



SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA

PROPOSALS ARE INVITED

FOR

PROCUREMENT OF AMC SERVICES OF 16 IBM INTEL SERVERS

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.

THIS DOCUMENT IS PREPARED BY SIDBI FOR THE PROCUREMENT OF AMC SERVICE FOR 16 IBM INTEL SERVERS. IT SHOULD NOT BE REUSED OR COPIED OR USED EITHER PARTIALLY OR FULLY IN ANY FORM

Tender No.: 400/2010/510/BYO/ISD Dated: August 24, 2009

SMALL INDUSTRIES DEVELOPMENT BANK OF INDIA

SME 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 around 100 branch offices spread all over India.

SIDBI is seeking to procure Annual Maintenance Contract (AMC) for a period of two years, for 16 no. IBM Intel Servers installed in its Data Center at Mumbai. Currently these servers are under warranty/ AMC and the same is due for renewal. Detailed configuration of these servers are given in enclosed annexures.

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

2. Bidding Information:

Tender Reference	400/2010/519/BYO/ISD Dated: August 24, 2009
Purpose	Procurement of AMC services for 16 IBM Intel Server.
Min. Eligibility	As per Para 3 of Annexure II (Terms and Conditions)
Cost of Tender (Non refundable)	Rs.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.)
Earnest Money Deposit (EMD)	Rs.10,000/- (To be submitted as Demand Draft in favour of SIDBI, payable at Mumbai along with Commercial bids. Bids submitted without EMD shall not be considered.)
No. Of Envelopes	02 (Two) Non-window sealed with: 1st Envelope: (Superscribing “Tender No.400/2010/519/BYO/ISD dtd August 24, 2009 – Minimum Qualification Bid”) containing: i. DD towards the EMD. ii. Copy of authorisation letter from IBM. iii. Duly filled Minimum eligibility compliance form along with requisite attachments, in prescribed format as per Annexure III. 2nd Envelope: (Superscribing “Tender No.400/2010/519/BYO/ISD dtd August 24, 2009 – Commercial Bid”) containing: i. Containing Commercial bid as per format given in Annexure IV.
Last Date of Submission of Bids	September 14, 2009 by 3:00 pm
Last Date for seeking clarifications, if any	September 07, 2009
Bid Validity, till	03 Months from bid submission date i.e. upto December 13, 2009
Address for submission of Bids	THE GENERAL MANAGER (SYSTEMS) SIDBI SME DEVELOPMENT CENTER PLOT NO.C-11, 'G' BLOCK, BANDRA KURLA COMPLEX, BANDRA (EAST) MUMBAI - 400 051
Date and time of opening of Commercial	Will be intimated at a later date only to the vendors

Bids		whose bids will be found responsive.		
Contact Details		SIDBI SME DEVELOPMENT CENTER PLOT NO.C-11, 'G' BLOCK, BANDRA KURLA COMPLEX, BANDRA(EAST) MUMBAI - 400 051		
Name	Designation	Phone	Fax	E-mail
Shri R K Sharma	GM (Systems)	67531228	67531236	rksharma@sidbi.in
Shri Narender Kumar	AGM (Systems)	67531279		narender@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 sought in writing within 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. SIDBI, however, reserves the right to call for fresh quotes at any time during the period, if considered necessary.

l. **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., **Minimum 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 minimum qualification bids shall be done with respect to terms and conditions defined in the tender. Based on the minimum qualification bid 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

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

- 2.1. Bids accompanied with following documents:
- 2.2. Forwarding letter
- 2.3. Authorisation letter from IBM.
- 2.4. DD towards the EMD.
- 2.5. DD towards cost of tender.
- 2.6. Duly filled Minimum eligibility compliance form in prescribed format as per **Annexure III**.
- 2.7. Duly filled and signed Commercial Bid in prescribed format.

3. MINIMUM ELIGIBILITY CRITERIA:

Following minimum eligibility criteria would be applicable to bidders other than the SIDBI's empanelled hardware vendors. The bidder:

- 3.1. Should be an Authorised service provider of IBM for providing AMC services for IBM Intel Servers.
- 3.2. Should be a registered company.
- 3.3. Should be in existence in core computer hardware sales and services business for the **last five (5) years**.

- 3.4. Should have minimum average turnover of **Rs.2.0 Crores** per annum out of Indian Operations from the services of computer hardware during the last three (3) years ending March 2009.
- 3.5. Should be a profit making company for at least 2 years out of 3 years as evidenced from balance sheet/ certificate of Chartered Accountant.
- 3.6. Response to the Minimum Eligibility criteria should be submitted in the format as per **Annexure III**.

