**Request for Proposal (RFP) for**

**RFP for the Annual Maintenance Contract for CISCO Switches and Routers for our Corporate Office and Regional Offices.**

**www.sbicaps.com**

**SBI Capital Markets Ltd**

**Ref: CO/IT/2189**

**Date: 26-Apr-2022**

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# Fact Sheet

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 timeline will be relayed to the affected Respondents during the process.

|  |  |
| --- | --- |
| **Item** | **Description** |
| Method of Selection | T 1 / L1 Bidder |
| Date of RFP issuance | 26-Apr-2022 |
| Last date for Submission of Pre-Bid Queries | 30-Apr-2022 |
| Issue of Clarifications/Corrigendum | 02-May-22 |
| Last date and time for Technical Bid/Proposal submission (on or before) | 06-May-22 (Email) |
| Date and time for Opening of Technical Bids. | (Closed BID) |
| Commercial BID (Tentative) | 08-May-22 |
| Language | Proposals should be submitted in English only. |
| Bid Validity | Proposals must remain valid up to 60 (Sixty) days from the actual date of submission of the Bid. |
| Currency(ies) | Currency in which the Bidders may quote the price and will receive payment is INR only. |
| Name and Address for Communication, seeking clarifications & submission of Proposal | Name: Krishna Prajapati  Email: Krishna.prajapati@sbicaps.com  Address: SBI Capital Markets,  202, Maker Tower E,  Cuffe Parade, Mumbai 400 005 |

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 timelines 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.

**Introduction**

SBI Capital Markets Ltd. (SBICAP) is India’s largest domestic Investment SBICAP, offering the entire gamut of investment of corporate advisory services. These services encompass Project Advisory and Loan Syndication, Structured Debt Placement, Capital Markets, Mergers & Acquisitions, Private Equity and Stressed Assets Resolution.

We are a complete solutions provider offering diversified financial advisory and investment services, innovative ideas and unparalleled execution to our client base across all stages of the business cycle. Our services range from venture capital advisory, project advisory, buy and sell-side advisory, accessing financial markets to raise capital and even restructuring advisory in their turn-around phases.

The purpose of this document is to invite a proposal for (Technical and Commercial Bids) from competent vendors for the annual maintenance contract for our CISCO Switches and Routers as per requirements/ specifications, terms and conditions and scope defined in this document.

# Scope of Work & Deliverables

* + The Scope of Work comprises of comprehensive AMC for all hardware items, support

and maintenance (L2-L3) for the period of 2 years.

* + - The system is comprising of
      * Cisco 3750 Core Switches and Cisco 2960 PoE and Non PoE Switches
      * Cisco 2900 Series Voice Routers
      * All hardware inventory is enclosed separately **(Annexure-G)**
  + L2/L3 Management & Support for all Switches, Routers and its Accessories, 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, Ahmedabad, Kolkata, Hyderabad.
  + Selected vendor is also required to implement vulnerability fixes for all contracted hardware and software as and when required by SBICAP. At present SBICAP is conducting quarterly audits.
  + The bidder is required to provide OEM back-to-back warranty for all the hardware wherever. In case back-to-back OEM warranty is declared end of support, the bidder is required to provide Vendors comprehensive warranty for hardware and software.
  + In case of replacement of hardware, the selected vendor needs to replace the equipment / part with working or equivalent hardware which is of the same or higher configuration compatible to the new architecture and of the same brand as that the of old equipment being replaced.
  + Any logistics charges, entry permits, taxes etc. need to be part of the commercial proposal.
  + The selected vendor is required to maintain the existing switches and implement adequate QOS to facilitate desired data as and when required by SBICAP.
  + The bidder is required to support on weekly-off and on public holidays as and

when required by SBICAP.

