



Small Industries Development Bank of India

Request for Proposal
For

Renewal of AMC and Software Support for Fortinet Firewalls
Tender No. : 400/2014/968/BYO/ITV Dated: October 15, 2013

Tender No.	400/2014/968/BYO/ITV dated October 15, 2013
Tender issue Date	October 15, 2013
Last date for seeking clarifications	October 17, 2013, 1500 hrs
Last Date for bid Submission	October 21, 2013, 1530 hrs
Date of Opening of Pre-qualification and technical bid	October 21, 2013 1600 hrs
EMD	₹12,000/-
Tender Form Cost	Nil
No of Pages	16 (including this page)

Issued By:

Deputy General Manager (Systems)
Small Industries Development Bank of India
Information Technology Vertical
3rd Floor, MSME Development Center
Plot No.C-11, 'G' Block
Bandra Kurla Complex, Bandra (E),
Mumbai - 400 051
Ph:(022)67531100
Website: www.sidbi.in

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Annexure - I

Invitation to Bid

1. Introduction and Requirement:

- a. SIDBI is an all India Financial Institution catering to the financial needs of Micro, Small and Medium Enterprises. It has Head Office at Lucknow, MSME Development Center at Mumbai and 15 Regional Office at various locations spread all over India.
- b. SIDBI has installed two numbers of Fortinet, Fortigate 800 appliances in high availability mode at its Datacenter at BKC, Mumbai. The AMC and software support for the appliances **expires on October 25, 2013**. The details of the appliances are given below:

S.N.	Serial No.	Description	Qty.
1	FGT8003607500605	Fortigate 800 Bundle Appliance	01
2	FGT8003607500876		01

- c. SIDBI intends to enter into AMC and software support for Fortigate 800 Bundle Appliance with **8X5 subscription for 12 months i.e. from October 26, 2013 to October 25, 2014** along with vendor on-site support. The support should include:
 - Hardware Support
 - Firmware support
 - Enhanced Support
 - Antivirus
 - IPS
 - Web Filtering
 - Antispam
- d. The purpose behind issuing this RfP is to invite technical and commercial bid from authorized partners of Fortinet for the above purpose.
- e. Accordingly, proposals are invited from the eligible vendors for the renewal of AMC and software support as per **para 3 (scope of Work) of Annexure II**.
- f. You are requested to submit your bids strictly conforming to the schedule and terms and conditions given in annexures attached.

2. Bidding Information:

Tender No.	400/2014/968/BYO.ITV
Purpose of RfP	Renewal of AMC and software support for Fortinet firewalls.
Date of Issue of RfP	15/10/2013
Clarifications.	Clarifications, if any, may be asked in writing through mail not later than October 17, 2013 by 5:00 pm.
EMD	Rs.12,000/- (Rupees twelve thousand only)
Last date for submission of bid	21/10/2013 at 03:30 pm
Address for submission of bids	The Deputy General Manager(Systems) Small Industries Development Bank of India MSME Development Center, 3 rd Floor Information Technology Vertical Plot No.C-11, G Block, Bandra Kurla Complex, Bandra [East], Mumbai – 400051
Bid Validity	30 days from the date of submission of bids

