



Small Industries Development Bank of India

**Request for Proposal (RfP)  
For  
Annual Maintenance Contract (AMC) of Video  
Conferencing Equipment at various SIDBI offices**

Tender No.: 400/2012/798/BYO/ISD dated September 09, 2011

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

Price of the document: NIL

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## **1. Introduction and Disclaimers**

### **1.1. Purpose of RfP**

The purpose of RfP is to shortlist vendors for AMC of Aethra, Vega X3 and Vega X5 Video conferencing equipment at various offices. Details of the equipment under AMC are given in the subsequent sections of this tender document.

### **1.2. Information Provided**

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

### **1.3. Disclaimer**

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

### **1.4. Costs to be borne by Respondents**

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

### **1.5. No Legal Relationship**

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

### **1.6. Recipient Obligation to Inform Itself**

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

### **1.7. Evaluation of Offers**

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

### **1.8. Errors and Omissions**

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

### 1.9. Acceptance of Terms

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

### 1.10. Requests for Proposal

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

Contact : R K Sharma  
Position : General Manager (Systems)  
Email : rksharma@sidbi.com, [atopdar@sidbi.in](mailto:atopdar@sidbi.in), crprasad@sidbi.in  
Telephone: +91 - 22 - 67531228 / 67531244/ 67531238  
Fax: +91 - 22 - 67531236

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

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

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

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

### 1.11. Notification

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

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## 2. Background

### 2.1. About SIDBI

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

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

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

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

### 2.2. Tender Objective

2.2.1. SIDBI intends to enter into AMC of 17 Aethra Video Conferencing Equipments installed at various locations / offices. The details of Video Conferencing end points are given below:

S. N.	Location	Equipment Details		S. N.	Location	Equipment Details	
		Make	Model			Make	Model
1	Lucknow	Aethra	Vega X3	10	<a href="#">Chandigarh</a>	Aethra	Vega X3
2	Mumbai	Aethra	Vega X5	11	Jaipur	Aethra	Vega X5
3	Chennai	Aethra	Vega X3	12	Bangalore	Aethra	Vega X3
4	<a href="#">Dehradun</a>	Aethra	Vega X3	13	<a href="#">Hyderabad</a>	Aethra	Vega X3
5	<a href="#">Indore</a>	Aethra	Vega X3	14	Kochi	Aethra	Vega X3
6	Kolkata	Aethra	Vega X3	15	<a href="#">Ahmedabad</a>	Aethra	Vega X3
7	<a href="#">Bhubaneshwar</a>	Aethra	Vega X3	16	<a href="#">Baroda</a>	Aethra	Vega X3
8	Guwahati	Aethra	Vega X3	17	<a href="#">Pune</a>	Aethra	Vega X3
9	New Delhi	Aethra	Vega X3				

2.2.2. The purpose behind issuing this RfP is to invite technical and commercial bids from the eligible bidders and selection of bidder(s) for the above purpose.

2.2.3. The selection process consists of two phases viz., 1) Technical Evaluation and 2) Commercial Evaluation.

### 2.3. Scope of Work

The Scope of Work involves:

2.3.1. Direct on-site support for the equipment. AMC is comprehensive in nature with replacement of failed components including MIC, remote etc.

2.3.2. **Call-to-Response:** vendor's hardware engineer shall report at SIDBI offices within four 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.

2.3.3. **Call-to-Resolution:** vendor to resolve / repair the equipment within 48 hours from the time of its reporting.

2.3.4. 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)'.

- 2.3.5. Call will be deemed as call closure if a hardware or part thereof of similar or higher configuration of any make is provided within the Call-to-Resolution.
- 2.3.6. In case equipment at any location is taken away for repair, the vendor shall provide a similar standby equipment of any make capable of connecting on IP at no cost to the Bank, so that the equipments can be put to use in the absence of the originals/ replacements without disrupting the Bank's regular work.
- 2.3.7. Further provided that the Bank may, during the currency of the AMC, shift the goods wholly or in part to other location(s) within the Country and in such case the Supplier undertakes to continue to maintain the goods at the new location without any other additional cost to the Bank.

