



**Telangana State Cooperative Apex Bank Ltd**  
**Troop Bazar, Hyderabad - 500001**  
(State Government Partnered Scheduled Bank)

**REQUEST FOR PROPOSAL**

*Invitation of Bids for Supply Of*  
*Microsoft and IBM WebSphere Licenses for TSCAB*

**TELANGANA STATE COOPERATIVE APEX BANK LIMITED**

4-1-511/3, Street Number 5, Troop Bazaar,  
Koti, Hyderabad, Telangana 500001

**Tender No: ITRFP/TSCAB/SFLIC 2018**

**Date: 15/12/2018**

Bids are invited through two bid system for **“Supply of Microsoft and IBM Licenses for TSCAB and its affiliated Banks”**. The details of tender are as under.

S. No.	Name of Work	Quantity
1.	Microsoft Windows Server Domain User CALS STD	Rate Contract
2	Microsoft Exchange Server User CALS STD	Rate Contract
3	IBM WebSphere MQ Reinstatement	280

1. The tender documents are available on our website [www.tscab.org](http://www.tscab.org) (for reference only) and same can be downloaded.

**INDICATIVE CRITICAL DATE SHEET**

Application Fees (INR)	Rs. 10,000/- (Rupees Ten Thousand Only)
Bid Submission Start Date	15/12/2018
Bid Submission End Date	20/12/2018 (01:00 PM)
Point of Contact for Bid Submission	CIO Office 3 <sup>rd</sup> Floor, TSCAB Buildings, Troop Bazar, Abids, Hyderabad-500001 <a href="mailto:cio_office@tscab.org">cio_office@tscab.org</a>
Address for Tender Submission	<b>Telangana State Cooperative Apex Bank Limited</b> # 4-1-511/3, Street Number 5, Troop Bazaar, Koti, Hyderabad, Telangana 500001
Technical Clarifications	<b>Mr. Ch Rajasekhar</b> <b>Head- IT Infrastructure &amp; Information Security</b> <a href="mailto:rajasekhar@tscab.org">rajasekhar@tscab.org</a> <b>+91 9966639111</b>

3. Bids shall be submitted nly at TSCAB communication address. Tenderers/Contractors are advised to follow the instructions provided on indicative critical data sheet.

4. Not more than one tender shall be submitted by one contactor or contractors having business relationship. Under no circumstance will father and his son(s) or other close relations who have

business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.

5. Tenderer who has downloaded the tender from the TSCAB's web site [www.tscab.org](http://www.tscab.org) (for reference only) shall not modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tempered/ modified in any manner, tender will be completely rejected and application fee would be forfeited and tenderer is liable to be banned from doing business with TSCAB.

6. Intending tenderers are advised to visit again TSCAB website [www.tscab.org](http://www.tscab.org) at least 1 day prior to closing date of submission of tender for any corrigendum / addendum/ amendment.

#### **Application Fee Payment & Tender cost**

1. Application fee of tender is to be deposited through DD in favor of TSCAB payable at Hyderabad. Bidders are required to submit the instruments of application fee along with tender document.

2. The hard copy of original instruments in respect of cost of tender document, earnest money should be put in envelope duly sealed must be enclosed with tender. The tender fee/ cost of tender shall be non-refundable.

3. Bids will be opened as per date/time as mentioned in the **Tender Critical Date Sheet**.

#### **Submission of Tender**

*The tender shall be submitted as Financial bid with technical details and data sheets.*

All the pages of bid being submitted must be sequentially numbered by the bidder irrespective of nature of content of the documents before submitting.

The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

#### **SEARCHING FOR TENDER DOCUMENTS**

1) Bidders can log on to TSCAB portal and search for tenders under Tenders tab.

2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules.

3) The bidder should make a note of the point of contact assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

#### **PREPARATION OF BIDS**

1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.

2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule.