<p>No. Of Envelopes (Non window, sealed)</p>	<p>02 (Two), Non-window sealed with:</p> <p>1st Envelope: (Superscribing “Tender No. 400/2014/968/BYO/ITV dated October 15, 2013 – Pre-qualification Bid”) containing:</p> <ol style="list-style-type: none"> 1. Forwarding letter as per format given in Annexure V. 2. Demand Draft/ Pay Order towards Earnest Money Deposit (EMD). 3. Pre-Qualification as per format given in Annexure III. 4. Letter of authorisation from Fortinet. 5. Bank Mandate Form as per format given in Annexure VI. <p>2nd Envelope: (Superscribing “Tender No. 400/2014/968/BYO/ITV dated October 15, 2013 - Commercial Bid”) containing:</p> <ol style="list-style-type: none"> 1. Commercial bid as per format given in Annexure IV. 														
<p>Date of Opening of Prequalification/Technical bid</p>	<p>21/10/2013 at 04:00 PM</p>														
<p>Date of Opening of Commercial bids</p>	<p>Commercial bids would be opened at a later date which would be notified only to the short listed bidders.</p>														
<p>Venue for Opening of bids</p>	<p>SIDBI, MSME Development Center 3rd Floor, Information Technology Vertical, Plot No.C-11, G Block, Bandra(E), Mumbai 400 051</p>														
<p>Contact Details</p>															
<table border="1"> <thead> <tr> <th data-bbox="256 1255 492 1287">Name</th> <th data-bbox="492 1255 781 1287">Designation</th> <th data-bbox="781 1255 930 1287">Phone</th> <th data-bbox="930 1255 1065 1287">Fax</th> <th data-bbox="1065 1255 1336 1287">E-mail</th> </tr> </thead> <tbody> <tr> <td data-bbox="256 1287 492 1318">C R Prasad</td> <td data-bbox="492 1287 781 1318">AGM(Systems)</td> <td data-bbox="781 1287 930 1318">67531238</td> <td data-bbox="930 1287 1065 1318" rowspan="2">67531236</td> <td data-bbox="1065 1287 1336 1318">crprasad@sidbi.in</td> </tr> <tr> <td data-bbox="256 1318 492 1352">Sanjay Srivastava</td> <td data-bbox="492 1318 781 1352">DGM(Systems)</td> <td data-bbox="781 1318 930 1352">67531229</td> <td data-bbox="1065 1318 1336 1352">ssrivastava@sidbi.in</td> </tr> </tbody> </table>		Name	Designation	Phone	Fax	E-mail	C R Prasad	AGM(Systems)	67531238	67531236	crprasad@sidbi.in	Sanjay Srivastava	DGM(Systems)	67531229	ssrivastava@sidbi.in
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Sanjay Srivastava	DGM(Systems)	67531229		ssrivastava@sidbi.in											

3. INSTRUCTION TO BIDDERS

- 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.
- Any clarification to be sought by the bidders should be done on or before the stipulated date.
- 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.
- 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., 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**.
- e. The Bank, on the request of the bidders may furnish the reasons for rejecting tender.

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 / Regional 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 prescribed address on or before the stipulated date and time.
- 2.2. Bids accompanied with following documents:
 - 2.2.1. Forwarding letter
 - 2.2.2. Authorisation letter from Fortinet.
 - 2.2.3. DD / Pay Order towards the EMD.
 - 2.2.4. Duly filled and signed Pre-qualification Bid in prescribed format [[Annexure III](#)].
 - 2.2.5. Duly filled and signed Commercial Bid in prescribed format [[Annexure IV](#)].
 - 2.2.6. Duly filled and signed Bank Mandate Form in prescribed format [[Annexure VI](#)]

3. MINIMUM ELIGIBILITY CRITERIA / PRE-QUALIFICATION CRITERIA:

The bidder:

- 3.1. Should be a registered company.
- 3.2. Should be Authorised re-seller/ Partner of Fortinet. (fact to be supported by Fortinet's authorisation letter).

4. SCOPE OF WORK

Following would be the scope of work under the contract.

4.1. OEM

- 4.1.1. 8X5 **FORTICARE** which should include 8X5 telephonic and ticket support.

- 4.1.2. In-case of failure and confirmation of RMA next business day onsite replacement. The faulty unit should be collected by vendor's logistic agency and all octroi/road charges etc to be paid by the vendor.
- 4.1.3. For failures reported after 2pm on Friday the replacement unit should be provided by coming Monday /Tuesday (business day).
- 4.1.4. 8X5 firmware updates, software updates / upgrades and patches.
- 4.1.5. Submission of the renewal certificate(s) in physical or electronic form from Fortinet.

4.2. Vendor

- 4.2.1. On-site support by the vendor in case of any issues.
 - 4.2.2. In case of software/hardware issue vendor shall reinstall the software and reconfigure the device.
 - 4.2.3. In case of any issue in the device SIDBI will raise a call with the vendor who in turn will coordinate with OEM and get that resolved within the timeline of SLA.
 - 4.2.4. Vendor will have to conduct half yearly preventive maintenance to ensure that the device functioning without defect.
- 4.3. Renewal of OEM and vendor support should be for a period of one year i.e.from October 26, 2013 to October 25, 2013.

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 labour 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 November 20, 2013.**
- 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 DELIVERY:

- 6.1. Vendor shall ensure to lodge the order for renewal with prime vendor Fortinet at the earliest after receipt of PO **so that the support is renewed for the desired period, w.e.f. October 26, 2013.**
- 6.2. The details of shipping and/ or other documents to be furnished by the vendor are specified hereunder.
 - 6.2.1. Original copy of renewal of AMC and software support certificate issued by Fortinet in SIDBI's name.

