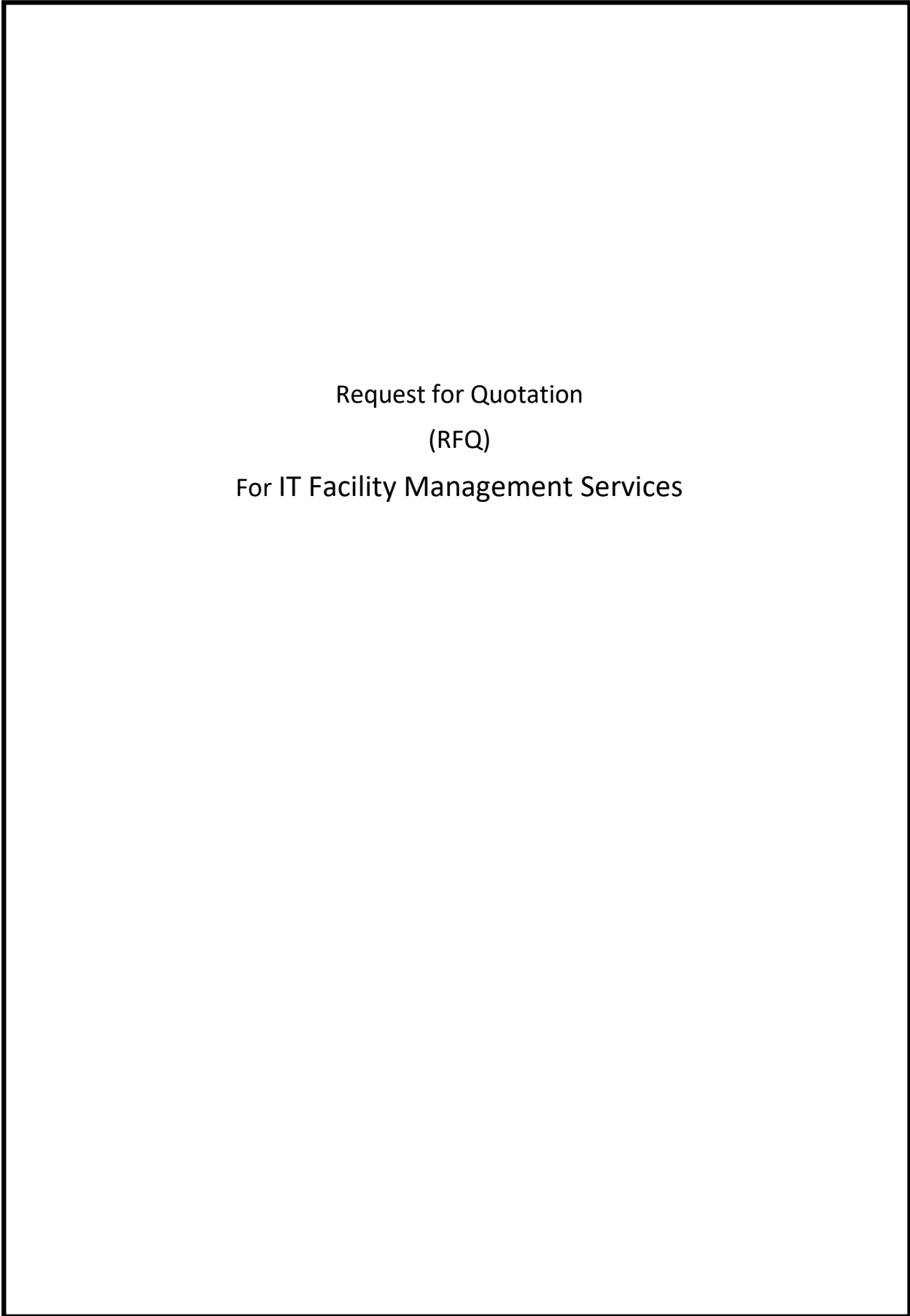


IDBI Capital's RFQ for IT Facility Management Services



Request for Quotation
(RFQ)
For IT Facility Management Services

IDBI Capital’s RFQ for IT Facility Management Services

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DOCUMENT CONTROL SHEET		
Name of the Company	IDBI Capital Markets & Securities Ltd	
RFQ Reference No	IDBICapital/RFQ/2024-25/001	
Date of issue	11 th March 2025	
Mode of bid submission	Duly signed paper copy delivered in properly sealed Envelopes	
Last Date and Time for Receipt of Bids	Date	21 st March 2025
	Time	17:00 hours
Place of Submission of Bid	IDBI Capital Markets & Securities Ltd. 6 th Floor, IDBI Tower, WTC Tower, Cuff Parade Mumbai 400005, India Contact Person: Shri Prasad Chitnis	
Address for Communication	Same as above	
Note: <ol style="list-style-type: none">1. This tender document is the property of IDBI Capital Markets & Securities Ltd & is not transferable.2. If a holiday is declared on the dates mentioned above, the bids shall be received /opened on the next working day at the same time specified above.3. This bid document has 25 pages.		

IDBI Capital's RFQ for IT Facility Management Services

DISCLAIMER

The information contained in this Request for Quotation document (hereinafter referred to as "RFQ") provided to the Bidders, is provided by IDBI Capital Markets & Securities Limited (hereinafter referred to as "IDBI Capital") to the Bidder(s) on the terms and conditions set out in this RFQ document and all other terms and conditions subject to which such information is provided.