## 2.4. Tender Methodology

- 2.4.1. The tender methodology proposed to be adopted by SIDBI would be "**TWO Bid System**" i.e., Technical Bid and Commercial Bid.
- 2.4.2. The bidders whose technical bids are found as qualified shall be short listed for commercial evaluation.
- 2.4.3. SIDBI would enter into contract with the bidder whose commercial bid is determined as **Lowest Commercial Bid [L1]**. L1 would be based on total AMC charge per annum.

## 2.5. Technical Bid:

- 2.5.1. The bidder should be a registered company. Copy of registration certificate to be enclosed.
- 2.5.2. The bidder should be in the business of supply, installation, commissioning and maintenance of Video Conferencing for **at least three [3] years** as on the date of this tender.
- 2.5.3. The bidder should have successfully delivered, installed and maintained at least 5 Video conferencing systems during last 3 years to at least one customer.
- 2.5.4. The bidder should have a **minimum average annual turnover** of Rs.6 lakhs over the last three (3) financial years.  
***Supporting the fact the bidder should furnish auditor's certificate for last three years ending March' 2011.***
- 2.5.5. The bidder should have positive networth and cash profit [i.e. no cash loss] in 2 years out of last 3 financial years. Supporting the fact the bidder should furnish auditor's certificate for last three years ending March' 2011.
- 2.5.6. The bidder should have direct support or indirect i.e. support through service partners at all the locations. Bidders must submit a detailed support matrix as per **Annexure – IV**.

The bidders should submit documentary evidence in support of facts/ claims submitted/ made in response to the Technical bid. Documents should be submitted along with Annexures.

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

## 2.6. Schedule of Events

1	Purpose of RfP	Annual Maintenance Contract of Video Conferencing Equipment for a period of One year			
2	Tender No and Date of Issue	400/2012/798/BYO/ISD, Dated September 09, 2011			
3	Cost of RfP	Nil			
4	Earnest Money Deposit [EMD]:	Nil			
5	Pre-bid meeting	No			
6	Last date for submission of bids	September 22, 2011 at 3:30 pm			
7	Address for submission of bids	The General Manager(Systems) Small Industries Development Bank of India MSME Development Center, 3 <sup>rd</sup> Floor Information Services Department Plot No.C-11, G Block, Bandra Kurla Complex Bandra [East], <b>Mumbai - 400051</b>			
8	Bid Validity	Proposals shall remain valid <b>30 days</b> from the date of submission of bids i.e., till ....., 2011.			
9	Date of Opening of Technical bid	September 22, 2011 at 4:00 pm			
10	Date of Opening of commercial bid	To be announced at a later date after the technical evaluation is over. Only technically short listed vendors shall be notified in writing or through mail.			
11	Venue for pre-bid meeting & Opening of bids	SIDBI, MSME Development Center 3 <sup>rd</sup> Floor, Information Services Department, Plot No.C-11, G Block, Bandra Kurla Complex, Bandra(E), <b>Mumbai - 400 051</b>			
12	<b>Contact Details</b>				
	<b>Name</b>	<b>Designation</b>	<b>Phone</b>	<b>Fax</b>	<b>E-mail</b>
	C R Prasad	AGM (Systems)	67531238	67531236	crprasad@sidbi.in
	A topdar	DGM(Systems)	67531244		atopdar@sidbi.in

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### 3. Instruction to Bidders

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

#### 3.1. Amendment to the bidding document

- 3.1.1. At any time prior to the date of submission of Bids, the Bank, for any reason, may modify the Bidding Document, by amendment.
- 3.1.2. The amendment will be posted on Banks website [www.sidbi.in](http://www.sidbi.in).
- 3.1.3. All Bidders must ensure that such clarifications have been considered by them before submitting the bid. Bank will not have any responsibility in case some omission is done by any bidder.
- 3.1.4. In order to allow prospective Bidders reasonable time in which to take the amendment into account in preparing their Bids, the Bank, at its discretion, may extend the deadline for the submission of Bids.

