



Small Industries Development Bank of India

**Request for Expression of Interest (EOI)
for
Supply & Installation of Printers and
Scanners for various SIDBI offices**

EOI REFERENCE No. : 01/SIDBI/ISD/157

DATE OF EOI DOCUMENT : April 01, 2013

LAST DATE FOR SUBMISSION OF EOI : April 29, 2013

DATE OF OPENING OF EOI : April 30, 2013

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

Small Industries Development Bank of India[SIDBI] invites “Expression of Interest” from reputed Computer Hardware Vendors for supply, installation and commissioning of Computer Hardware items [Printers & Scanners] for its branches spread all across the country. The items for which EOI is being invited are classified into 2 groups and given in Annexure – I.

Only those vendors, who satisfy the eligibility criteria as mentioned herein below with proven capabilities in supply, installation and commissioning of Hardware need to respond.

1. Minimum Eligibility Criteria

- 1.1 The vendor should have experience of supply, installation and commissioning of Computer Hardware (including Printers / Scanners) at least for last five [5] years. Documentary proof [PO copy/Contract Copy/Certificate from customer] should be provided in support of experience
- 1.2 The vendor should be a registered company. Copy of registration certificate should be enclosed.
- 1.3 The vendor should be Original Equipment Manufacturer [OEM] or their authorized partner/ dealer/ re-seller of OEM for the proposed hardware. In case of authorized partner/ dealer/ re-seller of OEM, a valid relationship certificate from OEM is to be enclosed.
- 1.4 The vendor has successfully delivered and installed at least 200 Printers at multiple locations in single or separate orders during last 3 years to at least one customer in BFSI/ Govt./PSU sector.
- 1.5 The vendor should have a minimum average annual turnover of ₹30.00 crore out of Indian operations from the sales of computer hardware (including Printers and Scanners) over the last three (3) financial years.

If audited figures for any FY are not available, provisional figures may be provided. Supporting the fact the vendor should furnish auditor's certificate for last three years ending March' 2013.

- 1.6 The vendor should have positive networth and cash profit [i.e. no cash loss] in 2 years out of last 3 financial years. Supporting the fact the bidder should furnish auditor's certificate for last three years ending March' 2012.
- 1.7 OEM of the proposed hardware should have a valid ISO 9001 Quality Certification and ISO 14000 Certification for their production facility. Copy of certificate may be enclosed.
- 1.8 The bidder should be ISO 9000:2001 certified company. Copy of certificate may be enclosed.
- 1.9 The OEM should authorize the bidder to quote their product in this particular EOI of SIDBI. The vendor should submit Manufacturer Authorisation Form [MAF] as per format given in ***Annexure - V***.
- 1.10 The vendor should have Banks, FIs, and Government departments/ undertakings as their client for supply, installation & support of Hardware. Documentary proof [PO copy/Contract Copy/Certificate from customer] should be provided.
- 1.11 The vendor should have their own offices in the metropolitan cities of Mumbai, New Delhi, Chennai & Kolkata. In addition, support at the following locations must be compulsorily extended by the vendor from its own office/partner office at the same location :

SNo.	Location	SNo.	Location
1	Ahmedabad	9	Jaipur
2	Bangalore	10	Kochi
3	Bhopal / Indore	11	Kolkata
4	Chandigarh	12	Lucknow
5	Chennai	13	Ludhiana
6	Coimbatore	14	New Delhi/Faridabad
7	Guwahati	15	Pune
8	Hyderabad	16	Mumbai

For all other locations, the support may be extended from the same or nearby location. However, it would be vendor's responsibility to meet the desired level of performance

2. General Terms & Conditions

- 2.1 Intending applicants are required to submit their full particulars as per Format in Annexure-III along with required documents. If necessary, Bank may ask for clarification and /or further information from the vendors.
- 2.2 If called for, the vendor should be ready to participate in Bank's tendering process for purchase of the printers and scanners. .
- 2.3 The vendor must submit documentary evidence in support of facts/ claims submitted/ made in response to the EOI.
- 2.4 Proposals of vendor who do not fulfill the above criteria or who fail to submit documentary evidence thereon would not be considered.

