



SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA

PROPOSALS ARE INVITED

FOR

Renewal of Citrix Subscription Advantage (CSA)

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THIS DOCUMENT IS PREPARED BY SIDBI FOR THE PROCUREMENT OF CITRIX SUBSCRIPTION ADVANTAGE (CSA) FOR CITRIX PRESENTATION SERVER ENTERPRISE EDITION LICENSES. IT SHOULD NOT BE REUSED OR COPIED OR USED EITHER PARTIALLY OR FULLY IN ANY FORM

Tender No.: 400/2010/547/BYO/ISD Dated: November 18, 2009

SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA

SME Development Center, C-11, 'G' Block,

Bandra Kurla Complex, Bandra (E), Mumbai - 400 051

**ANNEXURE - I**

**INVITATION TO BID**

**1. Introduction and Requirement:**

Small Industries Development Bank of India (SIDBI) is a principal financial institution for promotion, financing and development of industry in the small scale sector and also coordinating the functions of the institutions engaged in similar activities.

SIDBI has implemented a Citrix server farm with Citrix Metaframe Presentation Server 4.0 Enterprise Edition on Windows 2000 servers at its Mumbai data centre. Proposals are invited from the eligible Citrix Support Network (CSN) partners for the renewal of Citrix Subscription Advantage (CSA) for citrix licenses detailed as under:

S.No.	License Type	No. Of Licenses	Renewal of CSA for the period
1	Metaframe Presentation Server - Enterprise Edition	210	<b>01/01/2010 to 31/12/2010</b>
<b>Total no. Of licenses</b>		<b>210</b>	

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

**2. Bidding Information:**

Tender Reference	400/2010/547/BYO/ISD dated November 18, 2009
Purpose	Renewal of CSA for 210 Citrix Presentation Server Enterprise edition licenses for the period <b>01/01/2010 - 31/12/2010</b> .
Eligibility	The bidder must be a CSN Partner of Citrix Systems Limited.
Cost of RfP	<b>Rs.500/-</b> (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.)
Earnest Money Deposit (EMD)	<b>Rs. 10,000/-</b> (To be submitted as Demand Draft in favour of SIDBI, payable at Mumbai along with Commercial bids. <b>Bids submitted without EMD shall not be considered.</b> )
No. Of Envelopes (Non window, sealed)	<b>02 (Two), Non-window sealed with:</b> <b>1<sup>st</sup> Envelope:</b> (Superscribing "Tender No 400/2010/547/BYO/ISD dtd November 18, 2009 – Minimum Eligibility Bid") containing: <ol style="list-style-type: none"> <li>Forwarding letter as per format given in <b>Annexure- IV</b>.</li> <li>Demand Draft towards the cost of tender.</li> <li>Demand Draft towards Earnest Money Deposit (EMD).</li> <li>CSN Partnership certificate from Citrix.</li> </ol> <b>2<sup>nd</sup> Envelope:</b> (Superscribing "Tender No. 400/2010/547/BYO/ISD dtd November 18, 2009 – Commercial Bid") containing: <ol style="list-style-type: none"> <li>Commercial bid as per format given in</li> </ol>

		<b>Annexure- III.</b>		
Last Date of Submission of Bids		<b>December 08, 2009 by 3:00 pm</b>		
Last Date for seeking clarifications, if any		<b>December 01, 2009</b>		
Bid Validity, till		<b>Three months from the last date of bid submission i.e. March 07, 2010</b>		
Address for submission of Bids		<b>THE GENERAL MANAGER (SYSTEMS)</b> <b>SIDBI</b> <b>SME DEVELOPMENT CENTER</b> <b>PLOT No.C-11, 'G' BLOCK,</b> <b>BANDRA KURLA COMPLEX, BANDRA(EAST)</b> <b>MUMBAI - 400 051</b>		
Date and time of opening of Commercial Bids		Will be intimated at a later date only to the vendors whose bids will be found responsive.		
Contact Details		<b>SIDBI SME DEVELOPMENT CENTER</b> <b>PLOT No.C-11, 'G' BLOCK,</b> <b>BANDRA KURLA COMPLEX,</b> <b>BANDRA(EAST),</b> <b>MUMBAI - 400 051</b>		
<b>Name</b>	<b>Designation</b>	<b>Phone</b>	<b>Fax</b>	<b>E-mail</b>
Shri R K Sharma	GM(Systems)	67531228	67531236	rksharma@sidbi.in
Shri Narendra Kumar	AGM(Systems)	67531279		narender@sidbi.in

### 3. INSTRUCTION TO BIDDERS:

- 3.1. 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.
- 3.2. Any clarification to be sought by the bidders should be raised in writing on or before the stipulated date.
- 3.3. 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.
- 3.4. 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.
- 3.5. 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.
- 3.6. 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
- 3.7. 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.
- 3.8. 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.

- 3.9. 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.
- 3.10. Deviations, if any, to the terms of the Rfp should be annexed separately to the pre-qualification bid.
- 3.11. **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. SIDBI, however, reserves the right to call for fresh quotes at any time during the period, if considered necessary.
- 3.12. **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:**

- 4.1. The tender methodology proposed to be adopted by SIDBI will be **“TWO BID SYSTEM”** i.e., Minimum Eligibility Bid and Commercial Bid.
- 4.2. Bid evaluation shall be done in two phases. **In first phase** only the **1<sup>st</sup>** envelope will be opened in the presence of the representatives of the bidders. Evaluation of Minimum Eligibility bids shall be done with respect to terms and conditions defined in the tender. Based on the Minimum Eligibility bid evaluation, bidders will be short listed for opening of the commercial bids.
- 4.3. **In second phase**, **2<sup>nd</sup>** 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.
- 4.4. 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.**

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**Annexure - II****TERMS AND CONDITIONS****1. DEFINITIONS:**

In this Contract, the following terms shall be interpreted as indicated:

- 1.1 "The Bank " means Small Industries Development Bank Of India (SIDBI);
- 1.2 "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;
- 1.3 "The Contract Price" means the price payable to the Supplier under the Contract for the full and proper performance of its contractual obligations;
- 1.4 "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;
- 1.5 "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;
- 1.6 "TCC" means the Terms and Conditions of Contract contained in this section;
- 1.7 The Supplier" or "the Vendor" means the individual or firm supplying or intending to supply the Goods and Services under this Contract; and
- 1.8 "The Project Site" means various Head Office/Branches/Administrative offices of Small industries Development Bank of India.

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

2.1 Bids submitted at the precribed address on or before the stipulated date and time.

2.2 Bids accompanied with following documents:

- 2.2.1 Forwarding letter
- 2.2.2 CSN Partnership letter from Citrix.
- 2.2.3 DD towards the cost of the tender.
- 2.2.4 DD towards the EMD.
- 2.2.5 Duly filled and signed Commerical Bid in prescribed format.

**3. MINIMUM ELIGIBILITY CRITERIA:** The bidder should be a Citrix Support Network (CSN) partner of Citrix and same should be support by a certificate from Citrix.**4. Scope of Work:** Following would be the scope of work under the contract.

4.1 Renewal of the Citrix Subscription Advantage (CSA) is required for the period detailed as under:

S.No.	License Type	No. Of Licenses	Renewal of CSA for the period
1	Metaframe Presentation Server - Enterprise Edition	210	01/01/2010 to 31/12/2010
<b>Total no. Of licenses</b>		<b>210</b>	

4.2 Vendor to ensure that all the standard deliverables from Citrix under CSA are delivered to SIDBI.

**5. PRICE:**

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

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

5.3 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 labor or other components or for any other reason.

5.4 **The prices quoted shall be valid for the entire period of the bid validity i.e. till March 07, 2010.**

5.5 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.

5.6 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.

**6. TERMS OF DELIVERY:**

6.1. Vendor shall ensure to lodge the order for CSA renewal with prime vendor Citrix Systems India Pvt. Ltd. well before December 31, 2009 **so that the CSA is renewed w.e.f. January 01, 2010.**

**7. TERMS OF PAYMENT:**

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

7.1.1. 100% payment after the submission of proof of renewal of all the 210 licenses for the desired period in the name of '**Small Industries Development Bank of India**'.

7.2. Octroi, if any, will be paid as at actual, only on the submission of original receipts in SIDBI's name.

7.3. All the payments will be made at SIDBI, Mumbai either through Electronic Clearing System (ECS) or through direct credit to vendor's bank account.

7.4. Vendor will be required to furnish the documentary proof of delivery of licenses duly signed by SIDBI officials while claiming the payments.

7.5. 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.

7.6. 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.

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

**8. EARNEST MONEY DEPOSIT:** The bids must be submitted along with an Earnest Money Deposit (EMD) of Rs.10,000/- by way of a demand draft in favour of SIDBI, payable at Mumbai in order to be eligible for participation. EMD of unsuccessful bidders shall be returned after the end of bid validity period or after the acceptance of the order placed with successful bidder, whichever is earlier. EMD for the contracted vendor shall be refunded at the time of release of payment for CSA renewal. **The EMD will be forfeited, if any bidder dishonors its bidding commitments.**

**9. UPDATING SIDBI ABOUT CITRIX TECHNOLOGY:** Vendor should always update SIDBI officials about the Citrix technologies in the field of consolidation of applications. This may be brought to the notice of SIDBI during site visits or inviting for the technology seminars to take proactive measures on the latest technologies.

**10. FORFEITURE OF PERFORMANCE SECURITY/ EMD:**

10.1 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.

10.2 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.

**11. USE OF CONTRACT DOCUMENTS AND INFORMATION:**

11.1 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.

11.2 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.

**12. SUBCONTRACTS:**

- 12.1 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.
- 12.2 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.
- 12.3 Subcontracts / Franchisees must comply with the provisions of TCC.

**13 APPLICABLE LAWS:**

- 13.1 The Contract shall be interpreted in accordance with the laws prevalent in India.
- 13.2 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.
- 13.3 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.

**14 PATENT RIGHTS:**

- 14.1 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.

**15 FORCE MAJEURE:**

- 15.1 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.

- 15.2 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.

## **16 RESOLUTION OF DISPUTES:**

- 16.1 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.
- 16.2 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.
- 16.3 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.
- 16.4 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;
- 16.5 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.
- 16.6 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.
- 16.7 A notice shall be effective when delivered or on the notice's effective date, whichever is later.

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**Annexure - III****Commercial Bid - Renewal of CSA**

S. No.	License Type	Renewal of CSA for the period	No. Of Licenses	Unit Cost (Rs.)	Taxes	Total Cost (Rs.)
1	Metaframe Presentation Server - Enterprise Edition	01/01/2010 to 31/12/2010	210			
<b>Total no. Of licenses</b>			<b>210</b>			

**Note:**

1. TDS will be deducted at source as per rules.
2. Tax column should include all taxes including service tax. Octroi / entry tax as applicable shall be paid separately on the production of original receipt, in the name of SIDBI.
3. No additional payment will be made by SIDBI except Octroi / entry tax.
4. Prices quoted above shall be valid throughout the bid validity period i.e. **till March 07, 2010.**

Organization :

Name :

Designation :

Signature with seal :

Date :

Place :

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**ANNEXURE - IV**

**FORWARDING LETTER**

(To be submitted on Bidder's letter head)

To:

The General Manager (Systems)  
SIDBI  
3rd Floor, SME Development Center  
C-11, 'G' Block  
Bandra Kurla Complex  
Bandra (East)  
Mumbai - 400 051

Dear Sir,

**Your Tender No.: 400/2010/547/BYO/ISD dated: November 18, 2009**

This is with reference to your above mentioned tender for the procurement for the Citrix Subscription Advantage (CAS) services for 210 Citrix Presentation Server Enterprise Edition 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:...../...../2009

Authorised Signatory:

Name:

Designation:

Phone:

Email:

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