



Request for Proposal (RFP)

Audio and Video Automation Collaboration System

All Annexures

Table of Contents

Annexure- A-Bid Covering Letter	3
Annexure B- Technical Specification and Compliance.....	6
Annexure-C- Undertaking	6
Annexure-D- Service Level Terms & Conditions	7
Annexure-E- MFA.....	10
Annexure-F- Compliance Certificate for Eligibility Criteria	11
Annexure-G- Bidders Profile.....	11
Client Citation	13
Annexure-H- Pre-Bid Queries with SBICAP response to be submitted with Technical Bid	13
Annexure-I- Scoring Pattern	13
Annexure-J- Exception and Deviations	14
Annexure-K- Bidders capability to execute SOW	14
Annexure-L- SBICAP New Office Layout.....	14
Annexure-M- Scoring Pattern	14
Annexure-N- Price Bid -Summary	15

Annexure- A-Bid Covering Letter

(to be printed on Bidder's Letter Head and included with the Technical Bid Envelope)

Dear Sir,

BID FORM (TECHNICAL BID)

[On Company's letter head]

(To be included in Technical Bid Envelope)

Date: _____

To:

SBI Capital Market Ltd,

202 Maker Tower E,

Cuffe Parade,

Mumbai – 400 005

Dear Sir,

Ref: RFP No. _____

We have examined the above RFP, the receipt of which is hereby duly acknowledged and subsequent pre-bid clarifications/ modifications / revisions, if any, furnished by SBICAP and we offer _____ to

_____ detailed in this RFP. We shall abide by the terms and conditions spelt out in the RFP. We shall participate and submit the commercial Bid on the date advised to us.

i. While submitting this Bid, we certify that:

- The undersigned is authorized to sign on behalf of the Bidder and the necessary support document delegating this authority is enclosed to this letter.
- We declare that we are not in contravention of conflict-of-interest obligation mentioned in this RFP.
- Prices submitted by us have been arrived at without agreement with any other Bidder of this RFP for the purpose of restricting competition.

- The prices submitted by us have not been disclosed and will not be disclosed to any other Bidder responding to this RFP.
- We have not induced or attempted to induce any other Bidder to submit or not to submit a Bid for restricting competition.
- We have quoted for all the Products/Services mentioned in this RFP in our indicative price Bid.
- The rate quoted in price Bids are as per the RFP and subsequent pre-Bid clarifications/ modifications/ revisions furnished by the Bank, without any exception.

ii. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

iii. We undertake that we will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of SBICAP, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

iv. We undertake that we will not resort to canvassing with any official of SBICAP, connected directly or indirectly with the bidding process to derive any undue advantage. We also understand that any violation in this regard, will result in disqualification of bidder from further bidding process.

v. It is further certified that the contents of our Bid are factually correct. We also accept that in the event of any information / data / particulars proving to be incorrect, SBICAP will have the right to disqualify us from the RFP.

vi. We certify that while submitting our Bid document, we have not made any changes in the contents of the RFP document, read with its amendments/clarifications provided by SBICAP.

vii. We agree to abide by all the RFP terms and conditions, contents of Service Level Agreement, scope of work and the related annexures/addendums as per template available in this RFP and the rates quoted therein for the orders awarded by the SBICAP up to the period prescribed in the RFP, which shall remain binding upon us.

viii. On acceptance of our technical bid, we undertake to participate in Commercial Bid. In case of declaration as successful Vendor, we undertake to complete the formalities as specified in this RFP.

ix. Till execution of a formal contract, the RFP, along with the SBICAP's notification of award by way of issuance of purchase order and our acceptance thereof, would be binding contractual obligation on SBICAP and us.

x. We understand that you are not bound to accept the lowest or any Bid you may receive, and you may reject all or any Bid without assigning any reason or giving any explanation whatsoever.

xi. We hereby certify that our name does not appear in any "Caution" list of RBI / SEBI or any other regulatory body for outsourcing activity.

xii. We hereby certify that on the date of submission of Bid for this RFP, we are not under any debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking/ State or Central Government or their agencies/departments.

xiii. We hereby certify that we are participating in RFP as a Partner of proposed OEM and have a support centre and level 3 escalation located in India.

xiv. We hereby certify that on the date of submission of Bid, we do not have any Service Level Agreement pending to be signed with SBICAP for more than 6 months from the date of issue of purchase order.

xv. If our Bid is accepted, we undertake to enter into and execute at our cost, when called upon by SBICAP to do so, a contract in the prescribed form and we shall be solely responsible for the due performance of the contract.

xvi. We, further, hereby undertake and agree to abide by all the terms and conditions stipulated by SBICAP in the RFP document.