This RFQ document is not an agreement or offer by IDBI Capital to the prospective Bidders or any other party. The purpose of this RFQ is to provide interested parties with information to assist the formulation of their Bid.

This RFQ document does not purport to contain all the information each Bidder may require. This RFQ document may not be appropriate for all persons, and it is not possible for IDBI Capital, their employees or advisors to consider the business/investment objectives, financial situation and particular needs of each Bidder who reads or uses this RFQ document. 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 from appropriate sources.

While this RFQ has been prepared in good faith, neither IDBI Capital nor its employees or advisors/consultants make any representation or warranty express or implied as to the accuracy, reliability or completeness of the information contained in this RFQ. IDBI Capital, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFQ document.

IDBI Capital may, in its absolute discretion, but without being under any obligation to do so, update, amend, supplement, withdraw or cancel this RFQ document or the information in this RFQ document.

IDBI Capital's RFQ for IT Facility Management Services

SECTION 1

1. PURPOSE

IDBI Capital Markets & Securities Limited (hereinafter referred to as IDBI Capital) intends to procure IT Facility Management services, all onsite engineers will be deployed at IDBI Capital HO, IDBI Tower 5th and 6th floor.

Sr. No.	Delivery and deployment location	Number of FMS Engineer
1.	IDBI Capital Markets & Securities Ltd , 5 th and 6 th floor IDBI Tower, Cuffe Parade, WTC Compound, Mumbai 400005	5

IDBI Capital, reserves the right to modify the total quantities subject to a variation of +/- 25% on either side of the projected requirements.

Please refer to [Section-3](#) for details.

2. ELIGIBILITY CRITERIA/PRE-QUALIFICATION FOR BIDDERS

Bidders should provide the well-trained and experienced engineers who can manage all day-to-day desktops, laptop and printer related calls.

Deployed engineers should have knowledge of all backup technologies to take the backup of server in tape drive and through various backup software's. Engineer's shift will be rotated and engineers have to do night shift as well for backup activity. Bidder should have its own support offices in Mumbai Location. (Escalation/Support matrix to be provided)

The Bidder shall produce a self-declaration that there are - (a) no vigilance and / or court cases pending or threatened against it (b) no inquiry or investigation pending or threatened against it from any statutory regulatory and / or investigation agency and (c) The Bidder has not been blacklisted by any public sector organization in the last 5 (five)-years. (Self-Declaration on Company's letterhead signed by an authorized person.)

Refer [Annexure-VI](#)

3. PRICES

The amounts mentioned should be exclusive of taxes as applicable.

All other Levies, Duties, Charges etc. should be included in the bid price.

All taxes, if any, applicable shall be deducted at source as per prevailing rate while making any payments.

IDBI Capital's RFQ for IT Facility Management Services

Price quoted should be valid for at least 90 (ninety) days from the date of submission of Commercial Bid.

The price quoted should be in Indian Rupees (INR) Only.

The Price quoted by the Vendor cannot be altered or changed due to escalation on account of forex fluctuations, any variation in taxes, levies and cost of material.

The price quoted is to be written in words as well as figures and in case of discrepancies between prices written in words and prices written in figures, the prices written in words shall be considered correct.

4. PAYMENT TERMS

Payment will be made after submission of necessary documents like invoices, duly signed by the authorized signatories of the vendor and accepted by authorized personnel at IDBI Capital. All payments shall be subject to TDS/GST, if any, as per the tax rules at the time of payment.

No advance payment will be made on award of the contract.

IDBI Capital reserves the right to reject all or any bid or cancel the quotations / process without assigning any reason for the same.

Payments will be made on calendar quarter basis – at the end of each quarter.

SECTION — 2

1. INVITATION FOR BIDS

This "Invitation for Quotes" is for IT Facility Management Services for Five (5) engineers. Sealed offers / bids prepared in accordance with this RFQ should be submitted on or before the date and time mentioned in the document control sheet to:

Kind Attention: Shri Prasad Chitnis,
IDBI Capital Markets & Securities Ltd.
6th Floor, IDBI Tower,
World Trade Centre, Cuffe Parade,
Mumbai 400 005, India.

Due Diligence

The bidder is expected to examine all instructions, procedures, manner of bidding, forms, terms and specifications in this RFQ. Bid shall be deemed to have been submitted after careful study and examination of this RFQ with full understanding of its implications. The bid should be precise, complete and in the prescribed format as per the requirement of this RFQ. Failure to furnish all information required by this RFQ or submission of a bid not responsive to this RFQ in every respect will be at the bidder's risk and may result in rejection of the bid.

IDBI Capital's RFQ for IT Facility Management Services

Clarification of Bidding Documents

A prospective bidder requiring any clarification of this RFQ may notify IDBI Capital in writing by email. The following personnel may be contacted for these purposes.

Name of the officers	Contact Details
Mr. Sandeep Gorivale	Phone: 022-39148353 Email : sandeep.gorivale@idbicapital.com

IDBI Capital shall respond to any request for clarification to the bidding documents, from the prospective bidders, which it receives not later than the date and time mentioned in the document control sheet. Further IDBI Capital will respond to all clarifications, without identifying the source of the inquiry. IDBI Capital shall not be responsible for any external agency delays.

