



REQUEST FOR QUOTATION FOR ANNUAL MAINTENANCE CONTRACT (AMC) FOR NETWORK AND SWITCHING EQUIPMENTS

RFQ Reference Number: NPCI:RFQ:2012-13/0017 dated 31.10.2012

National Payments Corporation of India,
13th Floor, R Tech Park,
Off western express highway,
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This RFQ document is not an agreement and is not an offer or invitation by NPCI to any parties other than the applicants who are qualified to submit the Bids (“Bidders”). The purpose of this RFQ document is to provide bidder with information to assist the formulation of their proposals. This RFQ document does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFQ document and where necessary obtain independent advice. NPCI makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFQ document. NPCI may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFQ document.

Important Detail about RFQ

Note: Bids will be opened in the presence of the Bidders' representatives who choose to attend Bid opening meeting.

Checklist

The following items must be checked before the Bid is submitted:

1. Both the technical and commercial bids prepared in accordance of RFQ document.
2. Envelope 'A' Eligibility Criteria Response.
3. Envelop 'B' Technical Response
4. Envelope 'C' Commercial bid.
5. Copy of this RFQ document duly sealed and signed by the authorized signatory on every page.
6. All the pages of Eligibility Criteria Response, Technical Bid and Commercial Bid duly sealed and signed by the authorized signatory.
7. All relevant certifications, audit reports, to be enclosed to support claims made in the Bid must be in relevant Envelopes.
8. All the pages and submitted document as part of Bid must be duly sealed and signed by the authorized signatory.
9. Prices to be quoted in Indian Rupees (INR).

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Section 1 - BID Schedule and Address

S. No.	Description	
	Name of Project	Annual Maintenance Contract (AMC) for Network & Switching Equipment's
1	Tender Reference Number	NPCI:RFQ:2012-13/0017 dated 31.10.2012
2	Date of publishing of RFQ Document on the Website	31.10.2012
3	Last date and time of receiving vendor Pre-bid clarifications in writing	20.11.2012
4	Last date and time for Submission Bids	27.11.2012 15.00 Hrs.
5	a) Date and Time of Eligibility & Technical Bid Opening b) Date and Time of Commercial Bid Opening	27.11.2012 15.30 Hrs. Will be Informed to Eligible & qualified Bidders
6	Place of Bid Submission and opening of Bids	National Payments Corporation of India, 13th Floor, R Tech Park, off western express highway, Nirlon Complex, Near HUB mall , Goregaon-East, Mumbai - 400063
7	Name and Address for communication	Head-IT Procurement National Payments Corporation of India 13th Floor, R Tech Park, off western express highway, Nirlon Complex, Near HUB mall , Goregaon-East, Mumbai - 400063 E-mail: itprocurement@npci.org.in
8	Bid Related Queries	Mr. Prashant Awale:+918108108650 Email:prashant.awale@npci.org.in Mr. Tushar Talegonkar:+918108122815 Email: tushar.talegaonkar@npci.org.in Mrs. Minaz Satani:+91 8108108625 Email: minaz.satani@npci.org.in
9	Bid Cost	Nil
10	EMD	Nil

Note: Bids will be opened in the presence of the bidders' representatives who choose to attend. Date and time of Commercial Bid Opening will be intimated later.

Section 2 - Introduction

2.1 About NPCI:

National Payments Corporation of India (NPCI) is a Company registered under Section 25 of the Companies Act, 1956 with its Registered Office at C9, 8th Floor, RBI Premises, Bandra - Kurla Complex, Bandra (East), Mumbai, India-400 051 NPCI is promoted by 10 Banks in India under the aegis of the Indian Banks' Association with majority shareholding by Public Sector Banks.

The 10 promoter banks are State Bank of India, Punjab National Bank, Canara Bank, Bank of Baroda, Bank of India, Union Bank of India, ICICI Bank Ltd, HDFC Bank Ltd, Citibank N.A., and HSBC. The vision, mission and objectives of NPCI are to operate for the benefit of all the Member Banks and the common man at large.