### **SUBMISSION OF BIDS**

- 1) **Technical Bid and Commercial Bid to be submitted in separate sets.**
- 2) Bidder should submit well in advance for bid submission so that they so that they can avoid last minute hurry. Bidder will be responsible for any delay due to other issues.
- 3) The bidder has sign and put seal the required bid documents one by one as indicated in the tender document.
- 4) Bidder has to pay the tender fee / application fee as applicable and enter details of the instrument.
- 5) Bidder should prepare the application fee as per the instructions specified in the tender document. The original should be enclosed with tender.
- 6) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

### **ASSISTANCE TO BIDDERS**

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the technical clarifications should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

### **REQUEST FOR PROPOSAL**

#### **Objective:**

This RFP (Request for Proposal) is issued as a request for "Selection of an agency for **Supply of Microsoft and IBM Licenses for TSCAB and its affiliated Banks.**

#### **1. THE CLIENT – TSCAB**

The Chief Information Officer (CIO), TSCAB, Hyderabad-500001 invites sealed tenders in two bid system (Technical & Commercial) for Supply and installation of Enterprise Endpoint Security Solution in TSCAB. Both the bids should be sealed and super scribed as: for Technical Offer & application fee for Supply and installation of Enterprise Endpoint Security Solution in TSCAB; and for financial bid "Technical Offer & application fee for Supply and installation of Enterprise Endpoint Security Solution in TSCAB. Both the sealed envelopes should be enclosed in one cover and super scribed "**Supply of Microsoft and IBM Licenses for TSCAB and its affiliated Banks.**

#### **2. DEFINITIONS**

"**Applicable Law**" - means all relevant laws in force and effect as of date hereof and which may be promulgated or brought into force and effect hereinafter in India, including judgments, decrees, injunctions, writs or orders of court, as may be in force and effect during the subsistence of this Tender Document.

**“Bid Document”** - shall mean the document submitted by the bidder, pursuant to understanding and agreeing with the terms and conditions set out in this Tender Document.

**“TSCAB”**- Telangana State Cooperative Apex Bank.

### **3. DISCLAIMER**

The information contained in this bid document or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of TSCAB is provided to Investors/Bidder(s) on the terms and conditions set out in this document and such other terms and conditions subject to which such information is provided. By acceptance of this tender document, the recipient further agrees that this tender document may not be distributed, reproduced or used for any other purpose than selection of a company for *“Supply and installation of Enterprise Endpoint Security Solution in TSCAB”*.

The recipient agrees that it will cause its Directors, Partners, officers, employees and representatives and any other parties who provide services to the recipient to use the tender document for the purposes in the manner stated above. TSCAB does not make any representation or warranty expressed or implied, as to the accuracy, authenticity, timeliness and/or completeness of the information contained in this tender document. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this tender document.

The TSCAB also accept no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this tender document. TSCAB may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this tender document. The issue of this tender document does not imply that TSCAB is bound to select a Bidder and TSCAB reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

### **4. INTERPRETATION**

In this Tender Document, unless the context otherwise requires,

**(a)** For the purpose of this Tender Document, where the context so admits:

(i) The singular shall be deemed to include the plural and vice versa and versa.

(ii) Masculine gender shall be deemed to include the feminine gender and References to a “person” if any shall, where the context so admits, include references to natural persons, partnership firms, companies, bodies, corporate and associations, whether incorporated or not or any other organization or entity including any governmental or political subdivision, ministry, department or agency thereof;

**(c)** References to Clauses, Recitals or Schedules are references to clauses and recitals of and schedules to the Contract and the Tender Document. The Schedules, annexure and addendums shall form an integral part of this Contract.

**(d)** Any reference herein to a statutory provision shall include such provision, as is in force for the time being and as from time to time, amended or re-enacted in so far as such amendment or re-enactment is capable of applying to any transactions covered by this Contract. Any references to an enactment include references to any subordinate legislation made under that enactment and any amendment to, or replacement of, that enactment or subordinate legislation. Any references to a rule or procedure include references to any amendment or replacement of that rule or procedure.

(e) The headings and sub-headings are inserted for convenience only and shall Document. References to the word "include" and "including" shall be construed without limitation. Any reference today shall mean a reference to a calendar day including Saturday and Sunday.

**5. DUE DILIGENCE**

The Bidder is expected to and shall be deemed to have examined all instructions, forms, terms and specifications in this Tender Document. The Bid should be precise, complete and in the prescribed format as per the requirement of the Tender Document. Failure to furnish all information required by the Tender Document or submission of a bid not responsive to the Tender Document in every respect will be at the bidder's risk and may result in rejection of the bid. TSCAB shall at its sole discretion be entitled to determine the adequacy /sufficiency of the information provided by the bidder.

**6. COST OF BIDDING**

The Bidder shall bear all costs associated with the preparation and submission of its bid and TSCAB shall in no event or circumstance be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

**7. SCOPE OF WORK**

The broad scope of work is given below: -

S. No.	Name of Work	Quantity
1.	Microsoft Windows Server Domain User CALS STD	Rate Contract
2	Microsoft Exchange Server User CALS STD	Rate Contract
3	IBM WebSphere MQ Reinstatement	280

**8. CLARIFICATION ON BID DOCUMENTS**

All prospective bidders requiring any clarification on the bid documents may request/forward their clarifications/queries to the Point of contact of TSCAB, before the last date of seeking clarifications. Copies of consolidated queries of bidders and response of TSCAB will be issued by TSCAB as addendum in the website, only if the clarifications requested for, are considered appropriate by TSCAB.

**9. ELIGIBILITY CRITERIA**

S. No.	Criteria	Required Documents
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1.	The bidder should be a company registered in India under the Indian Companies Act 1956/2013 or a partnership or a society constituted under the Societies Registration Act 1860 or sole proprietor firm with their registered office in India for the last five years as on 31st March, 2018.	Copy of valid Certificate of Registration, partnership deed etc. attested by Company Secretary/ authorized signatory should be submitted by the bidder. Copy of PAN card attested by authorized signatory should be submitted by the bidder.
2.	The bidder should have valid TIN/ Services Tax/GSTN registration.	Copy of valid Certificate of registration attested by authorized signatory should be submitted by the bidder.
3.	The bidder should have a technical support office in operation in Hyderabad and support centers manned with qualified staff	Copy of address proof of office premises in Hyderabad attested by authorized signatory should be submitted by the bidder. The bidder which is not having a toll free number may provide an undertaking on its letter head duly signed by the authorized signatory to the effect that the same shall be obtained immediately in case the bidder is declared L1 and awarded the contract.
4.	The bidder should not be barred or black-listed by any central/ state govt. departments/ organizations/ PSUs for any reason on the date of bid submission.	As self-declaration certificate from the authorized signatory should be submitted by the bidder.
5.	The bidder should have a minimum average annual turnover of Rs. 1 Crore in last three financial Years.	Attested audited copies of bidder's annual reports for the last three financial years along with a certificate from a practicing Chartered Accountant on his letter head confirming annual turnover & average annual turnover during these financial years should be submitted by the bidder.
6.	Letter of authorization from the OEM for bidder to bid against this tender specifically.	Letter from OEM [Strictly as per the Annexure XI]
7.	Undertaking from the OEM that the quoted products are of the latest versions and should not be declared as at "end-of-sale" or "end- of support" by the respective OEM within three (3) years of this tender.	Letter from OEM
8.	Application Fee of Rs. 10,000/- (Rupees Ten thousand only)	Demand Draft (DD) or Bank Pay order in favor of "TSCAB" payable at Hyderabad.

**Note: Bid without a valid application fee will be rejected outright.**

#### 10. SPECIAL TERMS AND CONDITIONS

- TSCAB shall reserve the right to verify the operation and performance of project by the bidder and the bidder shall permit TSCAB to do so. The TSCAB will evaluate the information

submitted by the bidder with regard to bidder's capacity. The bidder cannot subcontract the work at any stage without prior written approval from the TSCAB.

- The job would be awarded to the L1 bidder, whosoever declared as L1 bidder, as per the criteria defined in the item rate BoQ/tender document.
- Rates quoted in the item rate BoQ should be valid for the complete contract period as no changes in the price bid would be considered at a later stage.
- The bidder cannot make any amendment in the Technical Bid /Commercial Bid; neither can he impose any condition. All such bids will be rejected at the discretion of TSCAB.
- The rates quoted in the price bid will be inclusive of all taxes, (except Service Tax and/), fees, levies etc.
- The agency will submit the invoice supported by complete description of work and rate payable as per job order. Further the invoice should also be supported with detail of documents serial/date wise, with hard/soft copies without duplication containing exact number of pages.
- The invoice should contain PAN No., GST No., Job Order no. and address of the bidder when the payment has to be made.
- **Response time:** The response time of bidder to attend any complaint upon receipt of the complaint/ information from the user should not be more than twenty-four hours.

#### **11. APPLICATION FEE**

- i. The application fee is non-refundable.

#### **12. UNDERTAKING**

An undertaking from the Bidder stating the compliance with all the conditions of the Contract and Technical Specifications of the Bidding Document will be required, since no deviation will be acceptable to TSCAB.

#### **13. BID PRICES**

- i) The price i.e. offer must be made by the intending bidder covering all important points mentioned in the bid format. The financial offer may be submitted keeping in view the terms and conditions of this bid document and site conditions.
- ii) The bidder shall include payment of all dues such as taxes & other statutory dues, not specifically mentioned in the specification but essential for successful completion of work. The bidder shall not be eligible for any extra charges in respect of such payments. Though not mentioned in the bid document extra charges if any shall be paid by the bidder only.
- iii) All liabilities, whatsoever, on account of copy rights or any other reason, if any, shall be borne by the bidder.

#### **14. PERIOD OF VALIDITY OF BID**

- i) **Validity Period:**



Online Bids shall remain valid for 180 days after the date of bid opening prescribed by TSCAB; TSCAB holds the right to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence.

**ii) Extension of Period of Validity**

In exceptional circumstances, TSCAB may solicit the Bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder shall be unconditional. A Bidder granting extension of validity will not be permitted to modify his technical or commercial bid.

**iii) Amendment of RFP**

At any time prior to the deadline for submission of proposal, TSCAB may, for any reason, whether at its own initiative or in response to clarifications requested by an Applicant, modify the RFP document and it will be notified.

**15. MODIFICTIONS/ SUBSTITUTIONS/ WITHDRAWAL OF PROPOSALS**

No proposal shall be modified, substituted, withdrawn by the applicant after the proposal due date. Any alteration / modification in the proposal or additional information or material supplied subsequent to the proposal due date, unless the same has been expressly sought for by the authority, shall be disregarded.

**16. ACCEPTANCE & WITHDRAWALS**

The right of final acceptance of the tender is entirely vested with TSCAB who reserves the right to accept or reject any or all of the tenders in full or in parts without assigning any reason whatsoever. There is no obligation on the part of TSCAB to communicate with rejected Bidders. After acceptance of the tender by TSCAB, the Bidder shall have no right to withdraw his tender, or claim higher price.

**17. TSCAB'S DECISION TO BE FINAL**

The final decision would be based on the technical capacity and pricing. TSCAB does not bind itself in selecting the firm offering lowest prices alone. The tender shall be submitted neatly and all corrections, over -typing shall be attested with seal and full signature. TSCAB reserves the right to not to accept lowest price, to reject any or all the tenders without assigning any reason. Tendering/Subsequent award of job shall not in any way entitle the vendor to have any exclusive rights and privileges.

**18. AWARD CRITERIA**

I. Preliminary Scrutiny: TSCAB will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. TSCAB may, at its discretion, waive any minor nonconformity or any minor irregularity in an offer. This shall be binding on all Bidders and TSCAB reserves the right for such waivers.

II. The quote received will be first evaluated for completeness and responsiveness. Only those bids which are found to be responsive, will be considered for technical evaluation, those bids which are technically qualified will be considered for financial bid opening. Non-responsive/Non-complete bids shall be summarily rejected and no communication of the same will be obligatory on the part of TSCAB.

**20. PAYMENT TERMS & PERIOD OF CONTRACT**

1. TSCAB shall pay fixed charges, on mutually agreed basis for the contracted services rendered.
2. No extra boarding, lodging, TA, DA or any other expenses shall be paid by TSCAB for providing services.
3. Payments will be made as per the below schedule:

S.No.	Activity	Payment (%) to be released
1.	Against Delivery and submission of licenses report and portal access	100%

Maintenance period/Contract shall start from the formal acceptance date of product by TSCAB. A formal letter/communication in this regard shall be issued by TSCAB to the vendor.