Amendment of Bid Document / RFQ Document / Corrigendum

- i. IDBI Capital reserves the sole right for including any addendum to this entire bid process / document. The bidders shall not claim as a right or compel IDBI Capital to do the aforesaid.
- ii. At any time before the deadline for submission of bids / offers, IDBI Capital may, for any reason, whether at its own initiative or in response to a clarification requested by prospective bidders, modify this RFQ / Bid Document.
- iii. All prospective bidders who have received this RFQ shall be notified of the amendment by e-mail, fax, or post, and all such amendments shall be binding on them.
- iv. If required, in order to allow prospective bidders reasonable time to take the amendment into account in preparing their bids, IDBI Capital reserves the rights to extend the deadline for the submission of bids. However, no request from the bidder, shall be binding on IDBI Capital in this regard.

2. INSTRUCTIONS TO BIDDERS (ITB)

Documents constituting the Bid

The bid prepared by the bidder shall comprise of the following components. Any bids not conforming to the requirements shall be summarily rejected.

1. Technical Bid
 - i. [Refer Annexure I](#) –for the Technical Bid contents and formats.
 - ii. Please note that **no price schedule should be indicated in the Technical Bid** and prices shall be quoted only in the commercial bid.
2. Commercial Bid

IDBI Capital's RFQ for IT Facility Management Services

- i. [Refer Annexure II](#) – for the Commercial Bid contents and formats.
- ii. Commercial bids will only contain cost of the IT Facility Management services and for five engineers as per the details given in [Section 3](#).
- iii. The bidders shall quote price in clear terms.
- iv. The Commercial Bids should strictly conform to the formats to enable evaluation of bids and special care may be taken as bids having any hidden costs or conditional costs will be liable for straight rejection.
- v. The price components furnished by the bidders will be solely for the purpose of facilitating the comparison of bids by IDBI Capital and will not in any way limit IDBI Capital's right to negotiate the contract on any of the terms offered.

Preparation of bids

- i. The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and IDBI Capital, shall be written in the English language only.
- ii. Clarifications on Bid document / RFQ before bidding, the bidders are requested to carefully examine the Bid Documents and the terms & conditions specified therein however if there appears to be any ambiguity, contradictions, gap(s) and / or discrepancy between any of the Bid Documents, they should forthwith refer the matter to IDBI Capital for necessary clarifications.
- iii. Bid Currency - All Prices shall be quoted in Indian National Rupee (INR).

Period of Validity of Bids

Bids shall remain valid for a minimum of 90 (ninety) days, IDBI Capital holds the rights to reject a bid, valid for a period shorter than 90 (ninety) days as non-responsive, without any communication to the bidder thereof.

Extension of Period of Validity

- i. In exceptional circumstances, IDBI Capital may solicit the Bidder's consent to an extension of the validity period. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable. A Bidder granting the request will not be permitted to modify its bid.
- ii. Format and Signing of Bid.
- iii. The bidders shall prepare one Single Technical Bid, clearly marked as "**Technical Bid – IDBI Capital IT Facility Management Services - Original**". Similarly, bidders shall prepare only one indicative Commercial Bid, clearly marked as "**Commercial Bid IDBI Capital IT Facility Management Services - Original**".

Authentication of Bid

The bids shall be type written and shall be signed by a person or persons duly authorized. The person or persons signing the bid shall initial all pages of the bid, except for the un-amended printed literature.

IDBI Capital's RFQ for IT Facility Management Services

Validation of interlineations in Bid

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

Sealing and Marking of Bids

- i. Enclosing of Bid: The Technical Bid shall be placed in a separate sealed envelope clearly marked as Bid Opening and Evaluation of Bids " **Technical Bid – IDBI Capital IT Facility Management Services - Original**"
- ii. The Commercial Bid shall be placed in separate sealed envelope clearly marked as " **Commercial Bid IDBI Capital IT Facility Management Services - Original**"
- iii. Both the envelopes carrying the Technical (envelope i) and Commercial (envelope ii) bids should then be put in a sealed single outer cover. The cover should be super scribed as "**IDBI Capital RFQ for IT Facility Management Services**".
- iv. Bid envelope shall also indicate the name, contact phone number and address of the bidder.
- v. The quotes should be delivered in a sealed cover super scribed as "**IDBI Capital RFQ for IT Facility Management Services**" addressed to:
Kind Attention : Mr. Prasad Chitnis
6th Floor, IDBI Tower, World Trade Centre, Cuffe Parade, Mumbai 400 005, India.
- vi. Responsibility of IDBI Capital: If the outer envelope is not sealed and / or not marked as required, IDBI Capital will assume no responsibility for the bid's misplacement or premature opening.
- vii. Rejection of Bid: The bid has to be submitted in the form of printed hard document. Bids submitted by fax, telex or email shall not be accepted. Any condition put forth by the bidders non-conforming to the bid requirements shall not be entertained at all and such bid shall be rejected.

Deadline for Submission of Bids: 5:00 pm

- i. Last date for Submission: 21st March 2025
The bids (both Technical and Commercial Bids) must be received by IDBI Capital, at the address specified, not later than the date and time mentioned in the document control sheet. In the event of the date specified for the submission of bids being declared a holiday for IDBI Capital, the bids will be received up to the appointed time on the next working day.
- ii. Extension for Last date for Submission
IDBI Capital may, at its own discretion, extend the period for submission of bids by amending the bid documents / RFQ, in which case all rights and obligations of IDBI Capital and bidders shall stand extended. However, no request for extension of time from the bidders shall be binding upon IDBI Capital.
- iii. Late Bids
Any bid received by IDBI Capital after the deadline for submission of bids prescribed by IDBI Capital, will be summarily rejected and returned unopened to the bidder. IDBI Capital shall not

IDBI Capital's RFQ for IT Facility Management Services

be responsible for any postal delay or non-receipt / non-delivery of the documents. No further correspondence on this subject will be entertained.