2.2 Objective of this RFQ:

National Payments Corporation of India proposes to identify a vendor for providing comprehensive Maintenance support for the various Networking and switching equipments procured by NPCI.

Section 3 - Scope of Work

3.1 Scope of Work:

3.1.1 List of Networking and switching equipments to be covered under the comprehensive on-site Annual Maintenance Contract (AMC) under this RFQ is as under:

SR. No.	ITEM DESCRIPTION	QTY	MAKE & MODEL NAME	SERIAL NO.	LOCATION	CITY
1	FIREWALL	1	CISCO FIREWALL	JMX1333404L	GOREGAON	MUMBAI
2	SERVER	2	DELL PE R900	CPW5W1S , 6LW5W1S	CHENNAI -DC	CHENNAI
3	SWITCH	1	DLINK	00133B2003588	MUMBAI-DC	MUMBAI
4	SWITCH	1	NETGEAR	F3PW3A1016284	MUMBAI C/O. RBI BKC OFFICE	MUMBAI
5	SWITCH	1	CISCO 2960	FOC1423Z3ZW, FDO1444YJ6C	ICICI Bank	HYDERABAD
		6				

- 3.1.2** Nature of Support required as per Annexure- 5 Technical Bid.
- 3.1.3 Service Window & Call registration:** 24*7 Support (Monday-Sunday) for all the equipment's covered under the scope of RFQ.
- 3.1.4 Resolution:** 6 hrs from the time of logging the call.
- 3.1.5** To provide support for maintenance of the Networking and switching equipments under the scope of the RFQ for AMC.
- 3.1.6** BIDDER shall attend unlimited breakdown calls (pl see 3.1.7) on receipt of complaint. No spares or any other items will be supplied by NPCI.
- 3.1.7** Well trained engineers for Hardware and Software (wherever applicable) are to be arranged by the Bidder.
- 3.1.8** All spares to be used shall be genuine or compatible spare parts (in that order) and the same shall be procured from the authorized dealer or Manufacturer.
- 3.1.9** It has to be ensured by BIDDER that all the Networking and switching equipments under the scope of this RFQ for AMC is always in working condition. Any breakdown or defects shall be attended within 6 hrs. If for any reason, the equipments are not operational necessary standby shall be provided.
- 3.1.10** Service offered shall be in accordance with the service instructions and standard practice of original manufacturer.
- 3.1.11** BIDDER shall maintain services log book and record the nature of service rendered during each trouble shoot by the service representative and the same shall be duly got signed by the official in charge of NPCI.
- 3.1.12** Maintenance work are required to be carried out as per "MANUFACTURERS' MANUALS" and ensured that all the Networking and Switching equipments are in working condition without break down.
- 3.1.13** To provide support for configuration of the Networking and switching equipments (under AMC) as and when needed by NPCI.
- 3.1.14** To co-ordinate with OEM's for support for configuration issues, hardware replacement etc.
- 3.1.15** To provide patches/ upgrades of IOS during the period of AMC, wherever applicable, without any extra cost to NPCI.
- 3.1.16** To provide support for the Networking and switching equipments in case they are shifted to other location.
- 3.1.17 On call support:** Well-trained engineer shall visit the specified office of NPCI to resolve the problem reported. The typical activities covered under onsite maintenance shall be problem diagnosis, resolution by restore/repair/replacement, user assistance, Part repair and replacement: If a part is identified as the cause for the malfunction, same shall be replaced by vendor.
- 3.1.18** All the above assets are in working condition and are in use which may be verified before commencement of AMC.

