



Request for Proposal (RFP)

SERVER CONSOLIDATION & HARDWARE REFRESH

SBI Capital Markets Ltd

Ref: RFP no. CO/IT/2327

Date: 31-Jan-2024

Revised RFP Date:- 12-Feb-2024

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Fact Sheet

Item	Description
Bid Document Availability including changes/amendments, if any to be issued	RFP may be downloaded from Company's website https://www.sbicans.com/index.php/tenders/
Method of Selection	The method of selection is Quality and Cost Base Selection The weights given to the Technical and Financial Proposals are: Technical = 70% and Financial = 30%
Date of RFP issuance	31-Jan-2024
Last date for Submission of Pre-Bid Queries Round 1	8-Feb-2024 All the queries should be received on or before the prescribed date & time, through email only with subject line "<Bidder's Name> - Pre-Bid queries - Hardware Refresh and Co-location of DC". The queries should be submitted as per the format prescribed in " <u>Annexure 2.5 Template for Pre-bid Queries</u> ".
Issue of Revised RFP	12-Feb-2024
Pre-Bid Queries Round 2	15-Feb-2024 All the queries should be received on or before the prescribed date & time, through email only with subject line "<Bidder's Name> - Pre-Bid queries - Hardware Refresh and Co-location of DC". The queries should be submitted as per the format prescribed in " <u>Annexure 2.5 Template for Pre-bid Queries</u> ".
Issue of Corrigendum	19-Feb-2024
Last date and time for Bid/Proposal submission (on or before)	29-Feb-2024
Reverse Auction Date	5-Mar-2024 (Tentative)
Language	Proposals should be submitted in English only.
Bid Validity	Proposals must remain valid up to 180 (One Hundred and Eighty) 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: Mayank Verma/Sagar Vichare, Mayank.Verma@sbicans.com/Sagar.Vichare@sbicans.com BKC Office

1. Introduction

SBI Capital Markets Ltd. (SBICAP) is India's largest domestic Investment Bank, offering the entire gamut of investment banking and 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 banking 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.

Founded in August 1986, SBICAP is a wholly owned subsidiary and the Investment Banking arm of State Bank of India (SBI), the largest commercial bank in India.

About the Initiative/Purpose

SBICAP invites proposals from competent and authorized Bidders **for Supply, Installation, Commissioning and Maintenance of Servers & Mid-Enterprise Class Storage Array or Hyper Converged Infrastructure, Network Core / TOR Switches, Enterprise Class Backup solution along with Disaster Recovery Facility under the scope of this RFP.** SBICAP desire to implement and commission new hardware at On-premises DC & DR on a multi tenancy or a public cloud with private players/ Azure/ AWS/ GCP etc.

HIGH LEVEL REQUIREMENTS & OBJECTIVES

CHALLENGES & REQUIREMENTS

<u>S/ N</u>	<u>Current Challenges</u>	<u>Requirements</u>
1	Legacy Architecture (Physical Servers with DAS and Nonstandard hyper Visor)	<ul style="list-style-type: none">• Server Consolidation to Traditional Architecture / Hyper Converged Infrastructure (HCI)• All physical server and existing Virtual Machine Migration to new hardware / Hyper Visor
2	High Backup Windows with Backup Exec on a Tape Library	<ul style="list-style-type: none">• Upgradation of existing backup technology to Disk base backup• Synthetic/Streaming/Image level backup facility and with instant recovery facility, long term archival, infinite backup of file server etc.
3	Network Upgradation	Network refresh from 1 G to 10 G
4	Implementation and Support	The bidder is required to implement and commission the proposed hardware and support for the proposed solution as per the scope of work mentioned in this RFP.
5	DC - DR VM and Backup Replication to DR Site.	Selected VMs and Backup replication to DR site for a long term backup retention requirement. Reverse replication for delta changes should be available from DR site to Production during DR Drills and disaster.

1.1 Disclaimer:

- i. The information contained in this RFP document or information provided subsequently to Bidder(s) whether verbally or in documentary form/email by or on behalf of SBI Capital Markets Ltd (Company), is subject to the terms and conditions set out in this RFP document.
- ii. This RFP is not an offer by SBI Capital Markets Ltd, but an invitation to receive responses from the eligible Bidders. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized official(s) of SBI Capital Markets Ltd with the selected Bidder.
- iii. The purpose of this RFP is to provide the Bidder(s) with information to assist preparation of their Bid proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information contained in this RFP and where necessary obtain independent advices/clarifications. Company may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
- iv. SBICAP, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this bidding process.
- v. SBICAP also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.
- vi. The issue of this RFP does not imply that the SBICAP is bound to select a Bidder or to appoint the Selected Bidder or Concessionaire, as the case may be, for the Project and the Company reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.
- vii. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding Document. Failure to furnish all information required by the bidding Document or to submit a Bid not substantially responsive to the bidding Document in all respect will be at the Bidder's risk and may result in rejection of the Bid.
- viii. Proposed solution must be as per the detailed Technical Specifications and the Vendor should adhere to Scope of Work mentioned in this RFP. The vendor is required to provide additional hardware (if not mentioned in Technical requirements specifications).
- ix. The Purchase Order may be placed in part or full by SBICAP, the quantity or number of equipment to be purchased as mentioned in this RFP is only indicative. No guarantee or assurance is being provided hereby as to the exact quantity of equipment to be purchased or

the minimum order quantity. SBICAP, however, reserves the right to procure extra quantity during the bid validity period of the offer and till 1 year from the date of project sign-off at the same Bid price considering dollar fluctuation, if any withing the said timeline of 1 years. The offer should be valid for SBICAP group companies. The different parts of same equipment should be delivered in one lot only and part delivery of the equipment covered in the Purchase Order is not permitted unless otherwise agreed to by SBICAP. The movement of the shipment should be advised to the SI and SBICAP, well in advance.