4. SCOPE OF WORK:

Following would be the scope of work under the contract.

- 4.1. Extending AMC services for the following 16 IBM Intel Servers for the period indicated as under:

S. No.	Server Make	Model	Mac. Serial No.	Purchased During	Qty.	AMC Required for the period	Location
1	IBM Intel Server	eServer xSeries x346	99AWEYD, 99AWEYG, 99AWRAV, 99AWPZH	April, 2006	4	13/10/2009 - 12/10/2011	SIDBI, BKC, Mumbai
2	IBM Intel Server	eServer xSeries x336	99CVNX4, 99CVMV2, 99CVMP3, 99CVNW0, 99CVMT0, 99CVMP2, 99CVMT6		7		
3	IBM Intel Server	eServer xSeries x346	99AWRBN		1		
4	IBM Intel Server	IBM eServer xSeries x346	99AZZDD		1		
5	IBM Intel Server	IBM eServer xSeries x346	99AZZDN		1		
6	IBM Intel Server	IBM eServer xSeries x346	99BAGBN		1		
7	IBM Intel Server	IBM Tower Model x236 8841	99ZW262	October, 2006	1	11/11/2009 - 12/10/2011	SIDBI, BKC, Mumbai
Total Servers					16		

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. 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.
- 5.3. **The prices quoted shall be valid for the entire period of the bid validity i.e. till December 13, 2009.**
- 5.4. Octroi, if applicable, will be paid as at actual, on submission of original receipts in the name of SIDBI.

- 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 PAYMENT:

- 6.1. Payment will be made in equal quarterly installments.
- 6.2. 100% of the instalment amount for a quarter shall be paid in the beginning of the quarter except for the last quarter for which the payment will be released at the end of the quarter.
- 6.3. Payment for 1st quarter will be released after the submission of the performance bank guarantee.
- 6.4. Payment for the 2nd and subsequent quarters will be released only after the release of payments pertaining to previous quarters.
- 6.5. All payments will be made by SIDBI, Mumbai Only. TDS will be deducted at source for any payment made by SIDBI, as per rules of Government of India.
- 6.6. 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 and 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.
- 6.7. All Payments will be made to the Bidder in Indian Rupee only.

7. PERFORMANCE COMPLIANCE LEVEL DURING WARRANTY:

- 7.1. Stipulated performance compliance level for the supplied H/w would be **97%** and **CTR (Call-to-Resolution) time should not exceed 6 hours**. The performance would be measured as under on monthly basis:

$$\text{Performance (\%)} = \frac{\text{Call closed within stipulated CTR}}{\text{Total number of call received in the month}} \times 100$$

- 7.2. **Penalty for shortfall in Performance Compliance Level:** Amount of penalty to be calculated on monthly basis for the shortfall in performance compliance level is as under:

Shortfall in Performance	Penalty (% of the contract value)
<= 1%	1
>1% and <= 3%	3
>3% and <= 5%	5
>5% and <=6%	6
>6% and <=8%	8
>8% and <=10%	10

Penalty amount, if any, accrued for a particular quarter shall be deducted from the payments of the following quarter.

- 7.3. 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 warrant or maintain the goods at the new location without any other additional cost to the Bank.
- 7.4. Any damage to the equipment occurred during the maintenance shall be replaced/ repaired by the vendor at their own expense.
- 7.5. Vendor shall employ only qualified and trained staff with adequate field experience. If SIDBI demands, the vendor will have to provide proof of qualification and experience of person employed for servicing the equipment.

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. PERFORMANCE BANK GUARANTEE :

- 10.1. The contracted vendor will furnish an unconditional Bank Guarantee (BG) of an amount equivalent to 10% of the contract and valid for the warranty period + 3 months with invocation period of THREE months from the date of expiry of validity of the BG for indemnifying SIDBI against any default / failure in execution of contract. The BG should be submitted only in the format provided by SIDBI to the contracted vendor.

11. SUBCONTRACTS:

- 11.1. The Supplier shall not assign to others, in whole or in part, its obligation 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. USE OF CONTRACT DOCUMENTS AND INFORMATION:

12.1. 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.

12.2. 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.

13. NATURE OF MAINTENANCE:

13.1. The nature of maintenance would be on-site, comprehensive including replacement / repairs of part/ complete machine of equivalent or higher configuration. The service shall also include preventive and breakdown maintenance of servers once in each quarter respective SIDBI locations.