3.1.19 The scope of the work is to provide support at specified NPCI Office both at Mumbai, Chennai and Other Bank location. The addresses are as under:

a) Mumbai Office: National Payments Corporation of India Registered Office - C-9, 8th floor, Reserve Bank of India premises, Bandra-Kurla Complex, Bandra-East, Mumbai-400 051 Contact Person: Mr. Basharat Ali Mobile: +91 8108122826.	d) Chennai Data Center: National Payments Corporation of India, Reliance Communication Infrastructure Limited, Floor IDC Sha 1-A, Reliance House No-6, Haddows Road, Nungambakkam, Chennai -600006. Contact Person: Radhakrishna Akella/ Ms. Malini L Mobile:+91 95432 92180/ Tel. No. : 044-30201999.
b) Goregaon Office: National Payments Corporation of India, 13th floor, South side in R-Tech (Building No-2), Pahadi, Goregaon (East) Mumbai-400 063. Contact Person: Mr. Sameer Singh Mobile: +91 8108122817	e) Chennai Office: National Payments Corporation of India VBC Solitaire Building 8th floor 47 & 49 Buzullah Road T.Nagar Chennai - 600017. Contact Person: Shivkumar Bolugula, Mobile No: 07207470384.
c) Mumbai Data Center: National Payments Corporation of India C/o TATA Communications Ltd Tower A-IDC, 3rd Floor, BKC, Bandra East, Near MTNL Office, Contact Person: Mr. Shrikant / Mr. Vaibhav Mobile: +91 8108108662/ +91 8108108621.	

Section 4 - Eligibility Criteria

4.1 Pre-requisite:

The Bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described in the tender document. The Bidder should also possess the technical know-how and the financial wherewithal that would be required to complete the scope of work. The bid must be complete in all respects and should cover the entire scope of work as stipulated in the document. Bidders not meeting the Eligibility Criteria will not be considered for further evaluation.

4.2 Eligibility Criteria:

The invitation to bid is open to all Bidders who qualify the Eligibility Criteria as given below. Failure to provide the desired information and documents may lead to disqualification of the Bidder

- 4.2.1** The Bidder should be a Company registered under the Companies Act, 1956 since last three years.
- 4.2.2** The bidder should have minimum annual turnover of Rs.1 Cr. during the last three financial years (2009-10, 2010-11, and 2011-12). (If financial accounts for the year 2011-12 are not audited then the bidder should provide balance sheet for the years 2008-09 also, along with unaudited statements for 2011-12. The figures of audited balance sheets only will be reckoned for the purpose of eligibility.)
- 4.2.3** The Bidder should be a profit making Company in the last Financial Year (2011-2012)
- 4.2.4** The Bidder should provide certificate for being the authorized services provider for providing the support for the Networking and switching equipments under the scope of this RFQ. (Annexure- 1)
- 4.2.5** The Bidder should able to provide support at Mumbai and Chennai.
- 4.2.6** The Bidder should not be currently blacklisted by any bank / institution in India or abroad. (Annexure- 5)
- 4.2.7** The Bidder should provide reference of 2 clients to whom they have been providing support during the last 2 years for Networking and switching equipments.

Section 5 - DURATION OF AMC:

5.1 Duration of AMC

- 5.1.1** The duration of the maintenance period is **three years from the date of issuance of the Purchase Order.**

Section 6 - Instruction to Bidders

A. The Bidding Document

6.1 RFQ:

1. RFQ shall mean Request for Quotation
2. Bid, Tender and RFQ are used to mean the same.

6.2 Content of Bidding Document:

- 6.2.1** The Bid shall be in 3 separate envelopes, Envelope A, B and C. The contents of the Envelopes are mentioned in clause 6.9

6.3 Clarifications of Bidding Documents:

- 6.3.1** A prospective Bidder requiring any clarification on the Bidding Documents may notify NPCI in writing at NPCI's address or through email any time prior to the deadline for receiving such queries as mentioned in Section 1.