7. TERMS OF PAYMENT:

SIDBI's standard payment terms are as under:

- 7.1. Payments towards renewal of AMC and software support with OEM would be 100% after the submission of proof of renewal for the period as indicated above, in the name of '**Small Industries Development Bank of India**'.
- 7.2. For vendor on-site support the payment terms are quarterly in arrears. The details of quarterly payment are:

S.N.	Quarter	Quarter Period
1	Q1	October 26, 2013 to January 25, 2014
2	Q2	January 26, 2013 to April 25, 2013
3	Q3	April 26, 2013 to July 25, 2013
4	Q4	July 26, 2013 to October 25, 2013

- 7.3. All the payments including refund of EMD will be made by SIDBI Mumbai office, electronically through RTGS/ NEFT. All the bidders should submit duly filled-in & signed [by authorized signatory and bidder's banker] **Bank Mandate Form** as per format prescribed in **Annexure – VI**. In case the bidders have already submitted the form with bank in connection with any other tender/ transactions, same need not to be submitted again.
- 7.4. At the time of claiming the payments including refund of EMD, vendor will be required to confirm in writing the bank a/c and other details furnished in Bank Mandate Form. In case of any changes, Bank Mandate Form would require to be re-furnished.
- 7.5. Vendor will be required to furnish the documentary proof of renewal of software support as per scope of work.
- 7.6. 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.
- 7.7. The Bidder must accept the payment terms proposed by the Bank. The financial 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.
- 7.8. TDS, if any, will be deducted while releasing the payment.
- 7.9. All Payments will be made to the Bidder in Indian Rupee only.

8. PENALTIES FOR DEFAULT IN Renewal:

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. In case the support 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.

9. EARNEST MONEY DEPOSIT:

- 9.1. All the responses must be accompanied by a refundable **interest free security deposit** of an amount as mentioned at para 2 (Bid Information).
- 9.2. EMD should be in the form of Demand Draft / Banker's Cheque in favour of "**Small Industries Development Bank of India**" payable at Mumbai.
Any bid received without EMD in proper form and manner shall be considered unresponsive and rejected.
- 9.3. Request for exemption from EMD will not be entertained.
- 9.4. The EMD amount of all unsuccessful bidders would be refunded immediately upon happening of any the following events, **which ever is earlier**:
 - 9.4.1. Issue of Purchase Order to the successful bidder.

OR

- 9.4.2. The end of the bid validity period, including extended period (if any),
- 9.5. Successful Bidder will be refunded the EMD amount along with the 100% payment towards the renewal of AMC and software support with OEM.
- 9.6. The bid security may be forfeited:
 - 9.6.1. If a Bidder withdraws its bids during the period of bid validity.
 - 9.6.2. If a Bidder makes any statement or encloses any form which turns out to be false/ incorrect at any time prior to signing of the contract.
 - 9.6.3. In case of successful Bidder, if the Bidder fails to accept the order/ sign the contract within the stipulated time or fails to furnish performance guarantee.

10. MSME STATUS:

- 10.1. Bidders in their proposals are required to indicate their MSME status as per the following definition:

Enterprise Category	Manufacturing (Original Investment in P&M)	Services (Original Investment in Equipment)
Micro	Up to Rs. 25 lakh	Up to Rs.10 lakh
Small	Upto Rs.500 lakh	Upto Rs.200 lakh
Medium	Upto Rs.1000 lakh	Upto Rs.500 lakh

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.

Pre-Qualification Bid

1. Minimum eligibility criteria :

Vendor should be authorised re-seller/ partner / business associate of Fortinet. A copy of authorisation letter from Fortinet should be enclosed with the proposal.

Note: Authorization of vendor by Fortinet should be valid at least till the bid validity period.

