

RFP

RFP for the Annual Maintenance Contract of Unified Communication System & Network components for 2 years

Period - 1-3-2017 to 29-02-2019

RFP no. CO/IT/1854 Dt.23-02-2017

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1 Introduction

SBI Capital Markets Ltd. is hereinafter called "SBICAP", in this Request for Proposal, hereinafter called "RFP".

A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as "Bidder" or "Vendor".

The original equipment /software manufacturer hereinafter shall be referred to as OEM.

This RFP is issued by SBICAP for inviting proposals (Technical and Commercial Bids) from competent vendors for the annual maintenance contract for our CISCO Unified Communication System (UCS) as per requirements/ specifications, terms and conditions and scope defined in this document.

Date of Issue of RFP: 23th February 2017

Address for submission of proposal

**SVP & CFO,
SBI Capital Markets, 202, Maker Tower E,
Cuffe Parade, Mumbai-400 005.**

2 Time Lines

The following is an indicative timeline for the overall selection process. SBICAP reserves the right to vary this timeline at its absolute and sole discretion and without providing any notice/intimation or reasons thereof.

Changes to the time line will be relayed to the affected Respondents during the process.

	Particulars	Date
1	RFP Release Date	23 th February 2017
2	Date Of Submission of Technical & Commercial Proposal & Opening of Technical Proposal	02 March 2017 11.00 am
3	RFP No.	CO/IT/1854

Interested parties are expected to adhere to these timelines. However, SBICPAS reserves the right to change the aforementioned timelines. No clarification will be entertained post the time lines specified in the table above (Last date of queries). All dates and timing specified above are non-negotiable and there will be no extensions provided.

3 Scope of Work & Deliverables

- The Scope of Work comprises of support and maintenance of below mentioned UCS systems for the period of 2 years.
 - The system is comprises of
 - Voice & Telephony (IP)
 - Conferencing
 - Messaging and Integration with existing e-mail messaging system.
 - Presence & Instant Messaging (IM).
 - Unified Clients for Desktop, Tablets and Smartphones
 - Voice logging system for Institutional Desk
 - Integration with SBI IPT through SIP
 - VPN Phones for Foreign offices
 - Telesoft Server
 - Fax Server
 - Local survivability (SRST Configuration)
 - Adam Server for Active Directory Synch with other subsidiary domain i.e. of STCL
 - L2/L3 Management & Support for all Switches and its Accessories, Routers, and for Unified Communications Systems, which broadly includes, all levels of configuration and change requests, troubleshooting, vulnerability fixing, backups, upgrades of OS/IOS, Software, optimal performance and uptime etc. The Vendor is required to provide L2/L3 support for Local Area Network including FIBRE connectivity, DR connectivity based on IPSec tunneling and MPLS connectivity/configurations of SBICAP.
 - The Selected vendor is required to provide onsite support as an when required at various SBICAP locations including Mumbai, New Delhi, Chennai, Ahmadabad, Kolkata, Hyderabad and STCL office.
 - The Selected vendor should support Foreign offices i.e. Singapore and UK location remotely from our MUMBAI office.
 - MPLS Leased lines monitoring will not be covered under the scope.

- Maintenance & troubleshooting the above mentioned system/functionalities for a period 2 years which broadly includes, all levels of configuration and change requests, troubleshooting, vulnerability fixing, backups, upgrades of OS/IOS, software, performance uptime etc.
- Support should be inclusive of upgrades of existing UCS version, IOS etc, support packs, software assurance for the AMC period.
- Selected vendor is required to maintain the UCS system & associated network components for SBI Capital Market Corporate Office, its five Regional Offices and three subsidiaries SBICAP Trustee Co. Ltd, SBICAP Singapore and SBICAP UK Ltd.
- Selected vendor is also required to implement vulnerability fixes for all contracted hardware/software as and when required by SBICAP. At present SBICAP is conducting quarterly audits.
- In case of replacement of hardware, the selected vendor needs to replace the equipment / part with a brand new hardware which is of the same or higher configuration compatible to the new architecture and of the same brand as that of old equipment being replaced.
- Any logistics charges, licenses charges, entry permits, taxes etc. need to be part of the commercial proposal.
- It will be the responsibility of the vendor to ensure that the system complies with rules/regulations of TRAI or any other regulatory body during the contract period.
- In case of change in rules/regulation of TRAI or any other regulatory body during the tenancy of contract period, SBICAP will bear the actual cost for reconfiguration/replacement of hardware.
- The scope of work includes the configuration and maintenance of voice loggers and associated hardware, software etc.
- The selected vendor is required to support for the entire solution and seamlessly integrate with multiple Active Directories of SBICAP and its subsidiaries.
- The selected vendor is required to maintain the existing switches and implement adequate QOS to facilitate desired data and voice traffic as and when required by SBICAP.