4. TSCAB shall deduct any dues, such as TDS etc. while making payments.

**21. LIQUIDATED DAMAGES**

Failure to install and commission the products in the stipulated period of Ninety (90) Days from the date of purchase order will result in imposition of penalty of 0.5% of the total contract value for a maximum of one week of delay and 02% of the total contract value per week for a maximum of another one week of delay. Delay beyond four (4) weeks may attract forfeiture of the Performance Security/ application fee and cancellation of contract, at the discretion of TSCAB.

**22. TAXES AND DUTIES**

The prices (including all taxes, duties, etc. but excluding Service tax and/or GST) quoted in the bid shall hold good and shall be binding on the bidder, notwithstanding any increase in the prices of materials and labor or in the freights or levy of other charges whatsoever and the bidder shall not be entitled to claim any increase over the rates quoted by him during the period of currency of the contract except taxes and duties as introduced / modified by Govt. from time to time if any within the period from last date of bid submission to the original completion date of the Contract. Reimbursement of any new tax or variation of existing tax, introduced during last date of bid submission to the original completion date of the Contract shall be paid in actual on submission of documentary evidence.

The extended period of Contract for the purpose shall only be considered on merit.

**23. NOTIFICATION OF AWARD & SIGNING OF CONTRACT WITH PURCHASER**

The Bidder whose Bid has been accepted shall be notified of the award by TSCAB, by registered letter, fax or by official mail. The Bidder shall acknowledge in writing, the receipt of the Letter of Indenter Notification of award of work and shall send his acceptance to enter into the Contract within three (3) days from the receipt of the Letter of Intent notification of work award. Bidder shall also enter into the agreement with TSCAB within 7 days of acceptance.

**24. EXPENSES FOR THE CONTRACT**

All incidental expenses of the execution of the contract/ agreement shall be borne solely by the successful bidder and such amount shall not be refunded to the successful bidder by the TSCAB.

## **25. FAILURE TO ABIDE BY THE CONTRACT**

The conditions stipulated in the contract shall be strictly adhered to and violation of any of these conditions shall entail immediate termination of the contract without prejudice to the rights of TSCAB.

## **26. TERMINATION FOR DEFAULT**

The company may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the contractor, terminate this contract in whole.

- a) If the contractor fails to deliver any or all of the goods and perform services within the time period(s) specified in the contract, or any extension thereof granted by the company.
- b) if the contractor fails to perform any obligation(s) under the contract .
- c) if the contractor, in either of the above circumstances, does not remedy his failure within a period of 15 days (or such longer period as the purchaser may authorize in writing) after receipt of the default notice from the company.

## **27. GOVERNING LAW**

The laws of Republic of India shall govern the Tender Document and the Contract.

## **28. SUBMISSION OF BIDS**

Bid should be submitted only

- Commercial Bid
  - Price bid undertaking
  - Schedule of price bid in the form of proposal/Commercials
- Bidder who has downloaded the tender from the TSCAB Website and shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and application fee would be forfeited and bidder is liable to be banned from doing business with TSCAB.
- Bidders are advised to visit again TSCAB website at least 1 day prior to closing date of submission of tender for any corrigendum / addendum/ amendment.
- The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter

## **29. VALIDATION OF INTERLINEATIONS IN BID**

Any interlineations, erasures, alterations, additions or overwriting shall be valid only if the person or persons signing the bid have authenticated the same with signature.

## **30. RESPONSIBILITY OF BIDDER**

If the outer envelope is not sealed and marked as required, TSCAB will assume no responsibility for the Bid's misplacement or premature opening.

## **31. REJECTION OF BID**

The Bid Document shall be submitted in the form of printed document. Bids submitted by Telex, fax or email would not be entertained. Any condition put forth by the bidder not conforming to the bid requirements shall not be entertained at all and such bid shall be rejected.

**32. LATE BIDS**

Any bid received by TSCAB after the deadline for submission of bids prescribed by TSCAB, will be summarily rejected and returned unopened to the Bidder. TSCAB shall not be responsible for any postal delay or non-receipt / non-delivery of the documents. No further correspondence on this subject will be entertained.