3. Documents Comprising the EOI :

- 3.1 EOI Forwarding Letter as per *Annexure - II*.
- 3.2 Documentary evidence establishing that the vendor is eligible and is able to perform the contract, minimum eligibility criteria as per *Annexure - III* is to be filled in with all details.
- 3.3 Vendor's response to broad technical Specifications as per *Annexure- IV*.
The vendor is required to suggest **maximum of 2 models** for each item.
- 3.4 Manufacturer's Authorisation Form (MAF) as per *Annexure -V*.
- 3.5 Details of Service Support Details & Escalation Matrix as per *Annexure -VI*.
- 3.6 Details of Vendor's Major Customers in last 3 years as per *Annexure -VII*.

4. Evaluation and other information :

- 4.1 The vendor is required to suggest **maximum of 2 models** for different makes/brands in each hardware category.
- 4.2 SIDBI reserves the right to shortlist a particular model of **printer** in each category based on the following parameters :
 - SIDBI's prior experience of use of the printer of the particular brand in terms of availability of toner/cartridge across different geographical locations, availability of spares, back-to-back support services of the

OEM, comfort level of the users, fulfilling the desired level of specifications.

- Printing cost towards use of the printer - For each type of printer, the printing cost for one year [5000 pages per month for network printers and 2000 pages for colour printer, All-in-One and stand alone printers] will be considered. Vendor is required to mention the model no. of the toner/cartridge and capacity of printing of these in terms of number of pages. For colour printers, complete set of toners will be taken into consideration at a time for the purpose. Based on information provided on model no. of the toner/cartridge, SIDBI will obtain the price of the same from its empanelled consumer vendor. Best price available for each category will be taken into consideration.

Best rate available from the market for the toner	y
Printing capacity of one toner in terms of number of pages	n
Printing cost per page (p)	y/n
Printing cost for the year (P)	$p * z * 12$

** z = 5000 for Network printers and z = 2000 for other printers.*

- 4.3 SIDBI also reserves the right to shortlist a particular model of **scanner** based on SIDBI's prior experience of use of the scanner, availability of spares, back-to-back support services of the OEM, comfort level of the users, fulfilling the desired level of specifications.
- 4.4 The responses to this EOI must be complete and comprehensive with explicit documentary evidence in support of all the eligibility criteria mentioned herein above. Incomplete responses without the required documents are liable to be rejected.
- 4.5 The Bank reserves the right to accept / reject any or all the offers/responses submitted against this EOI without assigning any reason whatsoever and Bank's decision will be final in this regard.
- 4.6 The Bank further reserves the right to issue Request for Proposal [RfP] to the vendors who deems to be eligible and qualified based on the evaluation of the responses received.

- 4.7 All responses to the EOI must be sent in a sealed cover superscripting “**EOI for Supply & Installation of printers and Scanners for various SIDBI offices**” to the below mentioned address :

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

- 4.8 All responses to this request for EOI must reach the above address latest by **16:00 hours** on the specified date. Open responses received through e-mail / Fax etc. will not be considered. Bank will not be responsible for non-receipt of EOI within the specified date and time due to any reason including postal holidays or delays. Bank will also not be responsible for misplacement of the EOI document in case it is not properly superscripted with the words “**EOI for Supply& Installation of printers and Scanners for various SIDBI offices**”. In case the specified date of submission of EOI is declared a holiday, the EOI document will be received till the specified time on next working day.

Annexure - I

Printers and Scanners – List of Requirements

Group No.	Category	Details of Product
1	Printer	<ul style="list-style-type: none">✓ Network (duplex) Laser✓ Standalone Laser✓ Standalone Colour Laser✓ Standalone Desk jet All-in-One
2	High end Scanner	<ul style="list-style-type: none">✓ High Speed Scanner

Annexure - II

EOI Forwarding Letter
(To be submitted on Vendor's letter head)

Date:

The General Manager [Systems]
Small Industries Development Bank of India,
3rd Floor, MSME Development Centre,
Plot No. C-11, G Block
Bandra Kurla Complex [BKC], Bandra [E]
Mumbai - 400 051

Dear Sir,

EOI Reference No. _____ **dated** _____

Supply and Installation of Computer Hardware [Printers & Scanners]

We, the undersigned, offer to submit our bid in response and accordance with your EOI reference No. _____ dated _____. Having examined the EOI document carefully, we are hereby submitting our proposal along with all the requisite documents as desired by the Bank.

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

We understand that the Bank is not bound to accept any proposal it receives.

We remain,

Yours sincerely,

Date Signature of Authorised Signatory ...

Place Name of the Authorised Signatory ...

Designation ...

Phone & E-mail:

Name of the Organisation ...

Seal ...

Annexure - III

Part 1 - General Information

SN.	Minimum Eligibility Criteria	Vendor's response
1	Name of the Vendor's company	
2	Year of establishment	
3	Type of Company [Govt/PSU/Pub. Ltd / Pvt. Ltd /partnership /proprietary]	
4	Address of Registered Office with contact numbers [phone /fax/mail]	
5	Address of Local Office at Mumbai with contact numbers [phone /fax/mail]	
6	PAN No.	

Part 2 - Minimum Eligibility Criteria

SN.	Minimum Eligibility Criteria	Vendor's response
1	OEM or Authorised Partner/dealer <i>[If partner, valid partnership certificate to be enclosed]</i>	
2	OEM Details	
a	Name of OEM	
b	Address of OEM in India	
c	Contact Details of OEM	
d	Name	
e	Designation	
f	Mobile No.	
g	Fax No.	
h	Mail Id	
i	Copies of ISO 9001 and ISO 14000 certificates issue to OEM are required to be attached.	
3	Contact Details of Vendor's authorized representative responsible to deal with SIDBI for this assignment	
a	Name	
b	Designation	
c	Mobile No.	
d	Fax No.	
e	Mail Id	
4	No of Years of experience in supply, installation and commissioning of computer hardware [including Printers and Scanners] <i>Documentary evidence to be submitted by way of copy of purchase order/contract/customer certificate.</i>	
5	No of delivered and installed Printers at multiple locations in single or separate orders during last 3 years to at least one customer in BFSI/Govt/PSU sector <i>Documentary evidence to be submitted by way of copy of purchase order/contract/customer certificate</i>	
6	Registration No. and date of registration. <i>Registration Certificate to be enclosed</i>	

SN.	Minimum Eligibility Criteria		Vendor's response		
7	Financials (Out of Indian operation and from the sales of computer hardware) **				
	Parameter	FY	Amount in lakh		
	a	Annual Turnover	2010 - 2011		
			2011 - 2012		
2012 - 2013					
b	Cash Profit	2010 - 2011			
		2011 - 2012			
		2012 - 2013			
c	Net worth	2010 - 2011			
		2011 - 2012			
		2012 - 2013			
**	CA certificate to be submitted.				
8	ISO 9000:2001 certification [Enclose certificate]				
9	OEM authorization for proposing its products to SIDBI.[Yes/No] MAF as per Annexure -V to be enclosed				
10	Support:				
a	Availability of support arrangement as per para 1.11 [Yes / No]				
b	Location, Address and contact details of support center attached as per Annexure - VI [Yes / No]				
11	Details of Reference Customer [at least 01 customer from Bank/FSI/ Govt./PSU sector satisfying the condition mentioned in eligibility criteria at pint no. 1.10]				
	Customer Name and contact No.	Brief details of the h/w supplied	PO No and Date[attach PO with masked prices	Engagement is for Supply/Support/Both	
a					
b					

Date Signature of Authorised Signatory ...

Place Name of the Authorised Signatory ...

Designation ...

Phone & E-mail:

Name of the Organisation ...

Seal ...

- Note**
1. Vendor's response should be complete, Yes/No answer is not acceptable..
 2. Documentary proof, sealed and signed by authorized signatory, must be submitted
 3. Details of clients and relevant contact details are mandatory. Bidders may take necessary approval of the clients in advance before submission of related information. SIDBI will not make any separate request for submission of such information.
 4. SIDBI may contact the Vendor's referenced customer for verifications of facts, the vendor to ensure that the customer is intimated. Further in case SIDBI feels to visit the site, the vendor has to take necessary approvals for the same. SIDBI will not make any separate request to the vendors customers.
 5. Proposal of the vendor are liable to be rejected in case of incomplete information or wrong information or non-submission of documentary proof.