- During the AMC period (two years) the selected vendor is required to update the system with latest software upgrades and service packs which also includes the IOS and Firmware's etc. with no additional cost.

4 Bidders Eligibility Criteria

- The eligible companies/firms must be incorporated under the Companies Act, 1956 has been operating in India for minimum of last 5 years.
- **Overall Unified Communication Experience:** The bidder should have supported at least **three** unified communication projects of more than 500 clients. The solution should be in production & should include the following key components – minimum 1000 UC licenses, 1000 IP Hard Phones, Logical Partitioning and PSTN interface for local / STD/ISD dialing.
- System Integrator should be profitable for the last three financial years and have minimum turnover of Rs. 50 crore.
- The bidders are requested to ensure that they meet with the above eligibility criteria before submitting the proposal and discrepancy if found at any point will lead to the termination of contract and payment if any made by SBI Caps will need to be refunded.
- Any Bids which are non-compliant with above eligibility criteria will not be considered for commercial evaluation.
- The Bidder and OEM for the should have 24 x 7 x 365 support center in India and presence in the Metro cities i.e. Mumbai, New Delhi, Ahmedabad, Chennai, Kolkata and Hyderabad.

5 Submission of the bid

- The bidder has to submit the Technical and Commercial Bids in two separate sealed envelopes marked as "Technical Bid for AMC of Unified Communication" and "Commercial Bid for AMC of Unified Communication".

- The Bid documents should be in prescribed format as given in the Annexures. Proposals not in the format given in Annexures will be rejected.
- The bidder should submit the original documents in physical format for both technical and commercial proposal.
- The bids should be addressed to "SVP & CFO, SBI Capital Markets Ltd. 202, Maker Towers "E", Cuffe Parade, Mumbai 400 005.
- The **Technical Bid should NOT contain any pricing** or commercial information.
- The quotation submitted by the bidder shall be exclusive of all taxes. Taxes will be paid extra on actuals.
- All bids should be in INR and should be valid for a period of 60 days from the date of submission of the bid.

Technical bid should be comprises of

S N	Particulars	Annexure
1	Confirmation for eligibility Criteria	A
2	Compliance Matrix	B
3	Bill of Material (Without Price)	C
4	Three Customer Reference offering similar services	D
5	Bidders credentials	E

Commercial bid should be comprises of

1. Price Bid – **Annexure -F**

6 Evaluation Process

SBICAP will evaluate only those proposals, which meet the eligibility criteria as well as complete and responsive in all respects, for comparison and final selection.

- The objective of the evaluation process is to evaluate the bids to select the bidder with the best value proposition to SBICAP.
- The SBICAP shall evaluate the technical bids initially and based on Technical Bid evaluation, shall undertake commercial bid evaluation of the technically qualified proposals only.
- SBICAP has the right to change the evaluation criteria. SBICAP has the right to disqualify any proposal without any giving any reason.
- By satisfying all technical parameters doesn't guarantee technical qualification.
- SBICAP will qualify only those proposals who have qualified in technical evaluation.