#### 3.2. Language of Bid

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

#### 3.3. Documents Comprising the Bid

The bid shall consist of Technical bid and Commercial bid. Separate technical bid and commercial bid in prescribed formats should be submitted.

##### 3.3.1. Documents comprising the Technical Bid should be:

- 3.3.1.1. Technical Bid as per **Annexure - I**.  
Any Technical Bid containing price information will be rejected.
- 3.3.1.2. Statement of deviations, if any, as per **Annexure –II**.
- 3.3.1.3. Service Support Details as per **Annexure –IV**.

##### 3.3.2. Documents comprising the Commercial Bid should be:

- 3.3.2.1. Commercial bid as per **Annexure -III**.

#### 3.4. Signing, Sealing and Marking of Bids

- 3.4.1. The Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorised to bind the Bidder to the Contract. The Bidder shall seal the bids in non-window envelopes containing the documents as under:

##### 3.4.1.1. **1<sup>st</sup> Envelope (Super scribing “Tender No 400/2012/798/BYO/ISD – Technical Bid for AMC of Video Conferencing Equipment”):**

- i. Technical Bid
- ii. Statement of Deviations.
- iii. Service Support Details
- iv. Masked (blank) Commercial Bid.

##### 3.4.1.2. **2<sup>nd</sup> Envelope (Super scribing “Tender No 400/2012/798/BYO/ISD – Commercial Bid for AMC of Video Conferencing Equipment”):**

- v. Commercial Bid

- 3.4.2. On the cover of each envelop name and address of bidder along with contact number should be clearly indicated.

- 3.4.3. The envelope(s) shall be addressed to the Bank and submitted at the address given below:

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

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

### 3.5. Bid Currency

Bids should be quoted in Indian Rupee only.

### 3.6. AMC Schedule and Locations

The support should be for a period of **one year ie., from October 01, 2011 to September 30, 2012.**

The locations where support needs to be extended are given below:

S. N.	Location	S. N.	Location
1	Lucknow	10	Chandigarh
2	Mumbai	11	Jaipur
3	Chennai	12	Bangalore
4	Dehradun	13	Hyderabad
5	Indore	14	Kochi
6	Kolkata	15	Ahmedabad
7	Bhubaneshwar	16	Baroda
8	Guwahati	17	Pune
9	New Delhi		

### 3.7. Period of Validity of Bids

- 3.7.1. Prices and other terms offered by Bidders must be firm for an acceptance period of one [1] month from date of closure of this RfP.
- 3.7.2. In exceptional circumstances the Bank may solicit the Bidders consent to an extension of the period of validity. The request and response thereto shall be made in writing. The Bid security provided shall also be extended.
- 3.7.3. Bank, however, reserves the right to call for fresh quotes at any time during the period, if considered necessary.

### 3.8. Deadline for submission of Bids

- 3.8.1. The bids must be received by the Bank at the specified address **not later than September 22, 2011, 3:30p.m.**
- 3.8.2. In the event of the specified date for the submission of bids, being declared a holiday for the Bank, the bids will be received up to the appointed time on the next working day.
- 3.8.3. The Bank may, at its discretion, extend the deadline for submission of Bids by amending the Bid Documents, in which case, all rights and obligations of the Bank and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

### **3.9. Late Bids**

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

### **3.10. Modification And/ Or Withdrawal of Bids:**

3.10.1. The Bidder may modify or withdraw its bid after the bid's submission, provided that written notice of the modification including substitution or withdrawal of the bids is received by the Bank, prior to the deadline prescribed for submission of bids.

3.10.2. The Bidder modification or withdrawal notice shall be prepared, sealed, marked and dispatched. A withdrawal notice may also be sent by Fax and followed by a signed confirmation copy received by the Bank not later than the deadline for submission of bids.

3.10.3. No bid may be modified or withdrawn after the deadline for submission of bids.

3.10.4. Bank has the right to reject any or all bids received without assigning any reason whatsoever. Bank shall not be responsible for non-receipt / non-delivery of the bid documents due to any reason whatsoever.

### **3.11. Opening of Bids by the Bank**

3.11.1. On the scheduled date and time, bids will be opened by the Bank Committee in presence of Bidder representatives. It is the responsibility of the bidder's representative to be present at the time, on the date and at the place specified in the tender document. The bidders' representatives who are present shall sign a document evidencing their attendance.

3.11.2. Bids that are not opened at Bid opening shall not be considered for further evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the Bidders.

### **3.12. Evaluation Methodology**

#### **3.12.1. Clarification of bids**

During evaluation of Bids, the Bank, at its discretion, may ask the Bidders for clarifications of their Bids. The request for clarification and the response shall be in writing (Fax/e-Mail), and no change in the substance of the Bid shall be sought, offered or permitted.

#### **3.12.2. Technical Evaluation**

3.12.2.1. SIDBI will review the technical bids of the bidders to determine whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at SIDBI's discretion.

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

3.12.2.3. Technical evaluation would be carried out and all bidders who qualify the technical evaluation will be short listed for commercial evaluation.

#### **3.12.3. Commercial Evaluation**

3.12.3.1. All the bidders who qualify in Technical evaluation as per the criteria mentioned above would be short listed for commercial evaluation.

3.12.3.2. Bidders who qualify for commercial evaluation shall be notified in writing about the date and time of opening of commercial bids.

3.12.3.3. 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 total AMC charge per annum.

**3.12.4. Arithmetic errors correction:**

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

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

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

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

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

**3.13. Contacting the Bank**

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

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

**3.14. Award of Contract**

The Bank will award the contract to the successful bidder who has responded to Bank's tender as referred above, who has been determined to qualify to perform the contract satisfactorily, and whose Bid has been determined to be substantially responsive, and is the lowest commercial Bid.

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## 4. General Terms and Conditions

### 4.1. Price

- 4.1.1. Prices quoted by the bidders should include all local taxes, VAT, duties, levies, transportation costs etc., during AMC.
- 4.1.2. Once a contract price is arrived at, the same must remain firm and must not be subject to escalation during the performance of the contract due to fluctuation in foreign currency, change in the duty/tax structure, changes in costs related to the materials and labour or other components or for any other reason.
- 4.1.3. The Bank will not be in a position to supply Form-C or Form-D and vendor will have to arrange for Form 31 or 32 or any other road permit, if required, on behalf of SIDBI.
- 4.1.4. No other cost whatsoever will be paid by SIDBI.
- 4.1.5. 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.
- 4.1.6. The prices quoted shall be valid for a minimum period of one Month from the last date for submission of offers.

### 4.2. Payment Term

- 4.2.1. Quarterly equal installments, payable at the beginning of quarter.
- 4.2.2. In case of last quarter the payment would be made at the end of quarter.

### 4.3. Penalty

- 4.3.1. In the event of vendor failing to repair / resolve the equipment within call-resolution-period ( 48 hours ), a penalty of 1% of the quarterly AMC value of the equipment would be charged for each weeks delay or part thereof, subject to maximum of 10% of the quarterly AMC cost for the equipment.
- 4.3.2. The amount of penalty shall be adjusted while releasing the AMC amount for the subsequent quarter.

### 4.4. Indemnity:

The vendor will indemnify SIDBI to the extent of direct damages against all claims, demands, costs, charges, expenses, award, compensations etc. due to vendor's violation of any patents and copy rights.