Annexure -IV

Broad Technical Specifications of Printers and Scanners

(i) Network Laserjet Printer

SN.	Description	Minimum Specifications	Vendor's Response	
			MAKE-1	MAKE- 2
1	Model number			
2	Media Sizes Supported	Standard Media sizes		
3	Processor Speed	540 MHz or more		
4	Print Speed	40 or more ppm (A4)		
5	Paper Trays Standard :			
A	Input – Tray 1 capacity	100 or more sheets		
B	Input – Tray 2 capacity	500 or more sheets		
C	Paper handling standard/output	100 or more sheets Rear Output bin, 250 or more sheets top Output Bin		
6	Print resolution/quality	1200 x 1200 dpi or higher		
7	Print Technology	Laser		
8	Print Languages, standard	Standard languages		
9	OS Compatibility	MS Windows XP and above and Linux		
10	Memory	128 MB or more		
11	Connectivity / Interface	High Speed USB & Network Interface		
12	Network Connectivity	Internal Fast Ethernet embedded Print Server		
13	Network Management S/W	Network management S/W		
14	Duty Cycle (Pages/month)	1,00,000 or more		
15	Duplex Printing	Built-in automatic		
16	Toner Technology	Integrated drum with toner cartridge		
17	Toner Cartridge life span@5% Coverage Area	>=6000 Pages		
18	Cost Saving & environmental features	Power saver mode, & Energy star compliant		
19	Warranty	3 Years, on-site comprehensive back to back from OEM		
20	Model of new Toner/ Cartridge of the same brand of printer			
21	Printing capacity (number of pages) per toner			

(ii) Stand alone Laserjet Printer

SN.	Description	Minimum Specifications	Vendor's Response	
			MAKE-1	MAKE- 2
1	Model number			
2	Media Sizes Supported	Standard Media sizes		
3	Processor Speed	266 MHz or more		
4	Print Speed	20 or more ppm (A4)		
5	Paper Trays Standard			
6	Paper handling Input, standard	250-or more sheet input tray		
7	Paper handling Output, standard	150 or more sheet face-down bin		
8	Print Quality	Upto 600 x 600 x 2 dpi		
9	Print Technology	Laser		
10	Languages	Standard		
11	OS Compatibility	MS Windows XP and above and Linux		
12	Memory	8 MB or more		
13	Connectivity / Interface	High-speed USB		
14	Duty Cycle(Pages/month)	6000 or more pages		
15	Duplex Printing	Manual		
16	Capacity of initial toner cartridge	Should be equivalent to toner giving maximum yield		
17	Cost Saving & environmental features	Power saver mode & Energy star compliant		
18	Warranty	3 Years, on-site comprehensive back to back from OEM		
19	Model of new Toner/ Cartridge of the same brand of printer			
20	Printing capacity (number of pages) per toner			

(iii) Stand alone Color Laserjet Printer

SN.	Description	Minimum Specifications	Vendor's Response	
			MAKE-1	MAKE- 2
1	Model number			
2	Media Sizes Supported	Standard Media sizes		
3	Processor Speed	264 MHz or more		
4	Print Speed	16 ppm or more [A4, black], 4 ppm or more [A4, color]		
5	Paper Trays Standard	1		
6	Paper handling Input/ Standard	150-sheet or more input tray		
7	Paper handling Output, standard	50 Sheet or more output bin		
8	Print Quality[black&color]	Upto 600 x 600 dpi		
9	Print Technology	color laser		
10	Languages	Standard		
11	OS Compatibility	MS Windows XP or above and Linux		
12	Memory	8 MB or more, standard flash		
13	Connectivity / Interface	High-speed USB		
14	Duty Cycle(Pages/month)	10000 or more pages		

SN.	Description	Minimum Specifications	Vendor's Response	
			MAKE-1	MAKE- 2
15	Duplex Printing	Manual		
16	Capacity of initial toner cartridge	Should be equivalent to toner giving maximum yield		
17	Cost Saving & environmental features	Power saver mode & Energy star compliant		
18	Warranty	3 Years, on-site comprehensive back to back from OEM		
19	Model of new Toner/ Cartridge (complete set of all colours) of the same brand of printer			
20	Printing capacity (number of pages) per set of toner for multi-colour printing			

(iv) Stand alone Deskjet All-in-One Printer

SN.	Description	Minimum Specifications	Vendor's Response	
			MAKE-1	MAKE- 2
1	Model number			
2	Media Sizes Supported	Standard Media sizes		
3	Functions	Standard AIO functions		
4	Duty cycle(A4 pages/month)	15000 or more pages		
5	Paper handling Input, Standard	250 or more sheet input tray		
6	Paper handling Output, standard	150 or more sheet output bin		
7	Print Technology	Thermal Inkjet		
8	Print Quality[black]	Upto 1200 x 600 dpi		
9	Print Quality[color]	Upto 4800 x 1200 dpi		
10	Duplex Printing	Manual		
11	Memory	128 MB or more		
12	Processor speed	360 MHz or more		
13	Languages	Standard		
14	Scanner Specifications	Scan type : Flatbed, ADF Scan resolution- Up to 4800 dpi Scan size (flatbed), max 216 x 297mm Scan size (ADF), max 215 x 355 mm Auto document feeder capacity:35sheet		
15	Copier Specifications	Copy speed → 35 or more cpm Copy Resolution → upto 1200x600dpi Copies, maximum → upto 99 copies		
16	Fax Specifications	Speed : 3 sec / page; Max, Speed dialing numbers : upto 100, with features for Auto redialing and Fax delayed sending:		
17	OS Compatibility	MS Windows XP or above and Linux		
18	Connectivity	USB		
19	Warranty	3 Years, on-site comprehensive back to back from OEM		

SN.	Description	Minimum Specifications	Vendor's Response	
			MAKE-1	MAKE- 2
20	Model of new Toner/ Cartridge of the same brand of printer			
21	Printing capacity (number of pages) per set of toner			

(v) High end Scanners

SN.	Description	Minimum Specifications	Vendor's Response	
			MAKE-1	MAKE- 2
1	Model number			
2	Scan Type	Flatbed		
3	Preview Speed	Generally about 7.0 Secs		
4	Scan Resolution	Around 2400 x 2400 dpi		
5	Paper Sizes Supported	Standard		
6	Control Panel	Standard panel		
7	Color bit depth	48-bit / 256		
8	Enlargement range	Upto 2000%		
9	Scan size maximum	Standard		
10	Scannable media types	Standard		
11	Photographic Format Types	General format types		
12	Scan file Formats	Standard		
13	Automatic document feeder	Capacity : 50 sheets or more		
14	OS Compatibility	MS Windows XP or above and Linux		
15	Connectivity	High-speed USB		
16	Warranty	3 Years, on-site comprehensive back to back from OEM		

Date Signature of Authorised Signatory ...

Place Name of the Authorised Signatory ...

Designation ...

Phone & E-mail:

Name of the Organisation ...

Annexure V

Manufacturer Authorisation Format

(To be submitted on OEM's letter head)

Ref:

Date:

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

Dear Sir,

**Sub: Manufacturer Authorisation for
EOI No. _____ dated _____**

We <OEM Name> having our registered office at <OEM Address> are an established and reputed manufacturer of <hardware details>.

We confirm that <Vendor Name> having its registered office at <Vendor Address> is our authorized partner/ re-seller/ dealer for our <hardware details>. We authorize them to quote for our equipments in the above mentioned EOI.

Further, we assure that we would extend full support to them in all respects for supply, warranty and maintenance of our products. We also ensure to provide the service support for the supplied equipments during the warranty period as per EOI terms.

We also undertake that in case of default in execution of this EOI by the <Vendor's Name>, the <OEM Name> will take all necessary steps for successful execution of this project as per EOI requirements.

<OEM Name>

<Authorised Signatory>

Name:

Designation:

Note: This letter of authority should be on the letterhead of the OEM and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the bidder in its bid.

Annexure - VI

Service Support Details & Escalation Matrix

S N.	Location	Support location i.e. Local/ Remote	Whether the support available is (D)irect or (I)n-direct [D/I]	Complete address & contact person at the support center for call logging & escalation purposes. Besides address, providing contact person, phone no. & e-mail id is a must.		
				Level – 1 (call logging)	Level-2 (escalation)	Level-3 (escalation)
1						
2						

Annexure - VII

List of Vendor's Major Customers in last 3 years

S N.	Name & Complete Postal Address of the customer [Purchaser]	Name , Designation, telephone, email of the contact person	Nature and description, quantity of goods ordered by Customer during last 3 years	Value of goods ordered in last 3 years	Whether reference letter enclosed is
1					
2					

[Enclose documentary proof]

Date Signature of Authorised Signatory ...
Place Name of the Authorised Signatory ...
Designation ...
Phone & E-mail:
Name of the Organisation ...