Modification and Withdrawal of Bids

i. Written Notice

The bidder may modify or withdraw its bid after the submission of the bid, provided that IDBI Capital receives written notice of the modification or withdrawal, before the last date for submission of bids.

ii. Signing and Marking of Notice

The bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched. A duly signed withdrawal notice may also be sent by fax or post so as to reach the designated office before the last date for submission of bids.

3. BID OPENING AND EVALUATION OF BIDS

Process for Technical Bids

- i. Technical compliance should be submitted as per each and every line item specified by IDBI Capital in Scope of work.
- ii. Opening of Bids: IDBI Capital will open all Technical Bids at IDBI Capital Markets & Securities Ltd., 6th Floor, IDBI Tower, World Trade Centre, Cuffe Parade, Mumbai 400 005.
- iii. Bids Not Considered for Evaluation: Bids that are rejected during the bid opening process shall not be considered for further evaluation, irrespective of the circumstances.
- iv. Last Date for Notice: No bid may be modified subsequent to the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of period of bid validity specified by the bidder on the bid form.

Process for Commercial Bids

Commercial Bids of only technically qualified bidders will be opened. Commercial bids of technically disqualified bidders shall not be opened and shall not be returned to the bidders.

Completeness of bids

IDBI Capital will examine the bids to determine whether they are complete, whether they meet all the terms & conditions and Technical Specifications and whether any computational errors have been made, whether the documents have been properly signed, and whether the bids are generally in order.

Rejection of Non-responsive bids

A bid determined as not responsive will be rejected by IDBI Capital and may not subsequently be made responsive by the bidder by correction of the nonconformity. Any decision in this regard by IDBI Capital shall be final, conclusive and binding on the bidder.

Waivers

IDBI Capital may waive any minor informality or nonconformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver, does not prejudice

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or affect the relative ranking of any bidder.

Rectification of Errors

Decision as to any arithmetical error manifest or otherwise in response to Bid Document / RFQ shall be decided at the sole discretion of IDBI Capital and shall be binding on the bidder. IDBI Capital's decision of in this regard shall be final, conclusive and binding on the bidder.

Rejection / Acceptance of bid

IDBI Capital reserves the right to accept or reject in part or full any or all the bids without assigning any reason whatsoever. IDBI Capital's decision in this regard shall be final, conclusive and binding on the bidder.

Cancellation of bid

IDBI Capital reserves the right to re-issue / re-commence the entire bidding process in case of any anomaly, irregularity or discrepancy in regard thereof. IDBI Capital's decision in this regard shall be final, conclusive and binding on the bidders.

4. CONTACTING IDBI CAPITAL

Contacts by Writing

No bidder shall contact IDBI Capital on any matter relating to its bid; from the time of the bid opening to the time the Contract is awarded. If the Bidder wishes to bring additional information to the notice of IDBI Capital, it should be done in writing.

Rejection of bid

Any effort by a bidder to influence IDBI Capital in its decisions on bid evaluation, bid comparison or Contract award may result in rejection of the bidder's bid and forfeiture of Bid Security.

5. AWARD OF CONTRACT

IDBI Capital's right to accept any bid and to reject any bid or all bids.

IDBI Capital shall however not bind itself to accept the best bid or any bid and reserves the right to accept the bid, wholly or in part. IDBI Capital reserves rights to annul the bidding process and reject all bids at any time before the award of Contract at its sole discretion, without thereby incurring any liability to the affected bidder or bidders.

6. NOTIFICATION OF ACCEPTANCE OF BID

Before the expiry of the period of validity of the proposal, IDBI Capital shall notify the successful bidder in writing by registered letter or by fax or by hand-delivery or email, that its bid has been accepted. The bidder shall acknowledge in writing receipt of the notification of acceptance and has to convey his absolute, unconditional and unqualified acceptance.

IDBI Capital's RFQ for IT Facility Management Services

SECTION 3

1. REQUIREMENT

IDBI Capital intends to procure IT Facility Management Services as per the technical specification and invites sealed quotations for the same.

Sr. No.	Delivery and deployment location	Number of FMS Engineer
1.	IDBI Capital Markets & Securities Ltd , 5 th and 6 th floor IDBI Tower, Cuffe Parade, WTC Compound, Mumbai 400005	5

IDBI Capital Markets & Securities Limited (hereinafter referred to as IDBI Capital) intends to procure IT Facility Management Services all onsite engineers will be deployed at IDBI Capital HO, IDBI Tower 5th and 6th floor.

2. SCOPE OF WORK

The selected bidder will be required to deploy onsite engineers for IDBI Capital at Mumbai as per the timelines and SLA levels prescribed in the RFQ. The contact numbers should be provided to the IDBI Capital along with the escalation matrix mentioning the contact person's name, number and designation in the company.

The work involves Facility Management Services for complete IT Infrastructure established at IDBI Capital HO and branches. Scope of FMS includes, but not limited to, extending various IT related support services like Non-Comprehensive maintenance support for the systems under warranty, software development & maintenance, support for video conference etc.

