



SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA

**PROPOSALS ARE INVITED
FOR
RENEWAL OF SOFTWARE SUPPORT FOR
SYMANTEC ANTIVIRUS SOFTWARE LICENSES**

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Tender No.: 400/2012/810/BYO/ISD Dated: October 11, 2011

SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA
MSME Development Center, C-11, 'G' Block,
Bandra Kurla Complex, Bandra (E), Mumbai - 400 05

Annexure - I

Invitation to Bid

1. Introduction and Requirement:

SIDBI is an all India Financial Institution catering to the financial needs of Micro, Small and Medium Enterprises. It has Head Office at Lucknow, Zonal Offices at Chennai, Kolkata, Lucknow, Mumbai and New Delhi, Regional Office at Guwahati and more than 100 branch offices spread all over India.

SIDBI is currently having 1000 Licenses of Symantec Endpoint Protection 11.0 Anti-Virus software for Workstations and 50 licenses for servers. The licenses are currently under Gold Maintenance support from Symantec till November 13, 2011. We are in the process of renewing the software support for the following licenses for the period **November 14, 2011 – November 13, 2012**. Accordingly, proposals are invited from the eligible vendors for the renewal of software support as per **para 3 (scope of Work) of Annexure II**.

S No.	Item Description	Qty.	Support expiring on	Support renewal period
1	Renewal of Symantec Endpoint Protection 12.1 for Workstations with Gold Maintenance support for 1 YEAR.	1000	13/11/2011	14/11/2011 – 13/11/2012
2	Renewal of Symantec Endpoint Protection 12.1 for Servers with Gold Maintenance support, for 1 YEAR.	50		

You are requested to submit your bids strictly conforming to the schedule and terms and conditions given in annexures attached.

2. Bidding Information:

Purpose	Renewal of Software Support for Symantec Antivirus Licenses.
Cost of RfP	₹500/- (To be submitted as Demand Draft in favour of SIDBI, payable at Mumbai along with the bid. Bids submitted without cost of the RfP shall not be considered.)
EMD	₹10,000/- (To be submitted as Demand Draft in favour of SIDBI, payable at Mumbai)
Last Date of Submission of Bids.	October 25, 2011 by 3:30 pm
Clarifications.	Clarifications, if any, may be asked in writing through mail not later than October 18, 2011 by 5:00 pm.
Bid Validity	03 months from the date of submission of bids. i.e. till January 24, 2012.
Address for submission of Bids	THE GENERAL MANAGER (SYSTEMS) SIDBI, MSME DEVELOPMENT CENTER PLOT NO.C-11, 'G' BLOCK, BANDRA KURLA COMPLEX, BANDRA (EAST), MUMBAI - 400 051
No. Of Envelopes (Non window, sealed)	02 (Two), Non-window sealed with: 1st Envelope: (Superscribing "Tender No. 400/2012/810/BYO/ISD dated October 11, 2011 – Pre-qualification Bid") containing: 1. Forwarding letter as per format given in Annexure V . 2. Demand Draft towards the cost of tender. 3. Demand Draft towards Earnest Money Deposit (EMD).

		4. Pre-Qualification as per format given in Annexure III . 5. Letter of authorisation from Symantec.		
		2nd Envelope: (Superscribing “Tender No. 400/2012/810/BYO/ISD dated October 11, 2011 - Commercial Bid ”) containing: 1. Commercial bid as per format given in Annexure IV .		
Date of opening of Pre-qualification Bids		October 25, 2011 at 4:00 pm		
Date and time of opening of commercial bids		Commercial bids would be opened at a later date which would be notified only to the short listed bidders.		
Contact Details		SIDBI, MSME Development Center Plot No.C-11, ‘G’ Block, Bandra Kurla Complex, Bandra(East), Mumbai - 400 051		
Name (S/Sh.)	Designation	Phone	Fax	E-mail
Narender Kumar	AGM (Systems)	67531259	67531236	narender@sidbi.in
Sudhir Tandon	DGM(Systems)	67531245	67531236	standon@sidbi.in

3. INSTRUCTION TO BIDDERS

- a. Bidders are advised to study the tender document carefully. Submission of bids shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.
- b. Any clarification to be sought by the bidders should be done on or before the stipulated date.
- c. 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.
- d. All prospective Bidders that have received the Bidding Document will be notified of the amendment in writing, by fax or E-mail and the said amendments will be binding on them.
- e. 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.
- f. In case of any clarification required by SIDBI to assist in the examination, evaluation and comparison of bids SIDBI 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
- g. It would be the responsibility of the Bidder’s representative (only one person per vendor) to be present at the venue of opening of Bids.
- h. The envelopes should clearly indicate the Name and Address of the Vendor. All pages of the bid are to be signed and numbered as **Page ---(page) of --(total pages)** and the page numbers should be running across the complete bid document and not section wise.
- i. The bidder shall bear all the costs associated with the preparation and submission of the bid and SIDBI will in no case be responsible or liable for those costs, regardless of the conduct or the outcome of the tendering process.
- j. Deviations, if any, to the terms of the Rfp should be annexed separately to the pre-qualification bid.
- k. **BID VALIDITY:**

The period of bid validity shall be binding on the bidder, as SIDBI may place the purchase order (PO) at any stage on or before the expiry of the bid validity date for the renewal period

as indicated. SIDBI, however, reserves the right to call for fresh quotes at any time during the period, if considered necessary.