6.3.2 Bidders should submit the queries only in the format given below:

Sr. No	Document Reference	Page No	Clause No	Description in RFQ	Clarification Sought	Additional Remark (if any)

B Preparation of Bid

6.4 Bid Price:

6.4.1 Prices should include all cost including all taxes, duties levies, VAT/Sales Tax and fees whatsoever.

6.5 Period of Validity of Bids:

6.5.1 Bids shall remain valid for a period of 90 days after the date of bid opening as mentioned in Section 1 or as may be extended from time to time. NPCI holds the right to reject a bid valid for a period shorter than 90 days as non-responsive, without any correspondence.

6.6 Format of Bid:

6.6.1 The bidders shall prepare one hard copy (marked as 'ORIGINAL') of the Bid.

6.7 Signing of Bid:

6.7.1 The Bid shall be signed by a person or persons duly authorized to sign on behalf of the Bidder.

C Submission of Bid

6.8 Three-Envelope Bidding process:

6.8.1 The Bid shall be prepared in 3 different envelopes, Envelope A, Envelope B and Envelope C.

6.8.2 Each of the 3 Envelopes shall then be sealed and put into an outer envelope marked as ***'Request for Quotation (RFQ) for Annual Maintenance Contract for Networking and Switching Equipments'***

6.8.3 The inner and outer envelopes shall

1. be addressed to NPCI at the address mentioned in Section 1
2. The inner envelopes shall indicate the name and address of the Bidder.
3. If the outer envelope is not sealed and marked as indicated, NPCI will assume no responsibility for the bid's misplacement or premature opening.

6.9 Contents of the 3 Envelopes:

6.9.1 Envelope 'A' Eligibility Criteria. The following documents shall be inserted inside Envelope A:

1. OEM Vendors Authorization - Annexure1
2. Bidders Information - Annexure 2
3. Eligibility Criteria Matrix - Annexure 3
4. Undertaking (Clean Track Record) - Annexure 4

6.9.2 Envelope 'B' Technical Bid:

The following documents shall be inserted inside Envelope B

1. Compliance sheet for Technical Specifications -Annexure-5.

6.9.3 Envelope 'C' Commercial Bid:

1. Commercial price format- Annexure 6
2. Commercial bid form -Annexure 7

6.10 Bid Submission:

6.10.1 Bids sealed in accordance with the Instructions to Bidders should be delivered at the address as mentioned in Section 1.

6.10.2 The offers should be made strictly as per the formats enclosed.

6.11 Bid Currency:

6.11.1 All prices shall be expressed in Indian Rupees only.

6.12 Bid Language:

6.12.1 The bid shall be in English Language.

6.13 Deadline for Submission:

6.13.1 The last date of submission of bids is given in Section 1, unless amended by NPCI through its website.

6.14 Extension of Deadline for submission of Bid:

6.14.1 NPCI may, at its discretion, extend this deadline for submission of bids by amending the Bidding Documents which will be intimated through NPCI website, in which case all rights and obligations of NPCI and Bidders will thereafter be subject to the deadline as extended.

6.15 Late Bid:

6.15.1 Bids received after the scheduled time will not be accepted by NPCI under any circumstances. NPCI will not be responsible for any delay due to postal service or any other means.

6.16 Modifications and Withdrawal of Bids:

6.16.1 Bids once submitted will be treated, as final and no further correspondence will be entertained on this.

6.16.2 No bid will be modified after the deadline for submission of bids

6.17 Right to Reject, Accept/Cancel the bid:

6.17.1 NPCI reserves the right to accept or reject, in full or in part, any or all the offers without assigning any reason whatsoever.

6.17.2 NPCI does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the Tender without assigning any reason whatsoever. NPCI also has the right to re-issue the Tender without the Vendors having the right to object to such re-issue

6.18 RFQ Abandonment:

6.18.1 NPCI may at its discretion abandon the RFQ process any time before the issuance of Purchase Order.

6.19 Bid Evaluation Process:

6.19.1 The Bid Evaluation will be carried out in 2 stages.

6.20 Contacting NPCI:

6.20.1 From the time of Bid opening to the time of Contract award, if any Bidder wishes to contact NPCI for seeking any clarification any matter related to the Bid, it should do so in writing.

Section 7 - Bid Opening

7.1 Opening of Bids:

7.1.1 Bids will be opened in 2 stages:

Stage 1 - In the first stage only the Technical Bids i.e. Envelope A and Envelope B, will be opened.

Stage 2 - In the second stage the Commercial Bids i.e. Envelope C will be opened.

7.2 Opening of Technical Bids:

7.2.1 NPCI will open Envelope 'A' and 'B' in presence of Bidders' representative(s) who choose to be present on the date, time and address mentioned in Section 1 or as amended by NPCI from time to time.

7.2.2 The representatives of the Bidders have to produce an authorization letter from the Bidders to represent them at the time of opening of Technical bids. Only one representative will be allowed to represent each Bidder. In case the Bidders' representatives are not present at the time of opening of bids, the bids will still be opened at the scheduled time at the sole discretion of NPCI.

7.3 Opening of Commercial Bids:

7.3.1 Only those Bids that are technically qualified will be eligible for opening of commercial bids- Envelope 'C'.

7.3.2 The representatives of the Bidders have to produce an authorization letter from the Bidders to represent them at the time of opening of Commercial bids. Only one representative will be allowed to represent each Bidder. In case the Bidders' representatives are not present at the time of opening of bids, the bids will still be opened at the scheduled time at the sole discretion of NPCI.

Section 8 - Bid Evaluation

8.1 Preliminary Examination of the Bids:

- 8.1.1** NPCI will examine the bids to determine whether they are complete, whether required information have been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order.
- 8.1.2** NPCI may waive any minor informality, non-conformity or irregularity in a bid that does not constitute a material deviation provided such waiver does not prejudice or affect the relative ranking of any Bidder.
- 8.1.3** If a Bid is not substantially responsive, it will be rejected by NPCI and may not subsequently be made responsive by the Bidder by correction of the nonconformity.

8.2 Evaluation of the Bids:

- 8.2.1** Compliance to Requirement stipulated in the RFQ, duly supported by documentary evidence will be evaluated in detail.
- 8.2.2** Technical skill set available, availability of customer support personnel etc., would be considered.
- 8.2.3** Written reply, if any, submitted in response to the clarification sought by NPCI, if any, will be reviewed.
- 8.2.4** NPCI may interact with the Customer references submitted by bidder, if required.

8.3 Evaluation of Commercial Bids:

- 8.3.1** Arithmetic errors in the Bids submitted shall be treated as follows:
 - 1. Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern; and
 - 2. Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of the NPCI, there is obviously a gross error such as a misplacement of a decimal point, in which case the line item total will govern.
 - 3. Where there is a discrepancy between the amount mentioned in the bid and the line item total present in the Commercial Bid, the amount obtained on totaling the line items in the Commercial Bid will govern.
- 8.3.2** Commercial bids of only the technically qualified short-listed bidders will be opened and evaluated.

8.4 Successful Evaluated Bidder:

- 8.4.1** Bidder who has quoted the lowest will be declared as successful evaluated bidder who will be called L1 Bidder.

Section 9 - Terms and Conditions

9.1 Notification of Award/Purchase Order:

- 9.1.1** After selection of the L1 bidder and after obtaining internal approvals and prior to expiration of the period of Bid validity, NPCI will send Notification of Award/Purchase Order to the selected Bidder.

9.2 Signing of Purchase Order:

- 9.2.1** Within 3 days of receipt of Purchase order the successful Bidder shall accept the Purchase Order.
- 9.2.2** Failure of the successful Bidder to comply with the above requirements shall constitute sufficient grounds for the annulment of the award.

9.3 Taxes and Duties:

- 9.3.1** All taxes deductible at source, if any, at the time of release of payments, shall be deducted at source as per then prevailing rate while making any payment.
- 9.3.2** Commercial Bid should be inclusive of all taxes, duties, charges and levies of State or Central Governments as applicable, VAT/Sales Tax, insurance, service taxes etc.
- 9.3.3** The benefits realized by supplier due to lower rates of taxes, duties, charges and levies shall be passed on by the supplier to NPCI.