Commercial Bid Evaluation

- Commercial bids will be opened in specific date as mentioned in this RFP, changes if any on the date of opening of bid the same will be communicated.
- If there is a discrepancy between words and figures, the amount in words shall be considered.
- If there is any discrepancy between unit price and total price, the unit price will prevail.
- SBICAP has the right to reject any corrections suggested at a later date.
- SBICAP will only open those commercial bids whose technical bids qualify in Technical evaluation.
- The Commercial bids will be evaluated based on lowest in terms of total cost of ownership which includes support charges for two year.
- SBICAP reserves the right to further negotiate the contract price/terms with the selected vendor.
- SBICAP has its own discretion may also go for the reverse auction process to finalize the commercials

7 Selection Criteria:

The SBICAP will award the contract to the successful in technical and commercial evaluation. SBI Capital Markets Ltd does not bind itself to accept the lowest (L1) of any Tender and has the right to reject any Tender without assigning any reason therefore whatsoever. SBI Capital Markets Ltd also reserves the right to re-issue the Tender. Any decision of SBI Capital Markets Ltd in this regard shall be conclusive, final and binding on the bidder(s).

8 Awarding of Contract

- SBICAP releases the order either in Full or in part or place more than one order towards the contract based on project plan as desired by SBICAP.
- The selected bidder shall submit the acceptance of the order within seven days from the date of receipt of the order. No conditional or qualified acceptance shall be permitted. The effective date for start of provisional contract with the Selected Bidder shall be the date of acceptance of the order by the bidder.
- On failure of the selected bidder to accept the order within stipulated time, SBICAP shall be at liberty to proceed with the other technically qualified Bidders within the purview of the same RFP either by calling for fresh commercial quotes or considering the existing commercial quotes. The initially selected bidder stands disqualified for further participation in the subject bid.

9 Payment Terms

Hardware And Software Licenses

- 100 % on OEM licenses subscription cost will be paid on renewal and updating in the CISCO internal system.
- The bidder support cost will be paid in quarterly arrears on per annum basis.
- An onsite resource needs to be deployed in SBICAP corporate office for as and when required by SBICAP. SBICAP may also accept the remote support for minor calls and configuration.

10 Confidentiality and Non-disclosure

- The Bidder agrees to receive in confidence all confidential Information and agrees not to reveal the same to any other person under any circumstances, except to the extent provided for in this Agreement. The Recipient shall also ensure that the Confidential Information is not used for any of its business or other purposes or such purposes of any other person.
- The bidder shall also procure from their respective employees, officers and agents to whom Confidential Information is revealed, a similar obligation of Confidentiality in the form of a Non-Disclosure Agreement, which is reasonably acceptable to SBICAP. A breach by the respective employees of the Recipient of the terms of the Non-Disclosure Agreement shall be considered as a breach by such party of its obligations to the Disclosure.
- All disputes and controversies between SBICAP and Bidder shall be subject to the exclusive jurisdiction of the Courts in Mumbai and the parties agree to submit themselves to the jurisdiction of such court. This Project agreement shall be governed by the laws of India.

11 General Terms & Conditions

- The following are the general terms and conditions proposed to be included in the Contract.
- The Bidder, selected for the project, will have to enter into a service agreement directly with SBICAP.
- All the diagrams, drawings, specifications and other related literature & information, provided by the bidder for the solution and agreed to by SBICAPs, will also form a part of the agreement.
- SBICAP reserves the right to cancel the contract of the selected bidder and recover expenditure incurred by SBICAP on the following circumstances:
 - The selected bidder commits a breach of any of the terms and conditions of the bid/contract.
 - The bidder goes into liquidation voluntarily or otherwise.
 - The progress regarding execution of the contract, made by the selected bidder is found to be unsatisfactory.
- After the award of the contract, if the selected bidder does not perform satisfactorily, SBICAP reserves the right to terminate the contract perusing the 60 days' notice from either side.
- The equipment as per SBICAP's existing inventory should not be declared end of support during the entire contract period. In case of the equipment under this project is declared "Out of support" by OEM, the selected bidder will deploy the similar or next available higher version of the equipment during the warranty period without any additional cost.
- Any technical or commercial bid submitted cannot be withdrawn/modified after the closing date and time for submission of the bid offers unless specifically permitted by SBICAP. However, the Bidder may modify or withdraw its offer after submission provided that, SBICAP, prior to the closing date and time receives a written notice of modification or withdrawal.
- Any additional or different terms and conditions proposed by the Bidder will be rejected unless expressly assented to, in writing by SBICAP.