I. Modification And/ Or Withdrawal of Bids:

Bids once submitted will be treated, as final and no further correspondence in this regard will be entertained. No bidder shall be allowed to withdraw the bid. SIDBI has the right to reject any or all the bids received without assigning any reason whatsoever. SIDBI shall not be responsible for non-receipt / nondelivery of the bid documents due to any reason whatsoever.

4. TENDER METHODOLOGY, BID EVALUATION & AWARD OF CONTRACT:

- a. The tender methodology proposed to be adopted by SIDBI will be “**TWO BID SYSTEM**” i.e., Pre-qualification Bid and Commercial Bid.
- b. Bid evaluation shall be done in two phases. **In first phase** only the **1st** envelope will be opened in the presence of the representatives of the bidders. Evaluation of pre-qualification bids shall be done with respect to terms and conditions defined in the tender. Based on the pre-qualification evaluation, bidders will be short listed for opening of the commercial bids.
- c. **In second phase**, **2nd** envelope containing commercial bids of the bidders short listed in the first phase shall be opened in the presence of the bidder’s representative. Date and time of opening of the commercial bids shall be advised only to the bidders shortlisted in the first phase of evaluation, through fax/ mail/ phone.
- d. SIDBI will award the contract to the successful bidder whose bid has been determined to be substantially responsive and has been determined as the **LOWEST (L1) COMMERCIAL BID**.

Annexure II

Terms and Conditions

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.

1. RESPONSIVE BIDS: Bids conforming to the following essential requirements shall be considered as responsive:

1.1. Bids submitted at the prescribed address on or before the stipulated date and time.

1.2. Bids accompanied with following documents:

- 1.2.1. Forwarding letter
- 1.2.2. Authorisation letter from Symantec.
- 1.2.3. DD towards the cost of the tender.
- 1.2.4. DD towards the EMD.
- 1.2.5. Duly filled and signed Pre-qualification Bid in prescribed format [**Annexure III**].
- 1.2.6. Duly filled and signed Commercial Bid in prescribed format [**Annexure IV**].

2. MINIMUM ELIGIBILITY CRITERIA / PRE-QUALIFICATION CRITERIA:

The bidder:

- a. Should be a registered company.
- b. Should be Original Equipment Manufacturer (OEM)/ Authorised re-seller/ Partner of OEM. (To be supported by OEM's certificate, in case of re-seller or partner of OEM).

3. SCOPE OF WORK: Following would be the scope of work under the contract.

3.1. Renewal of Software support services with Symantec for following Symantec Antivirus licenses:

S No.	Item Description	Ref. No.	Qty.	Support expiring on	Support renewal period
1	Renewal of Symantec Endpoint Protection 12.1 for Workstations with Gold Maintenance support for 1 YEAR.	20681899	1000	13/11/2011	14/11/2011 to 13/11/2012
2	Renewal of Symantec Endpoint Protection 12.1 for Servers with Gold Maintenance support for 1 year.	21285005	50		

3.2. Submission of the renewal certificate with SIDBI.

3.3. **Upgrades and Updates:** Vendor will provide all the Updates and new releases for future Upgrades, free of cost during the support period. Also, SIDBI shall be given permission to download updates from Website as and when necessary. Further, Toll-free Telephonic support and E-mail support should be provided. These phone numbers and e-mail ids should be communicated to SIDBI.

4. PRICE:

4.1. Prices quoted by the bidders should include all local taxes, Sales tax, VAT, duties, levies and transportation costs etc.

4.2. 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.

4.3. **The prices quoted shall be valid for the entire period of the bid validity i.e. till January 24, 2012.**

4.4. Octroi, if applicable, will be paid as at actual, on submission of original receipts in the name of SIDBI.

4.5. 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.

4.6. SIDBI will not be in a position to supply Form-C or Form-D and vendor will have to arrange for Form 31 or 32 any other road permit, if required, on behalf of SIDBI.

5. TERMS OF DELIVERY:

5.1. Vendor shall ensure to lodge the order for renewal with prime vendor Symantec well in time **so that the support is renewed w.e.f. November 14, 2011.**

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

5.2.1. Renewal certificate issued by Symantec in SIDBI' name, in electronic/ physical form.

6. TERMS OF PAYMENT:

6.1. SIDBI's standard payment terms are as under:

6.1.1. 100% payment after the submission of proof of renewal of all the licenses for the period as indicated above, in the name of '**Small Industries Development Bank of India**'.

6.1.2. All the payments will be made by SIDBI, Mumbai electronically through RTGS/ NEFT. Before claiming any payment or refund of EMD, short listed vendor shall be required to furnish a duly filled-in **Bank Mandate Form** and signed by vendor's banker along with a cancelled cheque leaf. Format of the form shall be made available to the short listed vendor at the time of placing the order.

6.2. Vendor will be required to furnish the documentary proof of renewal of support for the desired period while claiming the payments.

6.3. 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.

6.4. The Bidder must accept the payment terms proposed by the Bank. The commercial bid 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.

6.5. All Payments will be made to the Bidder in Indian Rupee only.

7. PENALTY FOR DEFAULT IN SERVICES:

7.1. If the vendor fails to renew the support for the desired period in time and OEM imposes any re-instatement charges towards delayed renewal, the same shall be borne by the vendor and SIDBI shall not be liable to pay any charges to the vendor over and above the order value.

7.2. In case the ATS is **not renewed within five weeks from the date of order**, SIDBI reserves the right to cancel the order and in such a case the earnest money deposit (EMD) received from the vendor shall be forfeited.

8. EARNEST MONEY DEPOSIT:

8.1. The bids must be submitted along with an Earnest Money Deposit (EMD) in favour of SIDBI, payable at Mumbai in order to be eligible for participation. EMD of unsuccessful bidders shall be returned after end of bid validity period or receipt of the signed contract/ LOI from the successful bidders, whichever is earlier. EMD for the contracted vendor shall be refunded at the time of release of final payment. **The EMD will be forfeited, if any bidder dishonors its bidding commitments.**

9. FORFEITURE OF PERFORMANCE SECURITY/ EMD:

9.1. The bid security [EMD] may be forfeited:

If a Bidder withdraws its bid during the period of bid validity.

OR

In case of the successful Bidder, if the Bidder fails to accept the order/ sign the Contract or fails to furnish Performance Security within time stipulated by the bank.

- 9.2. 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.

10. USE OF CONTRACT DOCUMENTS AND INFORMATION:

- 10.1. 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 as far as may be necessary for purposes of such performance.
- 10.2. The Supplier will treat as confidential all the 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.

11. SUBCONTRACTS:

- 11.1. The Supplier shall not assign to others, in whole or in part, its obligations to perform under the contract except with the Bank's prior written consent.
- 11.2. 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.
- 11.3. Subcontracts / Franchisees must comply with the provisions of TCC.

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 RFP 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. PATENT RIGHTS:

13.1. 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.

14. FORCE MAJEURE:

14.1. 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.

14.2. 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 as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

15. RESOLUTION OF DISPUTES:

15.1. 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 RFP and the breach that may result.

15.2. 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.

15.3. 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.

15.4. 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;

15.5. 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.

15.6. 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.

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

ANNEXURE - III

Format – Pre-Qualification

Name of the Bidder:			
Address of the Bidder:			
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 [If not OEM, bidders need to submit OEM authorisation letter]			
OEM			
AUD/AUR			
Others, pl specify			
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]			

ANNEXURE IV

FORMAT – COMMERCIAL BID

[Amt in ₹]

S No.	Item Description	Ref. No.	Qty.	Unit Price, incl of all taxes	Total Price incl. of tax	Octroi, if any.
			[a]	[b]	[c=axb]	
1	Renewal of Symantec Endpoint Protection 12.1 for Workstations with Gold Maintenance support for 1 YEAR.	20681899	1000			
2	Renewal of Symantec Endpoint Protection 12.1 for Servers with Gold Maintenance support for 1 year.	21285005	50			
Total Cost of renewal, incl. of all taxes						

Note:

1. Taxes should include Service tax, VAT, Sales Tax, Transportation, Customs, Excise, traveling charges, insurance charges etc.
2. Octroi, if any, will be payable extra on the actuals after submission of invoice and proof of payment.
3. No terms and conditions should be stipulated in the Commercial bid, which is meant only for the quotation of offer price/ rate.
4. **Prices quoted above shall be valid throughout the bid validity period i.e. till January 24, 2012.**
5. Prices shall be in conformity to the scope of the work.

Organization :

Name :

Designation :

Signature with seal :

Date :

Place :



Annexure - V

Forwarding Letter

(To be submitted on Bidder'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,

Your Tender No.: 400/2012/810/BYO/ISD dated: October 11, 2011

This is with reference to your above mentioned tender for the renewal of software support services for Symantec Antivirus Software Licenses. Having examined the tender document, we hereby submit our proposal along with the necessary documents.

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

Date:...../...../2011

Authorised Signatory:

Name:

Designation:

Phone:

Email:
