



Small Industries Development Bank of India
Request for Proposal (RfP)
For Purchase of Network Switches for Various SIDBI Offices
Tender No. : 400/2012/817/BYO/ISD dated October 28, 2011

PRE-BID CLARIFICATIONS

Placed below are queries received from various vendors during pre-bid meeting held on November 09, 2011 and till last date of request for clarifications as mentioned in RfP.

S.N.	Clause	Content	Pg.No.	Query	SIDBI Response
1	2.5.8	Direct Support Center at Chennai	6	Is Service Partner Centre acceptable?	No Change. At Chennai the support should be direct.
2	3.7.6	EMD of all bidders would be released through NEFT / RTGS. Hence all bidders are required to submit the Bank Mandate Form (given in Annexure –XII),	10	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 .
3	3.8.2 / 3.8.3	Bidder shall arrange the Road Permits or any other document wherever required. Any letter required for this will be given by the Bank. The Bank will not be in a position to supply Form-C or Form-D and bidder will have to arrange for Form 31 or 32 or any other road	10	As the goods would be in the name of SIDBI, request bank to please arrange for road permits	No Change

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		permit, if required, on behalf of SIDBI			
4	3.8.7	The Bank will consider the inability of the Bidder to deliver or install the equipment within the specified time limit, as a breach of contract and would entail the payment of Liquidation Damages on the part of the Bidder.	11	Request the bank to define the extent of the liquidation damages that might apply.	In case of non-execution of order by shortlisted vendor the liability would be to the extent of EMD value. However, other penalties related to delayed delivery / installation / non-performance of SLA shall be as per the terms of RfP.
5	3.8.8	The liquidation damages represent an estimate of the loss or damage that the Bank may have suffered due to delay in performance of the obligations (relating to delivery, installation, operationalisation, implementation, training, acceptance, warranty, maintenance etc. of the deliverables) by the Bidder.	12	Request the bank to define the extent of the liquidation damages that might apply	
6	3.8.9	The Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum as specified in General Terms and Conditions	12	Request the bank to define the extent of the liquidation damages that might apply	Refer to Penalty section for details.
7	3.16.4.3.	SIDBI will award the contract to the successful bidder(s) whose bid has been determined to be substantially responsive and has been determined as the Lowest Commercial bid (L1). L1 would be based on TCO for a period of 7 years	14	Bank to please confirm that Optional cost for 7th year to also be considered in the L1 TCO calculation	Change. The TCO would be for period of six years i.e, cost of equipment with three years warranty and three years AMC.
8	4.3.2	The Supplier shall notify and	16	Can the bidder mention a list	Yes, as per Annexure -X (Service

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		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.		of subcontractees / franchisees as they might vary geographically. End to end responsibility for deliverables would remain with the bidder.	support matrix)
9	4.12.2	The insurance shall be for an amount equal to 110 percent of the CIF value of the Goods delivered to SIDBI covering "All Risks" (fire, burglary, natural calamities such as Earth quake, floods etc.) valid till one month from the date of delivery. If the vendor fails to obtain insurance cover and any loss or damage occur, the vendor will have to replace the items with new ones without any cost to the Bank.	20	Request bank to confirm understanding that insurance validity is only for one month from delivery of the devices	Insurance should be one from date of delivery of hardware at respective location.
10	4.7.3	During acceptance testing the bidder has to demonstrate all the features of the respective hardware items.	18	Is this demonstration required only to the Central IT team or at sites?	Central IT Team
11	4.8	Acceptance Date	19	Request Bank to please consider acceptance dates individually per site. Request Warranty to be from delivery date	No Change
12	4.14.10	Penalty for shortfall in Performance Compliance Level: Amount of penalty to be calculated on	21 and 22	Request bank as calculation is on monthly basis, penalty be limited to % of the	No Change

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		monthly basis		monthly contract value of the affected device and not the total contract value as implied in the table on Page 22	
13	4.17	In the event of any change / modification in the locations where the hardware items are to be delivered, the bidder in such cases shall deliver, install and commission at the modified locations at no extra cost to the Bank.	23	Location changes in the same city can be accommodated - request the bank to please note that there might be a change in transportation costs if location is changed to a geographically challenging site which might affect competitiveness of the proposal	No Change
14	Annexure IX	Performance Guarantee Format - indemnity / liability	Sub clause 1 / 5.	Request the bank to please clarify whether this equals BG value	PBG equals 10% of the order value
15	2.6 point 8	Proposals shall remain valid 90 days from the date of submission of bids i.e., till February 17, 2012.		Request clarification as to the final validity period	Change Validity of proposal would be 90 days from the last date of submission ie., till February 14, 2012
16	Annexure I	We agree to abide by this offer till 6 months from the date of last day for submission of offer (Bid).	27		Change. To be read as "We agree to abide by this offer till 90 days from the date of last day for submission of offer (Bid).
17	4.5	Terms of Payment		Request at least 60% payment on delivery (20% advance and 40% on delivery)	No Change
18	2.3.3.2.4.	Call to be attended within 4 hours	5	Can the bank allow for	No

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		from the time it is lodged.		remote access for day to day configuration / troubleshooting assistance in response to a call-log for locations other than Chennai?	
19	3.8.1.	The Bidder should deliver the goods within six weeks from the date of purchase order.	10	Request to amend it to six to eight weeks from the date of purchase order.	Change. Delivery schedule would be EIGHT weeks from date of Purchase order.
20	2.3.2.2	Integration of the switch with existing WAN and LAN at the location	4	Provide details of existing devices	The existing devices would be router and existing Layer 2 switch(s).
21	2.3.2.3.2	Call to be attended within 2 hours from the time it is lodged	4	Is remote login available for troubleshooting.	No
22	2.3.2.3.3	In case of failure of hardware to be replaced or substitute of equal or higher capacity to be provided within 4 hours from the time call is lodged and hardware failure identified by the engineer.	4	Request change in resolution time to 6 hours instead of 4hrs	No Change
23	2.3.3.1	Integration of switch with the LAN and WAN at respective locations/offices	5	Provide details of existing devices	The existing devices would be router and existing Layer 2 switch(s).
24	2.3.3.2.4	Call to be attended within 4 hours from the time it is lodged	5	Request change from 4hrs to NBD	No Change
25	2.3.3.2.5	In case of failure of hardware to be replaced or substitute of equal or higher capacity to be provided within NBD from the time call is lodged	5	Request change the replacement times lines to within 2 business days from NBD	No Change
26	Annexure XI	Power of Attorney	43	Can we provide Power of Attorney in the format which is already existing and used by the company for all	Yes

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27	Annexure - III, A(I)-4	AC Power cord for Catalyst 3K-X (India)	31	The quantity should be two.	Change. The number of power chords should be 2.																																																		
28	N/a	Location wise Requirement of switches.	N/a	Provide Distribution of Layer-2 switch at each location	The distribution of layer 2 switches for various locations is as follows: <table border="1"> <thead> <tr> <th rowspan="2">Location</th> <th colspan="2">Quantity</th> </tr> <tr> <th>24Port</th> <th>48 Port</th> </tr> </thead> <tbody> <tr> <td>Mumbai</td> <td>3</td> <td>2</td> </tr> <tr> <td>Baroda</td> <td>1</td> <td>N/a</td> </tr> <tr> <td>Bhopal</td> <td>1</td> <td>N/a</td> </tr> <tr> <td>Bhubaneswar</td> <td>1</td> <td>N/a</td> </tr> <tr> <td>Coimbatore</td> <td>1</td> <td>N/a</td> </tr> <tr> <td>Faridabad</td> <td>1</td> <td>N/a</td> </tr> <tr> <td>Indore</td> <td>1</td> <td>N/a</td> </tr> <tr> <td>Rajkot</td> <td>1</td> <td>N/a</td> </tr> <tr> <td>Jamshedpur</td> <td>1</td> <td>N/a</td> </tr> <tr> <td>Kanpur</td> <td>1</td> <td>N/a</td> </tr> <tr> <td>Ludhiana</td> <td>1</td> <td>N/a</td> </tr> <tr> <td>Nagpur</td> <td>1</td> <td>N/a</td> </tr> <tr> <td>Tirupur</td> <td>1</td> <td>N/a</td> </tr> <tr> <td>Panaji</td> <td>1</td> <td>N/a</td> </tr> <tr> <td>Total</td> <td>16</td> <td>2</td> </tr> </tbody> </table>	Location	Quantity		24Port	48 Port	Mumbai	3	2	Baroda	1	N/a	Bhopal	1	N/a	Bhubaneswar	1	N/a	Coimbatore	1	N/a	Faridabad	1	N/a	Indore	1	N/a	Rajkot	1	N/a	Jamshedpur	1	N/a	Kanpur	1	N/a	Ludhiana	1	N/a	Nagpur	1	N/a	Tirupur	1	N/a	Panaji	1	N/a	Total	16	2
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ALL OTHER TERMS AND CONDITIONS OF THE RFP REMAIN UNCHANGED.