9.4 Penalty for delay in services:

- 9.4.1** Penalty of Rs. Rs 500/- per day shall be levied for service delay for all the Networking and switching equipments under the scope of the RFQ.

9.5 Payment Terms:

- 9.5.1** Payment shall be made quarterly in arrears within 30 days from the date of receipt of correct Invoice.
- 9.5.2** PAN card details need to be furnished before claiming payment.

9.6 Price:

- 9.6.1** There shall be no increase in price for any reason whatsoever.

9.7 Intellectual Property:

- 9.7.1** Intellectual Property Rights in all Standard software and all off-the-shelf software shall remain vested in the owner of such rights.

9.8 Confidentiality:

- 9.8.1** The Bidder shall (whether or not he submits the tender) treat the details of the documents as secret and confidential.

9.9 Liability:

9.9.1 The selected Bidder shall indemnify NPCI and be liable for loss due to malfunctioning of the equipments under AMC and being maintained by them. The total liability of the selected Bidder under the contract shall not exceed the total order value placed on the said selected Bidder.

Section 10 Documents forms to be put in Envelope 'A'

Annexure-1 Manufacturer's Authorization Form

(Envelope-'A')

[The Bidder shall require the Manufacturer to fill in this Form in accordance with the instructions indicated. This letter of authorization should be on the letterhead of the Manufacturer and should be signed by a person with the proper authority to sign documents that are binding on the Manufacturer. The Bidder shall include it in its bid]

Date:

To:

WHEREAS

We _____, who are official manufacturers/OEM vendors of _____ having factories at _____ do hereby authorize _____ to submit a bid the purpose of which is to provide support service for the Goods, manufactured by us _____, and to subsequently negotiate and sign the Contract.

We hereby extend our full guarantee and warranty, with respect to the services offered by the above firm.

Signed by the Manufacturer/OEM Vendor:

Name:

Title:

Dated on _____ day of _____, _____

Annexure-2 Bidder's Information**(Envelope-'A')**

Details of the Bidder				
1	Name of the Bidder (Prime)			
2	Address of the Bidder			
3	Status of the Company (Public Ltd/ Pvt. Ltd)			
4	Details of Incorporation of the Company. Certificate to be submitted in Technical bid		Date:	
			Ref#	
5	Details of Commencement of Business		Date:	
			Ref#	
6	Valid Sales tax registration no.			
7	Valid Service tax registration no.			
8	Permanent Account Number (PAN)			
9	Name & Designation of the contact person to whom all references shall be made regarding this tender			
10	Telephone No. (with STD Code)			
11	E-Mail of the contact person:			
12	Fax No. (with STD Code)			
13	Website			
14	Year	2009-10	2010-11	2011-12
15	Net worth			
16	Turn Over			
17	PAT			

Annexure 3 Eligibility Criteria Matrix**(Envelope-‘A’)**

Sr. No.	Description	Complied with statements	Proof attached
1	Registered company under the Companies Act, 1956 since the last 3 years.		Proof should be submitted
2	The bidder should have minimum annual turnover of Rs.1 Cr. during the last three financial years (2009-10, 2010-11, and 2011-12		Audited balance sheets & Profit /loss statement to be submitted.
3	The Bidder should be a profit making company in the last Financial Year(2011-2012		Audited balance sheets & Profit /loss statement to be submitted.
4.	The bidder should have authorization from Manufacturers (OEM Vendor) providing support for their products. Manufacturers/OEM Vendor Authorizations form to be attached		Manufacturers/OEM Vendor Authorizations form to be attached.(Annexure-1)
5.	The Bidder should be able to provide support at Mumbai and Chennai.		YES/NO
6.	The Bidder should not be currently blacklisted by any bank / institution in India or abroad.		Bidder submit clean track declaration separately(Annexure -4
7.	The Bidder should provide reference of 2 clients to whom they have been providing support during the last 2 years for Networking and switching equipments.		Proof should be submitted.