- a. Scope of Facility Management Services: Providing complete IT infrastructure management support by posting the onsite engineers, technicians and other supporting staff and executing all necessary jobs to maintain the desktops, servers, LAN, all IT peripherals like printers, scanners etc.
- b. For performing FMS & Comprehensive Maintenance Services, contractor shall provide qualified full time resident engineers.
- c. The Service Personnel posted by the contractor may be interviewed by the IDBI Capital Engineer-in-charge or his representative to confirm his capabilities and suitability to perform the expected duties, if required. IDBI Capital reserves the right to ask for replacement of any or all engineers, if the performance is found unsatisfactory. If the Service Personnel is replaced, the person who will be posted in his place should have the qualifications and experience as mentioned in the requirement. The new Service Personnel has to be posted with prior approval of Engineer-in-charge after completion of competence test / interview.
- d. It is desirable that the Bidder shall deploy his service engineers minimum two weeks in advance of contract start date, so that all the PCs and peripherals can be checked for proper functioning. Any deficiencies shall be recorded and submitted to engineer-in-charge at least one day before the commencement of the contract, so that the existing contractor resolves all the issues. No further claims regarding any non-functional problems will be entertained and it will be assumed that all the

IDBI Capital's RFQ for IT Facility Management Services

equipment covered under the contract are functional at the start of the contract. All service engineers shall get acquainted with site location, user section etc. by coordinating with the existing contractor before the start date of the contract. Decision of the Engineer-in-Charge will be final in this regard.

- e. The Corporation will not pay any extra amount for extra working hours, if any, worked by contractor's manpower. However, at the discretion of the Engineer-in-Charge, compensatory leave may be granted to the service personnel for an equivalent period of time of extra work performed. However, the manpower availability criteria specified shall be met. Otherwise, penalty will be applicable.
- f. The Contractor should ensure that the personnel posted at IDBI Capital follow the professional code of conduct and ethics.
- g. Engineer should not disclose any confidential details of IDBI Capital to anyone and should not take any devices/data out of IDBI Capital premises without taking approval from IT Head.
- h. Sub-contracting of the work either in part or full will not be permitted under any circumstances.
- i. Non-Disclosure: Contractor shall undertake and ensure that the information acquired as result of the service contract pertaining to IDBI Capital will be strictly treated as confidential and shall not be disclosed without the specific written permission / authorization from IT Head.
- j. All deputed engineers should maintain call reports and share the report to IDBI Capital IT Head.
- k. Deputation of all engineers is subject to pre-approval by IDBI Capital.

Profile for Server Support Engineer:

Server Administration/ Management Bidder shall provide the server administration and monitoring service to keep servers stable, operating efficiently and reliably.

Administrative support for user creating and maintaining user profiles, granting user access and authorization, Biometric enrollment & authentication, providing ongoing user password support, and providing administrative support for print, file, and directory services.

Management of the usernames, roles and passwords of all the relevant subsystems, including, but not limited to servers, applications, devices, etc.

Setting up and configuring servers as per configurations documents/ guidelines provided.

Installation/Upgrade/re-installation of the server operating systems and operating system utilities on existing or new servers. In case of servers with OEM/ 3rd party vendor support, bidder shall co-ordinate with the OEM/3rd party vendor for the performance of such activities.

OS Administration including troubleshooting, hardening, patch deployment for all kind of operating systems viz. MS Windows, etc. and Virtualization software (VMWARE, Hypervisor etc.). Managing file systems and configuration. Ensure proper configuration of server parameters, operating systems administration, hardening, tuning and integration with Syslog server/SIEM tools etc. as per the requirement.

Regular backup of servers as per backup policies and its restoration as and when required by with appropriate permissions.

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Regularly monitor and maintain a log of the performance monitoring of servers including but not limited to monitoring of CPU, disk space, memory utilization, I/O utilization, etc.

Regular BIOS & firmware upgrade of Infrastructure. Installation of other software e.g., Application Server (IIS/Tomcat/JBoss/ Application Server),

Installation porting & configure of SSL certificates wherever required. SSL Certificates shall be provided.

Preparation/updation of the new and existing Standard Operating Procedure (SOP) documents for all activities.

Profile for Desktop Management Services:

Attending to user complaints, Personal & Telephonic support, Briefing the users about the proper usage of devices, clearing the users' doubts on basic software & hardware etc.

Providing support for newly installed systems and the systems under warranty supplied by different vendors: Coordinating with vendors for resolving hardware / software problems and keep up-to-date tracking, Ensure the replacement of the faulty parts and restoration the equipment to the original state, Inform the Engineer-in-charge about the progress / status of the work.

Providing asset management service comprising of updating the IT inventory database, managing asset history.

Providing support for video conferencing

Non-Comprehensive maintenance as part of FMS includes the software maintenance of system and printer with Windows / Linux operating system and standard office packages. The work includes but not limited to loading / reloading of OS, office packages, configuration of LAN / e-mail / antivirus software, trouble shooting and identification of hardware / software problems

Providing remote support for branch users.

Ensure and update of Anti-virus application and windows update.

Engineer should have knowledge of backup technologies and applications, willing to work in rotation shift including night shift for server backup.

The preventive maintenance shall be carried out once in twelve months and records of the PM done shall be maintained with date of PM. PM shall include following jobs:

- i. Cleaning of CPUs & peripheral devices using vacuum cleaner / blower.
- ii. Checking Network configuration, e-mail, DNS configurations.
- iii. Updating OS patches and anti-virus updates.
- iv. PCs space management such as disk space monitoring, check disk & defragmentation, deletion of temporary files, ensuring proper driver software, ensuring all standard software used at IDBI Capital etc.
- v. Running system performance improvement tools and cleaning tools.
- vi. Dressing of cables.