14. MECHANISM FOR CALL LOGGING AND MONITORING:

14.1. Vendor will provide detailed mechanism for call logging and monitoring of calls along with the call escalation matrix.

15. REPLACEMENT/ STANDBY EQUIPMENT:

15.1. Vendor should provide equivalent or higher configuration standby server in case the problem is not resolved within 8 hours. The original equipment is to be repaired and brought back within 7 days. In case Vendor fails to repair the equipment within stipulated time or fails to provide the standby within one day, SIDBI will be at liberty to get the system repaired through an alternate source and debit the charges from the consolidated AMC charges payable. SIDBI shall entertain no correspondence or counter claim in this regard.

16. No alterations / attachments / adjustment should be made to the hardware being repaired that can decrease / reduce the actual capability of the equipment.

17. PREVENTIVE MAINTENANCE:

17.1. Vendor shall carry out the standard preventive maintenance including physical cleaning, general health check-up and log review of the Servers once in a quarter.

18. REPLACEMENT OF COMPONENTS ON FAILURE:

18.1. The AMC shall cover all parts/ components of the servers. In case of any component failure, the same shall be replaced by the vendor with a new of equivalent or higher capacity.

18.2. Vendor to stock either at its Office or at SIDBI location(s) sufficient stock of unused & new spare parts/ components like hard disks, motherboards, Network Card, Memory etc. for replacement.

18.3. All parts replaced by the Vendor must be new of same specification and make or, if such parts are not available in the market, parts of different make and quality would be accepted provided such request is made in writing.

19. SERVICES AT DIFFERENT OFFICE PREMISES:

19.1. In the event of shifting of the servers to any other SIDBI office, the vendor has to provide AMC support services at the new location without any extra cost.

20. DISPOSAL OF SERVERS UNDER AMC:

20.1. If SIDBI decides to dispose off any or all of the servers under AMC during the contract period, then payment for that particular server(s) shall be made on pro-rata basis for the services provided till the date of disposal of the server(s). Advance payments, if any, made in respect of such servers, shall be adjusted with the subsequent payments to be made to the vendor.

21. TERMINATION OF CONTRACT:

21.1. In case SIDBI is not satisfied with the maintenance services provided by the Vendor, the contract shall be liable to be terminated at the end of quarter by giving one-month notice to the vendor.

22. APPLICABLE LAWS:

22.1. The Contract shall be interpreted in accordance with the laws prevalent in India.

22.2. **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.

22.3. **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.

23. PATENT RIGHTS:

23.1. 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.

24. FORCE MAJEURE:

24.1. 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.

24.2. 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.

25. RESOLUTION OF DISPUTES:

25.1. 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.

25.2. 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.

25.3. 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.

25.4. 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;

25.5. 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.

25.6. 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.

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

ANNEXURE - III

Format – Minimum Qualification Bid

(To be submitted only by the bidders other than SIDBI's empanelled hardware vendors)

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 [Tick the appropriate box and attach]			
	OEM		
	AUD		
	Others, pl specify		
	If, AUD or Others, specify the Name and address of OEM		
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]		
4 Financials [fill in the details and attach proof of the same]			
	Turnover [in lakh]		
	2008-2009		
	2007-2008		
	2006-2007		
	Profit before tax [in lakh]		
	2008-2009		
	2007-2008		

	2006-2007				
6	References [<i>attach copies of the purchase order towards proof</i>] Names of at least two customers (with Names of contact persons, their designations, complete postal address, telephone, tax, telex and e-mail addresses, location of installation etc) to whom similar services are being provided and to whom the reference may be made by the Bank regarding the Bidder's capabilities to execute the tender.				
	Name	Address and Contact Details	Servers Supplied [Qty] <table border="1" data-bbox="1058 407 1357 499"> <tr> <th data-bbox="1058 407 1357 436">PO details</th> </tr> <tr> <td data-bbox="1058 436 1357 499">PO No and Date [attach PO masking price]</td> </tr> </table>	PO details	PO No and Date [attach PO masking price]
PO details					
PO No and Date [attach PO masking price]					

Annexure - IV

FORMAT - COMMERCIAL BID

(To be submitted on Vendor's letter head)

ANNUAL MAINTENANCE CONTRACT – 16 IBM INTEL SERVERS

S. No.	Server Type	Qty.	Monthly AMC Rate	[Amt. in Rupees] Total AMC amount for 2 Year
		[A]	[B]	[C] = [AxBx24]
1	IBM eServer xSeries x236	1		
2	IBM eServer xSeries x336	7		
3	IBM eServer xSeries x346	8		
Total		16		

Note:

1. TDS will be deducted at source as per rules.
2. Cost should be inclusive all the applicable taxes. Octroi tax as applicable shall be paid as at actuals on the production of original receipt, in the name of SIDBI.
3. No additional payment will be made by SIDBI except Octroi / entry tax, if any.
4. Price quoted above shall remain valid throughout the bid validity period.
5. No terms and conditions should be stipulated in the Commercial bid, which is meant only for the quotation of offer price/ rate.

Organization :

Name :

Designation :

Signature with seal :

Date :

Place :



Annexure – V

FORWARDING LETTER – AMC OF 16 IBM INTEL SERVERS

(To be submitted on Vendor'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.: 400/2010/519/BYO/ISD dated August 24, 2009

This is with reference to your above mentioned tender for the procurement of AMC Services for 16 IBM Intel Servers. Having examined the tender document, we the undersigned, 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:

LIST OF SERVERS UNDER AMC

S. No.	Server Make	Model	Mac. Serial No.	Qty.	Configuration
1	IBM Intel	IBM Tower Model x236 8841	99ZW262	1	Tower model, Intel Xeon Single CPU, E7520 Chipset, 2MB L2 Cache, 1 GB RAM, 2*73 GB Hot Swappable HDD with H/w RAID 1, DC Ultra320 SCSI Controller for RAID 1, Two 10/100/1000 Integrated Ethernet Controller with RJ45 port, 1.44 MB FDD and CD Writer & DVD Reader (Combo)
2	IBM Intel	eServer xSeries x336	99CVNX4, 99CVMV2, 99CVMP3, 99CVNW0, 99CVMT0, 99CVMP2, 99CVMT6	7	1U Rack, Intel Xeon Dual CPU, E7520 Chipset, 2MB L2 Cache, 2 GB RAM, 2*73 GB Hot Swappable HDD with H/w RAID 1, DC Ultra320 SCSI Controller with RAID 0, 1, Redundant (two) 10/100/1000 Integrated Ethernet Controller with RJ45 port, 1.44 MB FDD, 8x DVD ROM
3	IBM Intel	eServer xSeries x346	99AWEYD, 99AWEYG, 99AWRAV, 99AWPZH	4	2U Rack, Intel Xeon Dual CPU, E7520 Chipset, 2MB L2 Cache, 2 GB RAM, 2*146 GB Hot Swappable HDD with H/w RAID 1, DC Ultra320 SCSI Controller with RAID 0, 1, Redundant (two) 10/100/1000 Integrated Ethernet Controller with RJ45 port, 1.44 MB FDD, 8x DVD ROM
4	IBM Intel	eServer xSeries x346	99AWRBN	1	2U Rack, Intel Xeon Single CPU, E7520 Chipset, 2MB L2 Cache, 1 GB RAM, 2*73 GB Hot Swappable HDD with H/w RAID 1, DC Ultra320 SCSI Controller with RAID 0, 1, Redundant (two) 10/100/1000 Integrated Ethernet Controller with RJ45 port, 1.44 MB FDD, 8x DVD ROM, 36/72GB DDS Generation5 Internal Tape Drive
5	IBM Intel	IBM eServer xSeries x346	99AZZDD	1	2U Rack, Intel Xeon Single CPU, E7520 Chipset, 2MB L2 Cache, 2 GB RAM, 4*73 GB Hot Swappable HDD with H/w RAID 5, DC Ultra320 SCSI Controller for RAID 5, Four 10/100/1000 Integrated Ethernet Controller with RJ45 port, 1.44 MB FDD, 8x DVD ROM
6	IBM Intel	IBM eServer xSeries x346	99AZZDN	1	2U Rack, Intel Xeon Single CPU, E7520 Chipset, 2MB L2 Cache, 2 GB RAM, 4*73 GB Hot Swappable HDD with H/w RAID 5, DC Ultra320 SCSI Controller for RAID 5, Four 10/100/1000 Integrated Ethernet Controller with RJ45 port, 1.44 MB FDD, 8x DVD ROM
7	IBM Intel	IBM eServer xSeries x346	99BAGBN	1	2U Rack, Intel Xeon Single CPU, E7520 Chipset, 2MB L2 Cache, 2 GB RAM, 4*73 GB Hot Swappable HDD with H/w RAID 5, DC Ultra320 SCSI Controller for RAID 5, Four 10/100/1000 Integrated Ethernet Controller with RJ45 port, 1.44 MB FDD, 8x DVD ROM, 36/72GB DDS Generation5 Internal Tape Drive
Total				16	