### 4.5. Force Majeure:

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

#### 4.6. Arbitration

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

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

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

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

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

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

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

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Technical Bid

S.N	Parameter	Bidder's response	
1	Name of the Bidder company		
2	Year of establishment		
3	Type of Company		
4	Registration No. and date of registration. <b>Registration Certificate to be enclosed</b>		
5	Address of Registered Office with contact numbers [phone /fax/mail]		
6	Address of Local Office at Mumbai with contact numbers [phone /fax/mail]		
7	PAN No.		
8	<b>Contact Details of Bidder's authorized representative to make commitments to SIDBI.</b>		
a	Name		
b	Designation		
c	Mobile No.		
d	Fax No.		
e	Mail Id		
9	No of Years of experience in supply, installation and Maintenance of Video conferencing equipment. <b>Documentary evidence to be submitted by way of purchase order / work completion certificate etc.</b>		
10	<b>Financials</b>		
	<b>Parameter</b>	<b>FY</b>	<b>Amount in lakh</b>
a	Annual Turnover	2008 - 2009	
		2009 - 2010	
		2010 - 2011	
b	Cash Profit	2008 - 2009	
		2009 - 2010	
		2010 - 2011	
c	Networth	2008 - 2009	
		2009 - 2010	
		2010 - 2011	
d	<b>CA certificate to be submitted, evidencing the above facts.</b>		
11	<b>Support</b>		
a	Availability of support arrangement at all 17 locations (Yes / No)		
b	Location, Address and Contact details of support center at other locations of SIDBI.	<b>Details to be provided as per Annexure -IV</b>	
12	Detailed Call logging procedure.		
13	<b>Details of Reference Sites [at least one customer]</b>		
	<b>Reference Site</b>	<b>Customer Name and contact No.</b>	<b>No. of years equipment in use</b>
a	Reference Site-1		
b	Reference Site-2		
c	Reference Site-3		

Date Signature of Authorised Signatory ...

Place Name of the Authorised Signatory ...

Designation ...

Name of the Organization ...

Seal ...

**Note**

1. Bidder response should be complete, Yes/No answer is not acceptable..
2. Documentary proof, sealed and signed by authorized signatory, must be submitted
3. SIDBI will contact the bidder referenced customer for verifications of facts, the bidder to ensure that the customer is intimated.
4. Proposal of the bidders are liable to be rejected in case of incomplete information or wrong information or non-submission of documentary proof.

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### Statement of Deviations

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

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

AMC of Video Conferencing Equipment - List of Deviations (Tender No. 400/2012/798/BYO/ISD dated September 09, 2011)			
S. No.	Point of reference in the tender	Page number	Comment/ Suggestion/ Deviation
1.			
2.			

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Date: \_\_\_\_\_ Signature of Authorised Signatory: \_\_\_\_\_

Place: \_\_\_\_\_ Name of the Authorised Signatory: \_\_\_\_\_

Designation : \_\_\_\_\_

Name of the Organisation: \_\_\_\_\_

Seal : \_\_\_\_\_

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Commercial Bid

S.N.	Make	Model	Quantity	Unit Cost		Amount in Rupees
				In figures	In Words	Total Cost
			A	B		C=AXB
<b>A. AMC Charges</b>						
1	Aethra	Vega X5	01			
2	Aethra	Vega X3	16			
<b>Total AMC Charge per Annum</b>						
<b>B. Optional Cost</b>						
3	Aethra	Remote	01			
4	Aethra	MIC	01			

**Note:**

- i. Prices quoted by the vendor should include all local taxes, VAT, duties, levies, transportation costs, spares etc.
- ii. Octroi, if any, will be paid on actuals on submission of original octroi paid receipt in favour of SIDBI.
- iii. **L1 would be based on total AMC charges per annum.**
- iv. Optional Cost would be for procurement of additional remote or MIC as and when required by Bank during the period of AMC.
- v. No other cost whatsoever would be paid by SIDBI.

Date:

Signature of Authorised Signatory:

Seal:

Place:

Name of the Authorised Signatory:

Designation:

Name of the Organisation:

Service Support Details

S N.	Location	Whether the support available is (D)irect or (I)n-direct [D/I]	Complete address & contact person at the support center for call logging & escalation purposes..		
			Level - 1 (call logging)	Level-2 (escalation)	Level-3 (escalation)
1	Lucknow				
2	Mumbai				
3	Chennai				
4	Dehradun				
5	Indore				
6	Kolkata				
7	Bhubaneshwar				
8	Guwahati				
9	New Delhi				
10	Chandigarh				
11	Jaipur				
12	Bangalore				
13	Hyderabad				
14	Kochi				
15	Ahmedabad				
16	Baroda				
17	Pune				

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