Dated this day of 2023

(Signature) (Name)

(In the capacity of)

Duly authorised to sign Bid for and on behalf of

Seal of the Company

Annexure B- Technical Specification and Compliance

Pls refer Annexure B – Technical and Compliance sheet and submit the same along with technical BID

Annexure-C- Undertaking

(to be printed on Bidder's Letter Head and included with the Technical Bid Envelope)

**To:
The Head, Information Technology
SBI Capital Markets Limited
Cuffe Parade
Mumbai 400005**

Dear Sir,

Ref: SBICAP/IT/RFP/2240 dated: 27/01/2023

Sub: Undertaking of Authenticity for Hardware & Software Supplies

With reference to the equipment being quoted to you vide your RFP, we hereby confirm that all the components / parts / assembly / software etc. used in the equipment to be supplied shall be original new components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts/ assembly / software shall be supplied or shall be used and will be supported back to back by OEM for the period of 7 years from the date of signoff the project. We also undertake to produce certificate from the Original Equipment Manufacturers (if required by you) in support of the above statement at the time of delivery / installation.

We also confirm that in respect software licenses supplied under this RFP, the licenses are perpetual, the same will be procured from authorized sources and supplied with Authorized License Certificate (e.g. Product keys from the respective OEM)

In case of default and SBICAP finds that the above conditions are not complied with, we agree to take back the equipment/components supplied and return the money paid by you, in full within seven days of intimation of the same by SBICAP, without demur or any reference to a third party and without prejudice to any remedies SBICAP may deem fit.

In case of default and we are unable to comply with above at the time of delivery or during installation, for the IT Hardware / Software already billed, we agree to take back the equipment without demur, if already supplied and return the money if any paid to us by you in this regard. We also take full responsibility of both parts & Service SLA as per the content even if there is any defect by our authorized Service Centre / Reseller / SI etc.

Dated this _____ day of _____ 2023

(Signature)

(Name)

(In the capacity of)

Annexure-D- Service Level Terms & Conditions

(to be printed on Bidder's Letter Head and included with the Technical Bid Envelope)

EXPECTED SERVICE DELIVERY AND PENALTY

S/N	Category	Response Time
1	High	4 hours
2	Medium	24 hours
3	Low	48 hours

Critical: - Hardware breakdown (single point of failure), Video and Audio access problems, controlling system issues, VC Connectivity problems arises etc

High: - Problem related malfunction of any supplied components and features

Low: - New configurations (any) add / modify firewall zones, hot fixes, and firmware/software upgrades etc.

S/N	Severity Level	Penalty applicable beyond Resolution
1	HIGH	1000 per day
2	MEDIUM	500 per day
3	LOW	250 per day

The penalty is cap to 2 % of contract value per annum.

1. The response & resolution time will be calculated from the time of lodging the call. When formatting and loading of all the software is required, additional two hours will be allowed for resolution. For calculating downtime, calls logged after closing time will be treated as logged at the opening hour of the following working day. Resolution time includes making the systems available for work with O/S uploaded
2. In case SBICAP is not satisfied with the maintenance services provided by the Bidder and/or its employees etc. at any point of time, the Contract is liable to be terminated by giving 60 days' notice.
3. All hardware and software supplied under this RFP should be back-to-back supported by OEM and shall be covered under comprehensive AMC during initial three years of warranty and during extended AMC. The warranty shall be on-site and comprehensive in nature. The vendor shall warrant hardware and software against defects arising out of faulty design, materials, and media workmanship etc. during warranty/ AMC.
4. In case of shifting of any hardware from one location to other locations, Bidders shall provide the installation services withing the warranty and AMC period.
5. During the term of the contract, the VENDOR will maintain the equipment in perfect working order and condition and for this purpose will provide the following repairs and maintenance services:
 - a) Free maintenance services during the period of warranty and contracted period. Professionally qualified personnel who have expertise in the hardware and system software supplied by the vendor will provide these services.
 - b) The Bidder shall rectify any defects, faults and failures in the equipment and shall repair/replace worn out or defective parts of the equipment. In case any defects / failures where the equipment could not be repaired or rectified during the said period, the engineers of the VENDOR are required to accomplish their duties beyond the said schedules in case of any situation if it warrants. In cases where unserviceable parts of the equipment need replacement, the VENDOR shall replace such parts, at no extra cost to SBICAP, with brand new parts or those equivalent to new parts in performance.
 - c) The VENDOR shall ensure that the full configuration of all the supplied equipment is available to SBICAP in proper working condition viz. uptime of 99.5%.
 - d) Any penalty due during the Warranty period will be adjusted against AMC payment or in retention money.
 - e) On account of any negligence, commission or omission by the engineers of the VENDOR and if any loss or damage caused to the Equipment, the VENDOR shall indemnify/pay/reimburse the loss suffered by the SBICAP.
6. The installation of smart video conferencing and required components supplied under this RFP, should be completed, and productionise within 8 weeks from the date of delivery of hardware/software, failing to which 2.5 % penalty will be applicable of Bidder Installation one-time cost per delayed week and applicable max up to 10% cap of one-time charges
7. SBICAP will reserve the right to terminate the purchase order without compensating any cost to bidder, in case there is a delay beyond 8-10 weeks for commissioning the hardware and software supplied.