- SBICAP may modify the RFP by issuing addenda for any reason at any time prior to the final date of submission of RFP and will be communicate to all the bidders.
- SBICAP reserves the right to alter the requirements specified in the RFP for any reasons prior to the last date of submission of RFP. SBICAP also reserves the right to delete one or more items from the list of items specified.
- The Bidder has to include all costs like Travel, Lodging & Boarding, Local Travel expenses, etc. incurred during the project life cycle as a part of the Bill of Materials and SBICAP will not bear any additional costs on these.
- The bidder should provide a Performance Guarantee, issued by a first class Bank, in the form prescribed by SBICAP equivalent to 10% of the contract value valid for a period of 36 months.
- In the event of non-performance of the obligation or failure to meet the terms of the RFP, SBICAP shall be entitled to invoke the performance guarantee without notice or right of demur to the bidder.

12 SERVICE LEVEL AGREEMENT

RESPONSE TIME

- All calls related to proposed solution classified into three categories viz. Critical, High, Medium, and Low. The response time are described in below table:-

SEVERITY LEVEL	RESPONSE TIME (Corporate Office)	RESOLUTION TIME (Corporate office)	RESPONSE TIME ROs)	RESOLUTION TIME ROs)
Critical	2 hours or less	4 hours or less	4 hours or less	8 hours or less
High	4 hours or less	8 hours or less	8 hours or less	24 hours or less
Medium	24 hours	48 hours or less	48 hours	72 hours or less
Low	24 hours	3 Business	48 hours	4 Business Days

Critical: - UCS centralized Hardware breakdown (single point of failure)

High: - End Point Hardware breakdown, Problem related to Performance; network Connectivity, Configuration errors, etc.

Medium: - Change Requests, Vulnerability fixes etc.

Low: - Fixes, firmware/software upgrades etc.

Problem which has not been categorised above will be considered as Critical/High/Medium/Low on the basis of the number of users affected and will be at the discretion of SBICAP.

- The OEM/Bidder is required to provide 24 x 7 x 365 support to all our location from their support Data Centre.
- The penalty will be applicable separately for each location and the details for the Service level penalty have been mentioned later in under penalty clause.
- The amount of penalty will be claimed/adjusted while releasing the performance bank guarantee or warranty of the hardware will be extended accordingly.
- If the equipment is taken away for repairs, the Vendor shall provide the similar or higher configuration equipment for standby purpose.
- In case some of the equipment or its component is beyond repairs, the Vendor shall provide the replacement hardware of the same configuration or higher configuration from the same OEM prior to acceptance of the SBICAP.
- Defective hardware shall be replaced by the vendor at his own cost, including the cost of transfer.
- The bidder is required to provide unlimited Telephonic and Email support during contracted period.
- **All hardware & software items should be covered for 8x5 NBD support with back to back with respective OEM's i.e. Cisco/Harmony/Telesoft/Fujitsu India and Selected vendor is required to provide standby devices for major components for e.g. Routers, Switches, UCS hardware for the interim replacement period from OEM.**

PENALTY CLAUSE

- Penalty applicable for bidder for Service Level Agreement is as follows:-

S/ N	Severity Level	Penalty applicable beyond Resolution Time for Corporate Office.	Penalty applicable beyond Resolution Time for RO's
1	CRITICAL	Rs. 1000 per hour beyond the initial 4 hours of resolution time	Rs. 500 per hour beyond the initial 8 hours of resolution time
2	HIGH	Rs. 300 per hour beyond the initial 8 hours of resolution time	Rs. 200 per hour beyond the initial 24 hours of resolution time
3	MEDIUM	Rs. 150 per hour beyond the initial 48 hours resolution time	Rs. 100 per hour beyond the initial 72 hours resolution time
4	LOW	Rs. 50 per hour beyond the initial 3 business day of	Rs. 100 per hour beyond the initial 4 business day of

Note: - The penalty for the quarter would not exceed that 20% of the contract value.