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Engineers will be responsible for Configuring mails, installing software (MS-Office, Adobe PDF, Tally, Anti-Virus etc.). Taking system in domain, printer installation, and resolving day-to-day laptop and desktop related issues.

Provide training to end-users on proper computer usage and best practices. Develop and update documentation for troubleshooting and system usage.

Collaborate with other IT teams to resolve complex technical issues. Communicate effectively with end-users to gather information and provide updates

3. GENERAL TERMS AND CONDITIONS

The validity of the quote should be for a minimum of 3 months (90 Days) from the date of last date of submission of bids.

IDBI Capital would place an order for the IT Facility Management Services as per their requirement during the aforesaid 3-month period.

IDBI Capital reserves the right to re-issue / re-commence the entire bid process in case of any anomaly, irregularity or discrepancy in regard thereof. Any decision of IDBI Capital in this regard shall be final, conclusive and binding on the Bidder.

Decision as to any arithmetical error manifest or otherwise in the response to Bid Document shall be decided at the sole discretion of IDBI Capital and the same shall be binding on the Bidder. IDBI Capital's decision in this regard shall be final, conclusive and binding on the Bidder.

IDBI Capital reserves the right to accept or reject in part or full any or all the proposals without assigning any reason whatsoever. IDBI Capital's decision in this regard shall be final, conclusive and binding on the Bidder.

Response to our invitations that are incomplete or not received in the prescribed format will be out rightly rejected.

The Non-Disclosure Agreement ([Annexure V](#)) would be signed at Mumbai within 15 days of receipt of notification of award of contract.

Payment of stamp duty would be as per laws applicable in the State of Maharashtra.

The Bidder shall bear all costs and expenses for the execution, stamp duty and submission of the contract and agreements. IDBI Capital shall not be responsible or liable for reimbursing / compensating these costs and expenses.

ANNEXURE: CONTENTS OF TECHNICAL BID

Mandatory requirements

Sr. No.	Contents of Technical Bid	Yes / No
1.	Technical Bid - Annexure I	
2.	Proforma Commercial Bid. Annexure II	
3.	Undertaking — Annexure III	

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4.	Unconditional Acceptance of RFQ terms – Annexure IV	
5.	Non-Disclosure Agreement - Annexure V	
6.	Self-Declaration Certificate - Annexure VI	
7.	Contact Centre Details with Escalation Matrix (Name, Contact No's and email ids)	

1. ANNEXURE I – SCOPE OF WORK FORMAT

(To be submitted on the bidder's letterhead)

Date:

To,

SVP

IDBI Capital Markets & Securities Ltd.,
6th Floor, IDBI TOWER, World Trade Centre,
Cuffe Parade, Mumbai 400 005,

Please ref. Section 3

Authorized Signatory:

Name and designation:

Company Seal:

Date:

Place

IDBI Capital's RFQ for IT Facility Management Services

2. ANNEXURE — II: COMMERCIAL BID FORMAT

(To be submitted on the bidder's letterhead)

Date:

To,

SVP

IDBI Capital Markets & Securities Ltd.,
6th Floor, IDBI TOWER, World Trade Centre,
Cuff Parade, Mumbai 400 005

IT Facility Management Services				
Sr. No.	Cost Head	Qty	Unit Price / per Month	Total (INR)
1	Desktop Engineer (L1)	3		
2	Server Engineer (L2)	1		
3	Backup Engineer (night shift) (L2)	1		
	Total Cost			

Terms & Conditions:

1. The amounts mentioned in bid should be exclusive of taxes, as applicable.
2. All other Taxes, Levies, Duties, Charges, freight, insurance, packing, loading and unloading etc. should be included in the bid price.
3. The price shall be valid for 3 months.
4. Delivery within Mumbai MMR.

We unconditionally accept to abide by all the terms and conditions of this Invitation for Quotes issued by IDBICapital.

Authorized Signatory:

Name and designation:

Company Seal:

Date:

Place

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3. ANNEXURE — III: UNDERTAKING.

To,
SVP
IDBI Capital Markets & Securities Ltd.,
6th Floor, IDBI Tower, World Trade Centre,
Cuffe Parade, Mumbai 400 005,

Ref: RFQ for procurement of IT Facility Management Services

We, _____ (name and designation) on behalf of _____ having its registered office at _____ have submitted a bid proposal document to IDBI Capital Markets & Securities Ltd. (hereinafter referred to as IDBI Capital) for “Procurement of IT Facility Management Services” in response to the Request for Quotation (RFQ) issued by IDBI Capital.

We hereby undertake and declare that

- a) We are duly authorized to submit this undertaking.
- b) We have read and understood the Request for Quotation (RFQ) document – “Procurement of IT Facility Management Services” as obtained from IDBI Capital.
- c) We do not have any other business relationship with IDBI Capital including its Directors and officers nor have any conflict of interest. We shall on occurrence of any such event immediately inform the concerned authorities of the same.
- d) We have submitted our bid proposals in compliance with the specific requirements as mentioned in the RFQ document.
- e) We have provided all necessary information and details as required by IDBI Capital and shall provide any additional information that may be required by IDBI Capital from time to time.
- f) All the documents and information therein are true and accurate and nothing has been concealed or tampered with in the said documents.
- g) We possess the relevant experience in the activity as proposed to be awarded by way of the RFQ document.
- h) We are aware of the fact that furnishing of any false or misleading information or document shall make us liable for punitive action.
- i) No inquiries or investigations have been threatened, commenced or pending against us by any statutory, regulatory, or investigative agencies or lending institutions.
- J) Neither the company nor any of its employees/directors have been barred from providing such services by the issuing authority or any other competent institution nor are we blacklisted restrained at any time by the Central/ or any of the State Governments in India

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/any Public sector organization in the last 5 years. No vigilance and / or court cases are pending against us.

