



**TENDER FOR SUPPLY & INSTALLATION OF VOICE RECORDER
COMPATIBLE TO EXISTING DEALER BOARDS UNDER BUYBACK
OF OLD VOICE RECORDER AT SIDBI OFFICE BUILDING BKC,
MUMBAI**

LAST DATE OF SUBMISSION OF SEALED TENDER
15.09.2014 UPTO 1500 HRS.

Issued to :-

**The Dy. General Manager [Premises]
MSME Development Centre,
Small Industries Development Bank of India (SIDBI),
5th Floor, Premises Vertical,
Plot No-C-11, 'G' Block,
Bandra Kurla Complex,
Bandra (East), Mumbai-400 051
Phone No. 6753 1220 / 1214/1146**

(Tender Document Part-I)

**NOTICE INVITING TENDER
FOR SUPPLY & INSTALLATION OF VOICE RECORDER
(16 CHANNELS) COMPATIBLE TO EXISTING DEALER BOARDS UNDER BUYBACK
OF OLD VOICE RECORDER AT SIDBI OFFICE BUILDING BKC, MUMBAI**

SIDBI wishes to invite tenders for Supply & installations of Voice Recorder compatible to existing Dealer boards of its Dealing Room under buyback at Bandra Kurla Complex, Mumbai. Tenders are hereby invited from reputed manufacturers/authorized dealer of Voice Recorders in two bid system. The estimated cost of the work is about ` 7 lacs.

1. The equipment is to be supplied in total period of 20 days.

The tender documents can be obtained from The Dy. General Manager [Premises], SME Development Centre, Small Industries Development Bank of India (SIDBI), 5th Floor, Premises Vertical, Plot No-C-11, 'G' Block, Bandra Kurla Complex, Bandra (East), Mumbai-400 051 on payment of Rs. 500/- (non- refundable) in the form of DD Drawn in favour of SIDBI, Mumbai. **This document could be downloaded from our website www.sidbi.in also.**

2. Each tender set comprises of the following :

- a) Techno- Commercial Bid - (Part-I)
- b) Price Bid(BoQ)-(Part-II)

3. Tender document will be available from 05.09.2014 to 14.09.2014 (working days) between 10.00 a.m. to 5.00 p.m. at SIDBI office, 5th Floor, Premises Vertical, Plot No-C-11, 'G' Block, Bandra Kurla Complex, Bandra (East), Mumbai-400 051

4. A Pre-bid Meeting of all Tenderers will be held on 11.09.2014 at 5th floor , Premises Department , SIDBI, Plot No C-11, G Block , Bandra-Kurla Complex, Bandra (East) , Mumbai. The Tenderers are further advised to submit the unconditional tenders. Conditional tenders are liable for rejection.

5. The duly filled and sealed tender document including complete set of supporting documents shall be submitted to:

**The Dy. General Manager [Premises]
MSME Development Centre,
Small Industries Development Bank of India (SIDBI),
5th Floor, Premises Vertical,
Plot No-C-11, 'G' Block,
Bandra Kurla Complex,
Bandra (East), Mumbai-400 051
Phone No. 6753 1220 / 1214/1146**

on or before the last date of submission 15.09.2014 before 15.00 hrs. and Part –I will be opened on the same day at 15.30 hrs. (or any other day convenient to SIDBI). Part-II

will also be opened the same time, if possible. Else date of opening for Part –II (Price Bid) will be intimated to the contractors in due course.

6. Tenderers are advised to pay Earnest Money Deposit (EMD) of ` 14,000/- (Rupees Forteen Thousand Only) by Crossed Demand Draft having remaining validity period of 120 days from the date of submission of tender document, drawn in favour of SIDBI, Mumbai from a nationalized/scheduled bank branch payable at Mumbai along with the tender. Cheques/ Bank Guarantee in lieu of DD will not be accepted. EMD will not bear any interest.