**33. ANNOUNCEMENT OF BIDS**

The Bidder's names, bid modifications or withdrawals and the presence or absence of requisite bid security and such other details will be announced at the time of opening. No bid shall be rejected at bid opening, except for late bids.

**34. BIDS NOT CONSIDERED FOR EVALUATION**

Bids those are rejected during the bid evaluation process shall not be considered for further evaluation, irrespective of the circumstances.

**35. OPENING OF COMMERCIAL BIDS**

Commercial Bids will be opened and compared at the specified date and time. The name of Bidder, bid prices, total amount of each Bid, etc. shall be announced by the TSCAB at the Commercial Bid opening.

**36. CLARIFICATION OF BIDS**

To assist in the evaluation, comparison and an examination of bids, TSCAB may, at its sole discretion, ask the Bidder for a clarification of its bid including breakup of rates. The request for clarification and the response shall be in writing. If the response to the clarification is not received before the expiration of deadline prescribed in the request, TSCAB reserves the right to make its own reasonable assumptions at the total risk and cost of the bidder.

**37. COMPLETENESS OF BIDS**

TSCAB will examine the bids to determine whether they are complete, whether they meet all the conditions of the Tender Document and Technical Specifications, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the Bid Documents are substantially responsive to the requirements of the Tender Document.

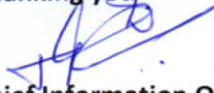
**38. RECTIFICATION OF ERRORS**

Arithmetical errors will be rectified on the following basis: - If there is a discrepancy between the rates in words and figures, the rate in words will govern. If the bidder does not accept the correction of errors, his bid will be rejected and his application fee may be forfeited.

**39. REJECTION OF BID**

A bid that does not meet all pre-qualification criteria or is not responsive shall be rejected by TSCAB and may not subsequently be made responsive by correction or withdrawal of the non-conforming deviation or reservation by the bidder.

Thanking you



**Chief Information Officer (CIO)  
Telangana State Cooperative Apex Bank Limited**

**Commercial Response**

Date:

Ref Number:

To

**To**  
**The CIO**  
**Telangana State Cooperative Apex Bank Limited**  
# 4-1-511/3, Street Number 5,  
Troop Bazaar, Koti,  
Hyderabad, Telangana 500001

Dear Sir

SUB: RFP/Tender Reference:

1. Supply, Installation & Commissioning of DC / DR Hardware, Software & Services

[Redacted]						
Windows Server Domain User CALS STD						
Exchange Server User CALS STD						
<b>IBM WebSphere MQ Reinstatement</b>						

Yours Truly

Authorized signatory of bidder

[Seal, Name, Signature and authority]

**MANUFACTURER'S AUTHORIZATION FORM**

**Date:**

**THE CHIEF INFORMATION OFFICER,  
TELANGANA STATE COOPERATIVE APEX BANK LIMITED  
4-1-511/3, Street Number 5, Troop Bazaar,  
Koti, Hyderabad, Telangana 500001**

**Ref: Tender No : ITRFP/TSCAB/SFLIC 2018**

**Sub : Manufacturer Authorization for Tender No. ITRFP/TSCAB/SFLIC 2018**

Dear Sir,

We, < OEM > having our registered office at < OEM address>, are an established manufacturer of < name of quoted item >. We < OEM> solely authorized to quote our product for above mentioned tender.

Our full support is extended in all respects for supply and maintenance of our product. We also ensure to provide the service support for the supplied Firewalls at least for a period of 1 year from the date of installation & configuration of the Firewalls as per tender terms. In case of any difficulties in logging complaint at bidder end, user will have option to log complaint at our call support center. We also undertake that in case of default in execution of this tender by the bidder, we will take all liabilities and responsibilities and necessary steps for successful execution of this tender. We also undertake that to meet the timelines defined in the tender. We will ensure that the EPS solution is made available to TSCAB in time. If the supplied product is declared end of life, we will ensure that a suitable equivalent or higher roll over product is offered to TSCAB for due approval and order execution thereafter.

Thanking You

For Name: Designation:

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to legally bind the manufacturer. The Bidder in its bid should include it.