8. The Vendor warrants that the products supplied under the Contract are new, unused, of the most recent or current model and they incorporate all recent improvements in design and / or features. The Vendor further warrants that all the Products supplied under this Contract shall have no defect, arising from design or from any act of omission of the Vendor that may develop under normal use of the supplied products in the conditions prevailing in India
9. The Technical Specifications requirement including Smart Video and audio system Layout mentioned in Annexure-B are tentative and Vendor shall accordingly extend the support during commissioning on mutual agreement. The vendor shall be responsible for sizing the hardware/software supplied under this RFP. In the event of any performance issues faced by SBICAP with respect to supplied hardware/software, the vendor shall replace the hardware with suitable/equivalent and higher model to resolve any issues during the contracted period.

Hardware Warranty and Support

- a) The proposed solution and all of its components must include comprehensive on-site warranty, covering all parts with the reference of present RFP, for a contracted period starting from the date of installation and acceptance of the system by SBICAP. This includes installation of latest updates/patches of firmware/software as and when released by the bidder.
- b) The bidder shall be fully responsible for the warranty of all equipment, accessories, spare parts, software, etc. against any defects arising from design, material, manufacturing, workmanship or any act or omission of the manufacturer and/or bidder any defect that may develop under normal use of supplied equipment during warranty period.
- c) Warranty should not become void if the purchaser buys any other supplemental hardware from third party and install it with/in these machines. However, the warranty will not apply to such hardware items installed.
- d) The complaint should be resolved at the earliest with following uptime and conditions – Complaint must be rectified at the earliest of receipt of complaint to maintain uptime of 99.5% per month. Warranty should cover updates/maintenance patches/bug fixes (available from the original software bidder) for system software & firmware patches/bug fixes, signatures, if any, for hardware. The bidder should provide onsite preventive maintenance on a quarterly basis.
- e) The bidder is required to provide after-sales service/support by arranging timely attending of calls received from SBICAP and problem rectification through competent service

Annexure-E- MFA

(to be printed on Bidder's Letter Head and included with the Technical Bid Envelope)

To:

**The Head, Information Technology
SBI Capital Markets Ltd.
Cuffe Parade,
Mumbai 400005**

Dear Sir,

Ref: SBICAP/IT/RFP/2240 dated: 27/01/2023

Sub: MANUFACTURERS'/PRODUCERS' AUTHORIZATION FORM

Dear Sir: We who are established and reputable manufacturers / producers of _____ having factories / development facilities at (address of factory / facility) do hereby authorise M/s _____ (Name and address of Agent) to submit a Bid, and sign the contract with you against the above Bid Invitation.

2. We hereby extend our full guarantee and warranty for the Solution, Products and services offered by the above firm against this Bid Invitation.

3. We also undertake to provide any or all the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Vendor:

(a) Such Products as SBICAP may opt to purchase from the Vendor, provided, that this option shall not relieve the Vendor of any warranty obligations under the Contract; and

(b) in the event of termination of production of such Products:

(i) advance notification to SBICAP of the pending termination, in sufficient time to permit SBICAP to procure needed requirements; and

(ii) following such termination, furnishing at no cost to SBICAP, the blueprints, design documents, operations manuals, standards, source codes and specifications of the Products, if requested.

1. We duly authorise the said firm to act on our behalf in fulfilling all Technical support and maintenance obligations required by the contract. Yours faithfully, (Name of Manufacturer / Producers) 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 bind the manufacturer. The Bidder in its Bid should include it.

Yours faithfully,

Authorized official.

(Signature)

(Name)

(In the capacity of)

Annexure-F- Compliance Certificate for Eligibility Criteria

(to be printed on Bidder's Letter Head and included with the Technical Bid Envelope)

To:
The Head, Information Technology
SBI Capital Markets Ltd.
Cuffe Parade,
Mumbai 400005

We confirm that we comply with the eligibility criteria mentioned in **Section 1.3** of RFP Document are acceptable to us.

Dated this _____ day of _____ 2023

(Signature)

(Name)

(In the capacity of)

Annexure-G- Bidders Profile

(to be printed on Bidder's Letter Head and included with the Technical Bid Envelope)

As per Annexure- H in Excel File

S/n	Parameter	Bidders Comments
1	Bidders Name/Corporate Office Address	
2	Year of Incorporate	
3	GST No	
4	Pan India Presence	Pls mention direct support offices available in Mumbai, New Delhi, Chennai, Hyderabad, Ahmedabad, Kolkata and Bangalore

5	Experience in Smart Video and Audio Conference Systems	(No. of years)
6	Financials last 3 years	
7	Turnover in Lakhs (2020-21/2021-22/2022-23)	e.g. (Rs 2112.43 Lacs/ Rs 1818.81 Lacs/Rs 1402.13 Lacs)
8	PAT in Lakhs ((2019-20/2020-21/2021-22))	e.g Rs 55.09/Rs 36.50/Rs 38.84
9	No. of active client for Smart VC Collaboration (AMC)	
10	No. of active client for Smart Audio -Video Systems (AMC)	
11	No. of clients in BFSI/Public Sector segment for AMC / FMS services for the Smart VC AMC's	e.g(10/20)
11	Certification ISO 9001 or 27001 or CMM level 3, if any	
12	Total Employee Strength	
13	Partnership details with Proposed VC room solutions	e.g. Platinum/Gold etc
14	Partnership details with VC OEMs	e.g. Platinum/Gold etc
13	No. of L3 skilled Technicians /Support staff experiences in Smart VC	
14	No. of L3 Skilled Technicians in Smart VC	
15	Certified Technicians with proposed OEM (Audio Systems, Automation in VC room equipment like room scheduler, wireless charger for mobile, lighting and curtain etc)	
16	Presence in SBI Group Companies for any of the assignment	
17	Proposed L1/L2 sOnsite Support Engineer	Experience and Qualifications

Client Citation

(to be printed on Bidder's Letter Head and included with the Technical Bid Envelope)

Customer References (at least 2) for proposed similar solution implemented solution in last 3 years for feedback purpose

S/N	Active Client Name for AMC	Client Email ID and Contact	Nature fo AMC	Bidders Comment
Video and Audio Automation Systems				
1				
2				
3				
Smart VC (Automation in room scheduler, wireless charger for mobile, lighting and curtain)				
1				
2				
3				

Previous experience with SBI or its group companies

S/N	Customer Name	
1	Contact Person	
	Email Id	
	Mobile number	
2	Nature of Assignment	
3	Completion date	

Annexure-H- Pre-Bid Queries with SBICAP response to be submitted with Technical Bid

(to be printed on Bidder's Letter Head and included with the Technical Bid Envelope)

S. No.	Page No	Section (Name & No.)	Statement as per tender document	Query by bidder	Reason for Query
1					
2					
3					
4					
5					

Annexure-I- Non-Price Bid

Please refer separate Excel File

Annexure-J- Exception and Deviations

EXCEPTION AND DEVIATION FROM RFP, IF any		
S/N	RFP /Annexure reference	Remark
1		
2		
3		
4		
5		

Annexure-K- Bidders capability to execute SOW

In bidders' format

Annexure-L- SBICAP New Office Layout

Pls refer Annexure-L SBICAP New Office layout in PDF format.

Annexure-M- Scoring Pattern

S/N	Criteria	Criteria Description	Weightage %
1	Company Position in the Industry	Bidders Profile & Expertise in Proposed Solution and setting up Infrastructure requirements Company Stability, Market Review, Expertise in proposed solution, Future Road map	10
2	Satisfactory Client References	Quality of Work and Client experience Proven success in migration and implementing proposed solution <u>BFSI Clients is preferred</u>	15
3	SBI Group previous experience with Bidder	Quality of Work and Client experience Proven success in migration and implementing proposed solution in SBI Group	5

4	Proposed Solution Hardware and, Software	Make/Model/Launch Date/ Previous Experience of SBI Group companies/ After Sale Support/ Position in the industry/ Architecture/Methodologies/Feature/Industry feedback etc	70
---	--	--	----

Note- The above scoring criteria is indicative and SBICAP reserves the rights to changes at its own discretion. SBICAP shall not liable to give any justification regarding scoring assigned to various components supplied under this RFP.

Annexure-N- Price Bid -Summary

Pls refer Annexure-M excel file.