EMD will be forfeited in the event of any erosion, refusal or delay on the part of tenderer to sign and execute the contract on acceptance of his tender. EMDs of unsuccessful tenderers will be refunded (without interest) within 150 days from the date of opening Price bid. EMD of the successful tenderer will be adjusted against Initial Security Deposit, if the tenderer requests to do so.

7. The offers submitted shall be valid for a period of 120 days from last date of submission of tender.

The tenders shall be submitted in two separate envelopes each sealed and clearly identified as to envelope no. and contents as indicated below. These two envelopes shall be contained and sealed in a large envelope. This envelope shall be submitted as per instructions with the name of work, i.e., **“NOTICE INVITING TENDER FOR SUPPLY & INSTALLATION OF VOICE RECORDER (16 CHANNELS) COMPATIBLE TO EXISTING DEALER BOARDS UNDER BUYBACK OF OLD VOICE RECORDER AT SIDBI OFFICE BUILDING BKC, MUMBAI”.** ” superscribed on the envelopes and addressed to :

**The Dy. General Manager [Premises]
MSME Development Centre,
Small Industries Development Bank of India (SIDBI),
5th Floor, Premises Vertical,
Plot No-C-11, ‘G’ Block,
Bandra Kurla Complex,
Bandra (East), Mumbai-400 051
Phone No. 6753 1220 / 1214**

8. Full name and postal address of tenderer shall be written on the bottom left hand corner of the envelope.

9. The tender submitted shall contain details/documents as listed below. Tenders without accompanying all details/documents listed below will be rejected.

Envelope No.1

1. Complete set of tender document Part-I Techno-Commercial Bid(Part-I) as issued, duly filled and signed by the tenderer on all pages along with all supporting certificates, work orders, etc.

2. Crossed Demand draft for Earnest Money deposit (EMD) of ` 14,000/- in favour of SIDBI, Mumbai.
3. Addendum / corrigendum issued, if any, by the Bank, Duly Signed.
4. Other Submittals as indicated in the tender document Part-1.

Envelope No.2

- Complete set of tender document Part-II (i.e., Price Bid BoQ) duly filled & signed by the tenderer.

10. Acceptance of tender will rest with the employer who reserves right to accept or reject any or all tenders, in part or full, without assigning any reason thereof. Any tender which does not fulfil any of the prescribed conditions would be liable to be rejected.

11. Tenders received late on account of any reason whatsoever or by courier / post will not be entertained.

12. All the rates quoted in the tender should be inclusive of all materials including wastage, freight, all types of taxes including works contract tax, duties, octroi, service tax, royalties, erection, construction, testing of materials/samples brought on site for approval, tools, tackles, plant and equipments, supervision, overheads and profits, statutory charges, costs for licenses and any other expenditure etc. and shall remain firm till completion of work. Escalation in price will not be payable for whatsoever reasons.

13. The intending tenderers has to arrange for demonstration of Voice recorder offered at SIDBI's office or installed at other Banks/institutions before quoting for the work else offer submitted by them shall not be considered for evaluation.

Yours faithfully,

**The Dy. General Manager [Premises]
MSME Development Centre,
Small Industries Development Bank of India (SIDBI),
5th Floor, Premises Vertical,
Plot No-C-11, 'G' Block,
Bandra Kurla Complex,
Bandra (East), Mumbai-400 051
Phone No. 6753 1220 / 1214**

Annexure I

All the intending Agencies/Contractors are also requested to note following important provisions-

1. SIDBI is governed by Public Procurement Policy for Micro and Small Enterprises (MSEs) as circulated by The Ministry of MSME, Gol.
2. These provisions shall be applicable to Micro and Small Enterprises (MSEs) registered with District Industries Centers or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or any other body specified by Ministry of Micro, Small and Medium Enterprises (MSMEs).
3. If deemed fit, the Bank may procure minimum of 20% of the contract value of any goods or services from MSEs. Further, the Bank reserves the right to procure part work/services (about 4% out of above 20%) to MSEs owned by SC and ST entrepreneurs, if found suitable. Provided, these MSEs quoting price within the price band of L1 +15% & bringing down their price to L1 price, in a situation where L1 price is from someone other than a MSEs. In case of more than one such MSEs, the supply shall be shared proportionately at the discretion of the Bank.
4. Further, such MSEs would also be entitled for tender sets free of cost and exemption from payment of earnest money deposit. In case of any issue on the subject matter, the MSE's may approach the tender inviting authority to resolve their grievances.
5. Agencies desirous of availing preference under above provisions should submit a copy of proof of Registration as MSEs/ and ownership of the same by SC/ST along with the tender/RFP.