- k) We were never involved in any legal case that may affect the solvency / existence of our organization or in any other way that may affect capability to provide / continue the services to IDBI Capital.

Yours faithfully,

Signature

Name and designation

(Company Seal)

Date:

Place:

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4. ANNEXURE – IV: UNCONDITIONAL ACCEPTANCE OF RFQ TERMS

(To be submitted on the bidder's letter head)

Date:

To,

SVP

IDBI Capital Markets & Securities Ltd.,
6th Floor, IDBI Tower, World Trade Centre,
Cuffe Parade, Mumbai 400 005,

Ref: RFQ for procurement IT Facility Management Services

This is to confirm that we unconditionally accept all the terms and conditions as mentioned in the said RFQ floated by IDBI Capital Markets & Securities Ltd.

Signature

Name of Authorized

Signatory Designation

Seal/Stamp of the Vendor

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5. ANNEXURE – V: NON DISCLOSURE AGREEMENT.

(To be submitted by successful Vendor)

NON-DISCLOSURE AGREEMENT

This agreement, made on
this ____th day of
_____, 2025 Between

IDBI Capital Markets & Securities Ltd. (herein after referred as IDBI Capital), a Company incorporated in India and having its registered office at 6th Floor, IDBI TOWER, World Trade Centre, Cuffe Parade, Mumbai 400 005, (hereinafter referred to as IDBI Capital)

and

_____, a Company incorporated in India and having its registered office at _____ (hereinafter referred to as Bidder).

WHEREAS IDBI Capital has floated a Request for Quotes calling for Quotes from Prospective Bidders for Procurement of IT Facility Management Services at IDBI Capital Markets & Securities Ltd., 6th Floor, IDBI TOWER, World Trade Centre, Cuffe Parade, Mumbai 400 005 or one of its MMR locations.

AND WHEREAS the Bidder has submitted its Bid for the above Assignment. During the course of Assignment, it is anticipated that the Bidder may be privy to some of IDBI Capital's or its affiliate's/subsidiaries/client's trade secrets or confidential or proprietary information hereinafter collectively referred to as the confidential information;

WHEREAS the Bidder agrees to protect IDBI Capital against unauthorized disclosure and/or use of the Confidential Information and Bidder under the following terms and conditions;

NOW THEREFORE, in consideration of their mutual promises and intending to be legally bound, the parties have reached an agreement having the following terms:

1. Confidential Information: "Confidential Information" as used in this Agreement means any and all information, of IDBI Capital including but not limited to business plans, technical data or know-how, including without limitation any of the foregoing relating to research and development, product plans, products, services, customers, markets, software, inventions, processes, designs, drawings, engineering, hardware configurations, marketing or finances in any form including Word documents, Excel Spreadsheets, Power Point Presentations and pictures, either as printed hard copies or electronic softcopies that the Bidder may receive in the course of the Assignment.

2. Disclosure of Confidential Information: The Bidder shall hold in confidence, and shall not disclose the Confidential Information to any person and shall not use or exploit such Information for its own benefit or the benefit of another. The Bidder will promptly notify IDBI Capital, if the Bidder obtains

IDBI Capital's RFQ for IT Facility Management Services

actual knowledge of any unauthorized use or disclosure of any Confidential Information.

3. **Limitation on Obligations:** The obligations of the Bidder specified in Section 2 above shall not apply, and the Bidder shall have no further obligations, with respect to any Confidential Information to the extent that such Confidential Information:

(a) Is generally known to the public at the time of disclosure through no wrongful act on the part of the Bidder;

(b) Is in the Bidder's possession at the time of disclosure otherwise than as a result of Bidder's breach of any legal obligation;

(c) Becomes known to the Bidder through disclosure by sources other than IDBI Capital having the legal right to disclose such Confidential Information;

(d) Is independently developed by the Bidder without reference to or reliance upon the Confidential Information; or

(e) Is required to be disclosed by the Bidder to comply with applicable laws or governmental regulations, provided that the Bidder provides prior written notice of such disclosure to IDBI Capital so that IDBI Capital may obtain an appropriate protective order. If failing the entry of a protective order the Bidder is, in the opinion of its counsel, compelled to disclose Confidential Information then the Bidder may disclose that portion of the Confidential Information that its counsel advises that it is compelled to disclose and will upon the request and at the expense of IDBI Capital, cooperate with IDBI Capital in its efforts to obtain a protective Order or other reliable assurance that confidential treatment will be accorded to that portion of the confidential information that is being disclosed.

4. **Ownership of Confidential Information:** The Bidder agrees that IDBI Capital is and shall remain the exclusive owner of Confidential Information and all patent, copyright, trade secret, trademark and other intellectual property rights therein. No license or conveyance of any such rights to the Bidder is granted or implied under this Agreement.