2. Details to be Furnished:

a. Name of the Company : _____

b. Number of Years in the field of renewing/ delivering ATS services: _____

c. MSME Status as per the definition at para 10 of the RfP **<tick appropriate>**:

- Company **does not qualify** the status of MSME.
- Company **does qualify** the MSME status. Relevant document is attached herewith. **<please attach MSME registration certificate or a certificate from Chartered Accountant>**.

d. Type of tie-up with Fortinet : _____

e. Bank Mandate Form: **i. Already Submitted with SIDBI** **ii. Being submitted herewith**
(please tick appropriate option as the case may be)

f. Vendor's Bank Account Details as in Bank Mandate Form :

S.N.	Bank Name and Branch	Account Type / No.	IFSC Code

g. Details of Fortinet Account Manager for SIDBI with following details :

- i. Name of Account Manager for SIDBI at Fortinet: _____
- ii. Toll Free Number of Fortinet for support related issues: _____
- iii. FAX Number of Fortinet for support related issues: _____
- iv. E-mail ids of Fortinet to send support related queries: _____

h. List of existing two customers for whom the vendor has provided similar services if any, with following details :

S.N.	Name of the customer	Address	Contact Person Name and Phone No.

- i. Any other related information, not mentioned above, which the vendor wish to furnish.
- j. Any Deviation from General Terms & Conditions, which vendor wish to furnish.



Organization :

Name :

Designation :

Signature with seal :

Date : / / 2013

Place :



Annexure- IV

Commercial Bid
(To be submitted on Vendor's letter head)

[Amt in ₹]

S N.	Item Description	Serial No of Devices	Part No.	Qty.	Unit Price, incl of all taxes		Total Price incl. of tax	Octroi, if any
					In Figures	In Words		
					[a]	[b]		
1	Fortigate 800 Bundle Appliance with 8X5 Subscription for 12 months- From October 26, 2013 to October 25, 2014.	FGT8003607500605 and FGT8003607500876	FC-10-00800-900-02-12	2				
2	Vendor on-site support for one year i.e. from October 26, 2013 to October 25, 2014.			2				
Total Cost 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.**
5. Prices shall be in conformity to the scope of the work.

Organization :

Name :

Designation :

Signature with seal :

Date :

Place :

Forwarding Letter

(To be submitted on Vendor's letter head)

To:

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

Dear Sir,

Your Tender No.: 400/2014/968/BYO/ITV dated: October 15, 2013

This is with reference to your above mentioned tender for the renewal of AMC and Software support services for Fortinet, Fortigate 800 appliances. 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.

Date:...../...../2013

Authorised Signatory:

Name:

Designation:

Phone:

Email:

BANK MANDATE FORM
(To be submitted in Duplicate)

(Please fill in the information in CAPITAL LETTERS. Please TICK wherever it is applicable)

1. Name of Borrower / vendor / supplier : _____

Vendor Code (if applicable) _____

2. Address of the Borrower / vendor / supplier _____

City _____ Pin Code _____ E-mail: _____

Phone No. with STD code: _____ Mobile No.: _____

Permanent Account Number _____

MSE Registration / CA Certificate _____
(if applicable)

3. Particulars of Bank account:

Beneficiary Name			
Bank Name		Branch Name	
Branch Place		Branch City	
PIN Code		Branch Code	
MICR No.			
Account type	Saving	Current	Cash Credit
Account No.	(as appearing in the Cheque book)		
(Code number appearing on the MICR¹ cheque supplied by the Bank. Please attach a cancelled cheque of your bank for ensuring accuracy of the bank name, branch name & code and Account Number)			
IFSC CODE ²	For RTGS transfer		For NEFT transfer

4. Date from which the mandate should be effective :

I hereby declare that the particulars given above are correct and complete. If any transaction is delayed or not effected for reasons of incomplete or incorrect information, I shall not hold **SIDBI / IDBI Bank responsible**. I also undertake to advise any change in the particulars of my account to facilitate updation of records for purpose of credit of amount through **RBI RTGS/NEFT**.

Place : _____

Date : _____



Signature of the party / Authorized Signatory

.....
.....

Certified that particulars furnished above are correct as per our records.

Bank's stamp :

Date :

(Signature of the Authorized Official from the Banks)

N.B.: RTGS/NEFT charges if any, is to be borne by the party

^{1,2}: Note on IFSC / MICR

Indian Financial System Code (IFSC) is an alpha numeric code designed to uniquely identify the bank-branches in India. This is 11 digit code with first 4 characters representing the bank's code, the next character reserved as control character (presently 0 appears in the fifth position) and remaining 6 characters to identify the branch. The MICR code, (Magnetic Ink Character Recognition) that appears on cheques, has 9 digits to identify the bank-branch. RBI had since advised all the banks to print IFSC on cheque leaves issued to their customers. A customer may also contact his bank-branch and get the IFS Code of that branch.