APPENDIX TO FORM OF TENDER

Item	Description
Contract Value	Total value of the Tender as accepted by the Employer and indicated in acceptance letter.
Date of Commencement	3 (Three) days from the date of issue of acceptance letter or the date of issue of work order whichever is earlier.
Time of Completion	20 days from the date of commencement
Liquidated Damages for Delay	@2% of contract value per week subject to 10% of contract value
Defects Liability Period	12 months from the date of Completion as certified by SIDBI.
Earnest Money Deposit	₹ 14,000/- by Demand Draft
Payment of Interim Bills	On account 75% within 7 working days from date of supply of Voice Recorder and Submission of Bill by the contractor with all supporting documents. Balance 25% after satisfactory installation and commission of equipment.
Payment of Final Bill	Within 30 working days from the date of certification of bill by the SIDBI's Engineer.
Retention Money/Security Deposit from Interim Bills	5% from each bill. Total RMD shall be 5% of contract value inclusive of EMD.
Release of RMD/Security Deposit	After completion of defects liability period of 12 months and issue of no dues certificate (final completion certificate).
AMC Charges	The Buyer reserves the right to enter into comprehensive AMC for 3 years after expiry of Comprehensive warranty period at a rate not exceeding 5% of the value of the equipment under consideration per annum. The supplier also undertakes support for hardware and software support for the system at least for the period of 6 years from the date of completion. The payment for AMC charges will be made proportionally in advance every six months.

LETTER OF OFFER

Date

To
The Dy. General Manager [Premises]
MSME Development Centre,
Small Industries Development Bank of India (SIDBI),
5th Floor, Premises Vertical,
Plot No-C-11, 'G' Block,
Bandra Kurla Complex,
Bandra (East), Mumbai-400 051
Phone No. 6753 1220 / 1214

Dear Sir,

**Sub: NOTICE INVITING TENDER
FOR SUPPLY & INSTALLATION OF VOICE RECORDER
(16 CHANNELS) COMPATIBLE TO EXISTING DEALER BOARDS UNDER BUYBACK
OF OLD VOICE RECORDER AT SIDBI OFFICE BUILDING BKC, MUMBAI**

Having examined the site, contract documents, specifications and schedule of quantities, I/we hereby offer to execute the subject work, which I/we have quoted on **Item rate basis**. I/we herewith submitting duly filled in and signed by authorized signatory, the tender documents. I/we herewith deposit ₹ 14,000/- as **Earnest Money Deposit** as per the Terms of Contract and our offer. In the event of this tender being accepted, I/we agree to enter into and execute the necessary contract required by you. I am/we are aware that the Bank intends to complete the entire work as covered in the scope of this tender within scheduled completion period with time being essence of the contract. I/we agree to complete the works within the said period. As required by you, I/we are returning herewith the tender documents duly signed by us at each page in token of our acceptance of the provisions in the documents. Should this tender be accepted, I/We hereby agree to abide by and fulfill the terms and provisions of the said conditions of contract annexed hereto and the rates are quoted in the schedules.