5. **Return of Documents:** The Bidder shall, upon the request of IDBI Capital, return to IDBI Capital all confidential information and shall destroy or erase Confidential Information contained in any materials and documentation or recorded in any memory device. Within thirty (30) days of the placing of the request in writing by IDBI Capital, the Bidder shall certify in writing to IDBI Capital that it has fully complied with its obligations under this Clause.

6. **Force Majeure:** Neither party shall be considered in breach of this Agreement or in default of its obligations hereunder if it fails to perform or observe any or all of the terms of this Agreement resulting directly or indirectly from causes beyond the reasonable control of such party, such as but not limited to, acts of God, Civil or military authority, acts of the public enemy, war, riots, civil disturbances, insurrections, accidents, explosions, fires, earthquakes, floods, transportation embargoes, epidemics, acts of government, its agencies or officers, or any other legitimate cause beyond the control of the parties, provided the party whose performance is affected or is likely to get effected thereby, shall within reasonable time notify the other party of the occurrence of such cause.

7. Miscellaneous:

(a) This Agreement shall not be modified, changed or discharged, in whole or in part, except by an agreement in writing signed by both parties.

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- (b) This Agreement will be binding upon and inure to the benefit of the parties hereto and their respective heirs, successors and assigns. Any failure or delay in enforcing any provision of this Agreement shall not constitute a waiver of such provision.
- (c) This Agreement shall be construed and interpreted in accordance with the laws of India and shall be subject to exclusive jurisdiction of the courts of Mumbai.
- (d) The provisions of this agreement shall survive for a period of one year from the date of this agreement.
- (e) The Bidder acknowledges that IDBI Capital would be irreparably injured by breach of this Agreement by the Bidder or the Bidder’s representatives/employees and that monetary damages may not be a sufficient remedy for unauthorized disclosure or use of Confidential Information and that IDBI Capital shall be entitled, without waiving any other rights or remedies, to equitable relief, including injunctive relief and specific performance, in the event of any breach of the provisions of this Agreement.
- (f) The Bidder agrees and acknowledges that they shall be liable to and shall indemnify IDBI Capital for any loss / damages/ costs incurred to IDBI Capital of whatsoever nature due to breach of confidentiality obligations set out herein.
- (g) All disputes arising out in connection of this Confidentiality Agreement shall be settled through arbitration in accordance with the arbitration proceeding as per Indian Arbitration and Conciliation Act, 1996. The place of arbitration shall be Mumbai. The dispute shall be referred to a Sole Arbitrator who shall be a neutral and suitably qualified third party mutually agreed upon by the parties to the dispute, failing which each party shall appoint one arbitrator each and the two arbitrators shall appoint the third or the presiding arbitrator. The arbitration proceeding shall be conducted and the award shall be rendered in English Language. The award rendered by the arbitrator or arbitrators shall be final, conclusive and Binding on all the parties to this agreement and shall be subject to enforcement in any court of competent jurisdiction. Each party shall bear the cost of preparing and representing its case, and cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties, unless the award otherwise provides. The Arbitral Award shall be final and binding on the Parties.

EXECUTED as a sealed instrument as of the day and year first set forth above.

Signed for and on behalf of)

IDBI Capital Markets & Securities Ltd.

By _____)

Designation _____)

Signed for and on behalf of)

_____)

By _____)

Designation _____)

IDBI Capital's RFQ for IT Facility Management Services

6. ANNEXURE – VI: SELF-DECLARATION CERTIFICATE

(Undertaking to be submitted on Bidder Company's Letter Head)

To,

SVP

IDBI Capital Markets & Securities Ltd.,
6th Floor, IDBI TOWER, World Trade Centre,
Cuffe Parade, Mumbai 400 005,

RFP for procurement of IT Facility Management Services

We, [_____] (name and designation) on behalf of [_____] having its registered office at [_____] have submitted a Bid proposal to IDBI Capital for [_____] in response to the Request for Proposal (RFP) dated issued* [_____] by _____ IDBI Capital.

We are duly authorized persons to submit this undertaking

We have read and understood the aforesaid RFP and we hereby convey our absolute and unconditional acceptance to the aforesaid RFP.

We do not have any business relationship with IDBI Capital including its directors and officers which may result in any conflict of interest between us and IDBI Capital. We shall on occurrence of any such event immediately inform the concerned authorities of the same

We have submitted our Bid in compliance with the specific requirements as mentioned in this RFP.

We have provided with all necessary information and details as required by IDBI Capital and shall provide with such additional information's may be required by IDBI Capital from time to time.

Neither we nor any of our employee/director has been barred from providing the Services nor are we in negative list/blacklisted by any public sector banks, statutory or regulatory or investigative

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agencies

in India or abroad in the last 5 years.

There are no vigilance and / or court cases pending against us/company and no inquiry or investigation pending against us from any statutory regulatory and / or investigation agency.

All the information furnished here in and as per the document submitted is true and accurate and nothing has been concealed or tampered with. We have gone through all the conditions of Bid and are

aware that we would be liable to any punitive action in case of furnishing of false information / documents.

We also undertake that, we were/are never involved in any legal case that may affect the solvency / existence of our organization or in any other way that may affect capability to provide / continue the services to IDBI Capital.

It is further certified that we have not modified or deleted any text/matter in this RFP.

Dated this _____ day of _____ 2025.

Signature

(Company Seal)

In the capacity of

Duly authorized to sign bids for and on behalf of: