईएफटी संबंधी कोई प्रभार होगा, तो उसका वहन पार्टी करेगी।

N.B.: RTGS/NEFT charges if any, is to be borne by the party

1, 2: आईएफएससी/एमआईसीआर के बारे में टिप्पणी

भारतीय वित्तीय प्रणाली कूट एक अक्षर/वर्णाक्षर कूट है, जो भारत में किसी बैंक-शाखा की अनन्य रूप से पहचान के लिए बनाया गया है। यह 11 अक्षरों का कूट है, जिसमें प्रथम 4 अक्षर बैंक के कूट को दर्शाते हैं, जबकि पाँचवाँ अक्षर नियंत्रण अक्षर के रूप में आरक्षित है। वर्तमान में पाँचवाँ स्थान पर 0 है (तथा शेष अक्षर शाखा की पहचान हैं। चेक पर अंकित एमआईसीआर कूट चुम्बकीय स्याही अक्षर पहचान (में 9 अक्षर होते हैं, जिनसे बैंक-शाखा की पहचान होती है। भारि.बैंक ने सभी बैंकों को सूचित किया है कि वे अपने ग्राहकों को जारी किए जाने वाले चेक पर आईएफएससी मुद्रित करवाएँ। कोई ग्राहक भी अपनी बैंक-शाखा से संपर्क कर उस शाखा का आईएफएस कूट प्राप्त कर सकता है।

1, 2: Note on IFSC / MICR

Indian Financial System Code (IFSC) is an alpha numeric code designed to uniquely identify the bank-branches in India. This is 11 digit code with first 4 characters representing the bank's code, the next character reserved as control character (presently 0 appears in the fifth position) and remaining 6 characters to identify the branch. The MICR code, (Magnetic Ink Character Recognition) that appears on cheques, has 9 digits to identify the bank-branch. RBI had since advised all the banks to print IFSC on cheque leaves issued to their customers. A customer may also contact his bank-branch and get the IFS Code of that branch.