Thanking you,

Yours faithfully,

(Name of the contractor)

Seal :

Address :

Place & Date:

Annexure II**SPECIAL INSTRUCTIONS**

1. Rates quoted by the tenderers shall remain valid throughout the execution and until completion of contract within accepted period of completion as well as during authorized extension in period. If SIDBI decides to place work order for additional scope of work in the same premises, the tenderer shall be bound to accept the same, at rates agreed in the original work order, provided such work order or amendment is issued prior to completion of the work contained in the original work.
2. The item rates agreed at the time of acceptance of tender will remain valid throughout currency of contract and fluctuations in the prices of any material, equipment, labour, taxes , duties etc, will neither be considered at any stage during currency of contract nor be compensated.
3. If the tenderer fails to accept the work order issued at the rates originally quoted by him in bid (and negotiated subsequently, if any), the Earnest Money shall be forfeited.
4. Tenderer shall sign all pages and wherever provided in the tender failing which the tender shall be liable for rejection. Tenders which do not contain DD for EMD and that do not fulfill any of the conditions mentioned herein will be rejected.

Annexure III

Techno Commercial Bid – TERMS & CONDITIONS

1. Sealed tenders shall be addressed to the Dy. General Manager [Premises] SME Development Centre, Small Industries Development Bank of India (SIDBI), 5th Floor, Premises Vertical, Plot No-C-11, 'G' Block, Bandra Kurla Complex, Bandra (East), Mumbai-400 051, super scribed as **NOTICE INVITING TENDER FOR SUPPLY & INSTALLATION OF VOICE RECORDER (16 CHANNELS) COMPATIBLE TO EXISTING DEALER BOARDS UNDER BUYBACK OF OLD VOICE RECORDER AT SIDBI OFFICE BUILDING BKC, MUMBAI**", on or before 15 .09.2014 at 3.00PM.
2. Tenders (Part I & II) shall be opened at 3.30 PM on the same day at the office of DGM, 5th Floor, Premises Vertical, Plot No-C-11, 'G' Block, Bandra Kurla Complex, Bandra (East), Mumbai-400 051, by the officer designated for the purpose in the presence of tenders or their representatives should they choose to be present. They may note the grand totals of the tenders opened but will not be eligible to know any other details whatsoever.
3. The tender shall be submitted only in the prescribed tender documents supplied by the Bank. Particulars of DD for the Earnest Money deposited shall be furnished at the bottom of the tender form.
4. The tenderer should study all the tender documents carefully and understand the same including all instructions, conditions and specifications , etc. before quoting the rates. If there are any doubts, they should get clarification in writing but, this shall not be a justification for submission of late tender or extension of opening date. Tender should be submitted strictly in accordance with the specifications and other tender documents. The tender should be submitted in the two envelopes duly sealed by the contractors as indicated in the tender notice.
5. The tenderer should quote his total value of the entire requirements net of buyback value of old existing Voice recorder. Please note that all the rates for the items will be inclusive of any taxes which may be applicable and inclusive of handling, transportation, unloading and any other relevant charges. These rates would remain firm during the contract and no escalation under any circumstances would be admissible.
6. The quoted rates should be inclusive of all equipment, lift, materials, labour, octroi, duties, service tax, sales tax, sales tax on work contract, turnover tax, service tax, excise, customs duty, etc. required in connection with the completion of work to the entire satisfaction of the client and consultants. All the material are to be supplied by the contractor unless otherwise stated. No claims for upward revision of rates will be allowed on account of any increase in tax, duty, etc.
The selected contracted is required to produce the proof of payment of various taxes , if desired by SIDBI.

7. All taxes and duties shall be paid by contractor including works contract tax, excise duty, service tax and octroi. Variation in taxes, if any, shall not be paid / recovered during the period of contract.

8. All entries in tender document should be in English and in ink or typed. All corrections should be attested under full signature of the contractor. Corrections where necessary should be made by scoring the wrong words/figures by drawing a line across them and attesting these with full signature of the contractor. These shall not be erased or overwritten.

9. Every page of the tender document shall be signed by the tenderer at the end of last entry thereon. One complete set of drawings should be signed and returned by the contractor along with tender document.

10. The tenders shall be valid for period of at least 120 days from the date of submission of the tender. No upward revision of rates will be accepted after opening of the tender. If the tender fails to accept the work order, if placed at his originally quoted rates, or subsequently negotiated rates, as the case may be, the Earnest Money shall be forfeited. Once the tender is accepted and the Work Order is placed on the successful tenderer, the rates shall be valid till the entire contract is 100% completed.

11. If Employer decides to place Work Order for Additional scope of work in the same premises or to amend the original work for additional scope of work in the same premises, the contractor shall be bound to accept the same at rates contained in the original work order; provided such work order or amended is issued prior to completion of the work contained in the original work order.

12. Tax Clearance Certificate and copy of partnership Deed/ MAA

A Current Excise / Sales / Income Tax Clearance Certificate along with registration certificate (as applicable) with these authorities and a certified copy of partnership Deed/ Article of Memorandum of association should be sent along with the tender. Power of Attorney of authorized signatories is also required to be submitted with tender (envelop No. 1) .

13. Acceptance of Tender by the Client

Incomplete tenders, conditional tenders, tenders received through courier / post or late or tender not confirming to the terms and conditions prescribed in the tender documents or not accompanied by the requisite earnest money will be rejected. Requests for adjustment of pending bills or any other amount towards Earnest Money Deposit will not be entertained.

14. Tenderers may have to attend the concerned offices of the employer for negotiations / clarifications required by them in respect of their quotations without any commitment on the part of the employer.

15. Acceptance of Letter Of Intent (LOI) by Tenderer

(A) After communicating the Employer's acceptance of the tender, if the tenderer fails to return the duplicate copy of Letter of Intent duly signed in token of their acceptance within 3 days from the date of issue of LOI , the Earnest money Deposit will be forfeited assuming no interest in the work shown by the tenderer.

(B) AMC (Annual Maintenance Contract)

The buyer reserves rights to enter in to comprehensive AMC after the expiry of comprehensive warranty of 3 years at a rate not exceeding 5% of the equipment under consideration. The supplier also undertakes support and ensure spares

availability for the equipments under supply of at least a period of 6 years from the date of commissioning. Proportionate payment for AMC charges shall be made half yearly in advance.

16. Execution of Work

The tenderer shall submit before starting work on receipt of LOI, methodology and a detailed program of delivery of finished material adhering to the completion time indicating in tender / LOI. The program thus, submitted shall form part of the Contract and shall be binding on the tenderer. However, the client reserves the right to alter the program, if necessary , from time to time. No Claim whatsoever of the tenderer on this account shall be entertained by the client.

- 17.** All the materials required for execution of work must be got approved from the employer before they are brought to the site and before actually put on use. All facilities for prior inspection of materials and subsequent inspection of work by representative of the employer must be made available , at tenderers cost. Any material brought without such prior written approval shall be entirely at the risk and cost of the tenderer. It shall be contractors' responsibility for procurement of all materials / equipment etc. No delay due to non-availability of any materials/ equipment will be entertained.
- 18.** The responsibility of safety and security of materials and equipment brought or installed by the tenderer (till they are handed over to the client) will remain with the tenderer and any claim whatsoever nature due to any loss or otherwise will not be entertained . The tenderer will have to hand over complete job in its entirety of Work Order.
- 19.** Work Order quantities are approximates and payment shall be made only as per actual measurements. The tenderer is not entitled for any sort of compensation towards materials procured / stored in excess of the actual required / measured quantities, if any.
- 20.** The tenderer shall carry out works as per directions in the tender/ work order. The tenderer shall not undertake on his own any changes in the specifications mentioned in the tender documents and work orders. In case of doubt, the contractor will refer the matter in writing to the client and tenderer shall carry out the item of works as per clarifications given in writing. In case of delay in getting such clarifications, the tenderer will not be entitled for any claim on account of idling of their labour, machinery, etc. In case the tenderer carries out the work as per his own specifications not acceptable to the client, in such cases, the same will be required to be redone as per specifications given by the client at the tenderer's risk and cost.
- 21.** The employer reserves the right to revise the specifications, drawings and designs at any stage of work and such deviations shall be admitted at the rates already contained in the Tender or deviated rates or as extra item derived on the basis of rates analysis at prevailing market rates, if the rates are not available in the tender.
- 22.** The employer reserves the right to increase or decrease the tendered quantity of any or every item and delete any item at any stage of work. Contractor shall execute the increased quantity at the accepted tender rates. The contractor's claim for compensation or damages on account of these shall not be entertained.

- 23.** If the performance of the successful tenderer is found to be unsatisfactory, the employer reserves the right to cancel in part or whole of the contract and get the works executed through alternative means at the entire risk and cost of the tenderer on whom the order was first placed by giving 3 days notice. In such cases, the tenderer should make good all losses that the employer may incur due to this.
- 24.** If the tendere does not complete the contract within the prescribed time limit given in the LOI / tender documents, the employer may give from time to time such extension of time limit for completion of work without prejudice to the employer's right to recover liquidated damaged as per the terms and conditions given in the contract.
- 25.** The employer reserves the right to himself the right to reject any or all of the tenders received without assigning any reason thereof. Further, the employer reserves the right to avoid any component of the work, split the work to two tendere or to award the entire work to one tenderer.
- 26.** The Earnest money Deposit submitted along with the tender shall be converted into security deposit (RMD) as bearing no interest in case of successful contractor and shall be released as mentioned in Instructions above.

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Annexure IV

VOICE RECORDER-SPECIFICATIONS COMPACT STANDALONE VOICE RECORDER 16-CHANNEL

Sr No.	Particulars (specifications)
1	The Voice recorder should connect to dual handsets of all the dealers in the dealing room and record all the conversations simultaneously. Currently SIDBI has four dealers with eight handsets , however the same will be expanded.
2	Each Conversation to be stored as a separate file. The Recorder should not rely on any external device in whatsoever manner, including PC for the dual function of recording and reply. Recording and reply should be possible from the Recorder unit itself. Although it should be PC compatible for reply as a user convenience.
3	The Recorder should have the capability of online playback without interrupting the ongoing recordings.
4	The recorder should have Ethernet Ports for LAN connectivity.
5	The Recorder should be capable of replying the recorded conversation from the Recorder unit independently as well as form PC (s). primary recordings in the recorder unit should be absolutely non-tamperable.
6	The Recorder Should have minimum recording capacity 75,000 hours in its own media in the Standalone Recorder Units itself.
7	The Recorder Should have provision for connecting additional speakers as and when required.
8	Software should provide graph options of total incoming / outgoing calls for MIS purpose of dealers.
9	The Recorder should have LED display of active line indication.
10	The Recorder should have the facility to give alarm of inactive channels.
11	The Recorder Software should have the facility of emailing desired calls.
12	The Recorder should support Automatic Archival of recorded conversations to alternate hard disk without human intervention.
13	The Recorder should have CD or DVD Burner Option for Back _up purpose.
14	The Software provided by vendor should be user-friendly and GUI based. Should be able to sort all the stored records using filters viz. date, time, extension, line details etc.
15	Suitable software to be provided for conversation of recording to universal format playable on any PC, using any PC based Software (viz. media player, real player, win amp etc.)
16	The software provided should have audit trail.

PART-II

NOTICE INVITING TENDER FOR SUPPLY & INSTALLATION OF VOICE RECORDER (16 CHANNELS) COMPATIBLE TO EXISTING DEALER BOARDS UNDER BUYBACK OF OLD VOICE RECORDER AT SIDBI OFFICE BUILDING BKC, MUMBAI”

BILL OF QUANTITY

NOTE: It is essential to quote for both the items at Sr.A & B, However the successful tenderer(L-1) shall be decided on the basis of net offer

Sr No	Description	Qty	Unit	Price Quoted (₹)	Amount (₹)
A	Supply and installation of Voice Recorder-16 Dealers / 16 Handsets / 16 Analog tel. lines compatible to existing dealer boards and as per specifications indicated in part-I of Tender including necessary cabling, connections etc as directed by the Bank.	1	No.		
B	Less for Buy back of existing old voice recorder including removal as directed by the Bank.	1	No.		
	<u>Final amount as offer(A-B)</u>				
	<u>Final amount in words(A-B)</u>				

Name of the Tenderer:

Seal:

Date:

Signature of the tenderer