Annexure 4 - Declaration Regarding Clean Track by Bidder**(Envelope-‘A’)****Declaration regarding Clean Track by Bidder Declaration for Clean Track Record (On Company/firm’s Letterhead)**

To,

The Chief Executive Officer
 13th Floor, South Side in R-Tech (Building 2),
 Pahadi, Goregaon (East),
 Mumbai - 400063
 Sir,

Re: RFP No. NPCI: RFP: 2012-13/0017 dated 31th October, 2012

I have carefully gone through the Terms and Conditions contained in the above referred RFQ for Certification. I hereby declare that my company/firm is not currently debarred/black listed by any Government / Semi Government organizations/ Institutions in India or abroad. I further certify that I am competent officer in my company/firm to make this declaration.

Or

I declare the following

No.	Country in which the company is debarred/blacklisted/case is pending	Black listed/debarred by Government / Semi Government organizations/ Institutions	Reason	Since when and for how long

(NOTE: In case the company/firm was blacklisted previously, please provide the details regarding Period for which the company/firm was blacklisted and the reason/s for the same)

Yours faithfully,

(Signature of the Bidder)
 Printed Name
 Designation
 Seal
 Date:
 Business Address:

Annexure 5 - Compliance sheet for Technical Specifications**(Envelope-‘B’)**

Sr. No.	Description	QTY	Make & Model Name	Service Window	Yes/ No	Resolution	Yes/No
1	FIREWALL	1	Cisco Firewall- ASA5505	24*7 Support Monday-Sunday		6 hrs from the time of logging the call	
2	SWITCH	1	DLINK-	24*7 Support Monday-Sunday		6 hrs from the time of logging the call	
3	SWITCH	1	Net gear-	24*7 Support Monday-Sunday		6 hrs from the time of logging the call	
4	SWITCH	1	CISCO 2960	24*7 Support Monday-Sunday		6 hrs from the time of logging the call	
5	SERVER	2	DELL PE R900	24*7 Support Monday-Sunday		6 hrs from the time of logging the call	

Section 11 - Documents to be put in Envelope 'C'**Annexure 6 Price Format**

Sr. No.	Location	Make & Model Name	Description	QTY	1st year AMC Cost (Rs.)	2nd year AMC Cost (Rs.)	3rd year AMC Cost (Rs.)			
1	MUMBAI	Cisco Firewall ASA 5505	FIREWALL	1						
2	MUMBAI	DLINK	SWITCH	1						
3	MUMBAI	Net gear	SWITCH	1						
4	OTHER BANKS	CISCO 2960	SWITCH	1						
5	CHENNAI	DELL PE R900	SERVER	2						
		TOTAL								
		VAT/Sale Tax								
		Service Tax								
		SUB TOTAL								
	GRAND TOTAL (1st Yr+ 2nd Yr + 3rd Yr)									
COMPANY'S NAME : OFFER REF. AND DATE : SIGNATURE : DESIGNATION :										

Annexure 7 Commercial Bid Form (Envelope 'C')

(To be included in Commercial Bid Envelope)

To

Date:

NPCI

Dear Sirs,

Re: Annual Maintenance Contract (AMC) of Network and switching equipments.

Having examined the Bidding Documents placed along with RFQ, we, the undersigned, offer to provide the required maintenance support in conformity with the said Bidding documents for the sum of Rs.....(Rupees all inclusive) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to provide _____ for the above purpose within the stipulated time schedule.

We agree to abide by the Bid and the rates quoted therein for the orders awarded by NPCI up to the period prescribed in the Bid which shall remain binding upon us. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.

We have complied with all the terms and conditions of the RFQ. We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this..... Day of.....2012.

(Signature)

(Name)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of