# Bidders Eligibility Criteria

|  |  |  |  |
| --- | --- | --- | --- |
| S. No. | Eligibility Criteria | Compliance (Yes/No) | Documents to be submitted |
| 1. | The Bidder must be an Indian firm / company/ organization registered under applicable Act in India. |  | Copy of the Partnership deed/Bye Law/ Certificate of Incorporation issued by Registrar of Companies along with Memorandum & Articles of Association and full address of the registered office. |
| 2. | The Bidder must have an average turnover of minimum Rs. 10 crores during last 3 financial year(s). |  | Certificate of the Charted Accountant for preceding three years. |
| 3. | The Bidder should be profitable organization (on the basis of PAT) for at least 3 out of last 5 financial years. |  | Certificate of the Charted Accountant |
| 4. | Bidder should be authorized partner for Cisco |  | OEM letter |
| 5. | Past/present litigations, disputes, if any (Adverse litigations could result in disqualification, at the sole discretion of the Company) |  | Brief details of litigations, disputes, if any are to be given on Company’s letter head. |
| 6. | Bidders should not have been blacklisted for deficiency in service by any Firm during the last 3 years. |  | Bidder should specifically confirm on their letter head in this regard. |

# Submission of the bid

**Technical bid should be comprising of**

|  |  |  |  |
| --- | --- | --- | --- |
| **SN** | **Particulars** | **Annexure** | **Remark** |
| 1 | Confirmation for eligibility Criteria and Supporting docs | A | Pls provide supporting docs in Order |
| 2 | Compliance Matrix | B |  |
| 3 | Client Citation | C | At least 2 references |
| 4 | Bidders’ Profile | D |  |
| 5 | Non-Price Bid | E |  |
| 6 | Pre-Bid Queries and SBICAP Response | F |  |
| 7 | Inventory | G |  |

**Commercial bid should be comprising of**

1. Price Bid – **Annexure -H (To be submitted post Technical Qualification only)**

# 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***

* 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 2 years.
* 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
* SBICAP reserves the rights to remove any components (software / hardware) form the proposed commercial bid and place order for the partial component.

# 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).

|  |  |  |
| --- | --- | --- |
| **S/N** | **Criteria** | **Weightage %** |
| 1 | Bidders Profile & Experience in Industry | 80 |
| 2 | Client References | 20 |

# Payment Terms

* 100 % advance for AMC Cost.
* Partners support cost will be quarterly in arrears.

# 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.

# General Terms & Conditions

* 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.
* 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.
* 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 24 months.

# SERVICE LEVEL AGREEMENT

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## 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** | **RESOLUTION TIME** |
| Critical | 2 hours or less | 24 hours or less |
| High | 4 hours or less | 48 hours or less |
| Medium | 24 hours | 72 hours or less |
| Low | 48 hours | 5 Business Day |

**Critical: -** Hardware Failure

**High:** - Performance Issue, Partial non-working,

**Medium: -** Change Requests, Vulnerability fixes etc.

**Low: -** Fixes, firmware/software upgrades etc.

### **Problem which has not been categorized 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 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.
  + **8 x5 NBD Support**

## 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 day beyond the initial 4 hours of resolution time | Rs. 500 per day beyond the initial 8 hours of resolution time |
| 2 | | HIGH | Rs. 300 per day beyond the initial 8 hours of resolution time | Rs. 200 per day beyond the initial 24 hours of resolution time |
| 3 | | MEDIUM | Rs. 150 per day beyond the initial 48 hours resolution time | Rs. 100 per day beyond the initial 72 hours resolution time |
| 4 | LOW | | Rs. 50 per day beyond the initial 3 business day of resolution time | Rs. 100 per day beyond the initial 4 business day of resolution time |

***Note: - The penalty for the quarter would not exceed that 5% of the contract value.***

***Services required at below locations: -***

|  |  |
| --- | --- |
| ***S/N*** | ***Customer Name*** |
| *1* | *SBI Capital Markets Limited- Mumbai*  *202, Maker Tower, Cuffe parade, Mumbai- 400005* |
| *2* | *SBI Capital Markets Limited- Chennai*  *Ground Floor, Circle Top house, Aparna Complex, 16 College Road, Chennai- 600 006* |
| ***3*** | *SBI Capital Markets Limited-Kolkata*  *Jeevan deep building, 9th Floor, Middleton street* |
| ***4*** | *SBI Capital Markets Limited-New Delhi*  *World Trade Tower, 6th Floor, Barakhamba Lane, New Delhi- 110001* |
| ***5*** | *SBI Capital Markets Limited-Hyderabad*  *1st Floor, SBI Local Head Office, Hyderabad-500095* |
| ***6*** | *SBI Capital Markets Limited-Ahmadabad*  *Zodiac Avenue, 4th Floor, Opposite Mayors Bungalow*  *Ahmedabad- 380006* |
| ***7*** | *SBICAP Trustee*  *Church gate, Mumbai* |