



**SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA**

**PROPOSALS ARE INVITED**

**FOR**

**RENEWAL OF CITRIX SUBSCRIPTION ADVANTAGE (CSA)**

THE INFORMATION PROVIDED BY THE BIDDERS IN RESPONSE TO THIS TENDER DOCUMENT WILL BECOME THE PROPERTY OF SIDBI AND WILL NOT BE RETURNED. SIDBI RESERVES THE RIGHT TO AMEND, RESCIND OR REISSUE THIS TENDER DOCUMENT AND ALL AMENDMENTS WILL BE ADVISED TO THE BIDDERS AND SUCH AMENDMENTS WILL BE BINDING ON THEM.

**Tender No.: 400/2009/394/BYO/ISD Dated: November 21, 2008**

**SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA  
SME Development Center, C-11, 'G' Block,  
Bandra Kurla Complex, Bandra (E), Mumbai - 400 051**

### **Rfp - Renewal of CSA**

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	180	01/01/2009 to 31/12/2009
2		30	27/03/2009 to 31/12/2009
<b>Total no. Of licenses</b>		<b>210</b>	

In this connection you are requested to submit **commercial** proposals along with earnest money deposit EMD, **in sealed envelopes**, for the above said services. Envelop containing commercial bids should be superscribed with **"Rfp for CSA Renewal - Commercial Bid"**. Applications completed in all respects should be submitted at the following address so as to reach us **on or before 3:00 PM on December 11, 2008**. General terms and conditions, minimum eligibility criteria and scope of the work is given in the following annexures:

- ❖ Annexure I : Bid Information
- ❖ Annexure II : General Terms and Conditions
- ❖ Annexure III : Format for Commercial Bid

The Proposals submitted at any other office of SIDBI or received after due date will not be accepted. **Clarifications, if any, may be sought in writing latest by December 01, 2008**. Please note that SIDBI reserves the right to consider/ reject any or all applications without assigning any reason thereof.

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**Annexure - I****Biding Information**

Tender Reference	400/2009/394/BYO/ISD dated November 21, 2008			
Purpose	Renewal of CSA for 210 Citrix Enterprise edition licenses: - for the period 01/01/2009 - 31/12/2009 - 180 Nos - for the period 27/03/2009 - 31/12/2009 - 30 Nos			
Eligibility	The bidder must be a CSN Partner of Citrix Systems Limited.			
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	<b>02 (Two)</b> Envelope-1: Containing DD towards the EMD and copy of CSN Partnership certificate from Citrix. Envelope-2: Containing Commercial bid as per format given in <b>Annexure III</b> .			
Last Date of Submission of Bids	<b>December 11, 2008 by 3:00 pm</b>			
Last Date for seeking clarifications, if any	<b>December 01, 2008</b>			
Bid Validity, till	<b>March 10, 2009</b>			
Address for submission of Bids	<b>THE GENERAL MANAGER (SYSTEMS) SIDBI SME DEVELOPMENT CENTER PLOT No.C-11, 'G' BLOCK, BANDRA KURLA COMPLEX, BANDRA(EAST) 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 PLOT No.C-11, 'G' BLOCK, BANDRA KURLA COMPLEX, BANDRA(EAST) 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 Asish Topdar	DGM (Systems)	67531244		atopdar@sidbi.in
Shri Narender Kumar	AGM (Systems)	67531279		narender@sidbi.in

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**Annexure - II****General Terms and Conditions**

1. **Period of Service:** 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	180	01/01/2009 to 31/12/2009
2	Server - Enterprise Edition	30	27/03/2009 to 31/12/2009
<b>Total no. Of licenses</b>		<b>210</b>	

2. **Deliverables** : The following would be the deliverables under CSA :

- ✓ Automatic delivery of software patches, bug fixes, upgrades, updates, enhancements and maintenance of releases during subscription period.
- ✓ Delivery of Citrix Feature Releases along with corresponding license number.
- ✓ Priority access to important Citrix technology information and customer service news.
- ✓ Access to Subscription Advantage Management Renewal Information System (SAMRI) portal of citrix.
- ✓ Access to Citrix site for downloading of software.
- ✓ Free of cost migration of citrix licenses to use higher versions of Citrix Metaframe Presentation server.

3. **Eligibility** : The bidder must be a Citrix CSN Partner of Citrix Systems Limited. The bidder should provide date of enrollment as CSN partner and partnership valid upto. (please submit copy of the certificate). Please note that without CSN Partnership certificate, bid will not be considered.

4. **Cost Details & Validity:** The quoted Rate / Cost should be inclusive of all levies/ taxes like Service tax, Educational cess, Sales Tax, Transportation, Customs, Excise, traveling charges etc, if any. Octroi / entry tax as applicable shall be paid seperately on the production of original receipt in the name of SIDBI. No other charges will be payable by SIDBI. **The validity of the proposal against this RfP should be till March 10, 2009.**

5. **Payment Terms:** 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'.

6. **Delivery Schedule:** The contracted vendor shall ensure to lodge the order for CSA renewal with prime vendor Citrix Systems India Pvt. Ltd. well before December 31, 2008 so that the CSA is renewed w.e.f. January 01, 2009.
7. **Earnest Money Deposit:** Vendors are required to submit a Demand Draft of Rs.10,000/- (Rupees ten thousand only) towards Earnest Money Deposit in favour of SIDBI, payable at Mumbai, along with bids in order to be eligible for participation. **EMD for the unsuccessful bidders shall be returned after the end of the bid validity period i.e. March 10, 2009 or after the acceptance of the order placed with the successful bidder, which ever is earlier.** However, the EMD for the successful bidder shall be returned along with the payment for the CSA renewal. **The EMD will be forfeited if any bidder dishonors its bidding commitments.**
8. **Non-Responsiveness of bids:** Non compliance of the bids to any of the following stipulations shall be treated as non-responsive and such bids shall be liable to be rejected:
  - ✓ Bids must be submitted strictly in accordance with the schedule given in **Annexure I.**
  - ✓ Bids must be submitted at the prescribed address only.
  - ✓ Envelope 1 & 2 must contain the relevant documents.
  - ✓ Commercial bid should be submitted as per format given in **Annexure III.**
8. **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. SIDBI reserves the right to accept or reject any quotation in full or part, and to suspend this process and reject all quotations or part at any time prior to the award of contract, without thereby incurring any liability to the affected vendors on the grounds of the purchasers inaction.
11. **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.
12. **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.

- 13. Arbitration :** In the event of a dispute or difference or difference of any nature whatsoever between the vendor and SIDBI during the course of the assignment arising as a result of this order, the same will be referred for arbitration to a Board of arbitration. This Board will be constituted prior to the commencement of the arbitration and will comprise two arbitrators and an umpire. Vendor and SIDBI will each nominate an arbitrator to the Board and these arbitrators will appoint the umpire. Arbitration will be carried out at a place mutually decided by Vendor and SIDBI.
- 14. Confidentiality :** The Vendor shall keep information related to SIDBI confidential and will not divulge to outside agencies without written consent from SIDBI even after the expiry/ termination of the contract.
- 15. Contact Information:** For any clarifications vendor may contact Shri Asish Topdar, Dy. General Manager (Systems) on 67531244 or Shri Narender Kumar, AGM(Systems) on 67531259.

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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	01/01/2009 to 31/12/2009	180			
2	Server - Enterprise Edition	27/03/2009 to 31/12/2009	30			
<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 seperately on the production of original receipt, in the name of SIDBI.
3. No additional payment will be made by SIDBI except Octroi / entry tax.

Date:

Authorised Signatory.

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