1.2 Definitions

In this connection, the following terms shall be interpreted as indicated below:

- i. "The Company/Owner/SBICAP" 'means the SBI Capital Markets Ltd.
- ii. "Regional Offices" mean the Ros/ Remote Locations
- iii. "Bidder/Service Provider/System Integrator" means an eligible entity/firm submitting the Bid in response to this RFP.
- iv. "Bid" means the written reply or submission of response to this RFP.
- v. "The Contract" means the agreement entered into between the Company and the Vendor, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- vi. "Vendor/Service Provider" is the successful Bidder found eligible as per eligibility criteria set out in this RFP, whose technical Bid has been accepted and who has emerged as TC1/L1 Bidder as per the selection criteria set out in the RFP and to whom notification of award has been given by the Company.
- vii. "The Contract Price/Project Cost" means the price payable to the Vendor under the Contract for the full and proper performance of its contractual obligations.
- viii. Services/ System - "Software Solution" or "Services" or "System" means all software products, services, scope of work and deliverables to be provided by a Bidder as described in the RFP and include services ancillary to the development of the solution, such as installation, commissioning, integration with existing systems, provision of technical assistance, training, certifications, auditing and other obligation of the Vendor covered under the RFP.
- ix. Successful Bidder: Shall mean qualified & Successful in the bidding process and is given the award of Work.
 - x. Project Go-Live - Defines as successful Implementation of the project (all components)
 - xi. Project Sign-off- Defines as successful completion of project and closure of all the ongoing issues.
- xii. DR Site- Disaster Recovery
- xiii. DC- Data centre
- xiv. HCI-Hyper Converged Infrastructure

1.3 Bidders Eligibility Criteria

Bidder's Eligibility Criteria

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected:

Sr. No.	Criteria	Compliance (Yes/No)	Remarks
1	The Bidder should be in a business of supply, delivery installation, configuration and Server Virtualisation and Enterprise Storage systems / HCI and equipment in India for at least last 5 Years and should be a current legal entity in India.		Certificate of Incorporation and documentary evidence showing bidders is in business of Storage and Virtualisation. solution for last five years.
2	The bidder should be a company registered in India as per Company ACT 1956. The bidder should have experience of minimum 5 years in servers/storage/Firewall/Backup business in India.		Incorporation Certificate
3	Bidder should have partnership with OEM of the proposed solutions and its components.		MAF from OEM of the Solution and all of its components
4	Bidder must have supplied & implemented the proposed Traditional /HCI Solution in minimum Three (3) BFSI during the past 5 years in India. (The bidder must submit Purchase Order/Satisfactory Certificate from the organization as supporting documents for the same.)		Purchase Order and completion certificate
5	The Bidder should have yearly sales turnover of minimum Rs. 100 crores average and profitable during last three financial years profitable 2020-21, 2021-22, 2022-23)		Auditors Certificate
6	The Bidder 's Account should not have been declared as a Non-Performing Asset (NPA) in the Books of any bank or financial institution as on 31. Jan.24		Certificate from Bank/ Auditor
7	The bidder must submit an undertaking that no Government / undertaking organizations have blacklisted the bidder for any reason. Past/present litigations, disputes, if any (Adverse litigations could result in disqualification, at the sole discretion of the Bank)		Undertaking by Bidder.
8	The bidders shall quote either Traditional or HCI.		No evidence required

2 General Terms and Conditions and RFP Process

Instruction to Bidders

2.1 Cost of Bid

The participating Bidders shall bear all the costs associated with or relating to the preparation and submission of their Bids including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstration or presentations which may be required by the Company, or any other costs incurred in connection with or relating to their Bid. The Company shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder regardless of the conduct or outcome of the bidding process.

2.2 Clarification and amendments on RFP/Pre-Bid queries

- i. Bidder requiring any clarification of the bidding Document may notify the Company in writing strictly as per the format given in **Annexure-2.5** at the address/by e-mail given in factsheet of this document within the date/time mentioned in the schedule of events. SBICAP shall reserve the rights to change the revise the complete technical specifications of the RFP after its release and discussion with partners and its proposed OEM.
- ii. The Owner will organize a pre-bid conference, if necessary and will respond to any request for clarification or modification of the bidding documents. The Owner will formally respond to the pre-bid queries.
- iii. Any modifications of the Bidding Documents, which may become necessary as a result of the Pre-Bid queries clarifications, shall be made by the Owner exclusively through a corrigendum in email and revised RFP will be published on our website. However, in case of any such amendment, the bid submission date may be extended at the discretion of the Owner.
- iv. Any corrigendum / notification issued by the Owner, subsequent to issue of RFP, shall only to the bidders through email.
- v. SBICAP reserves the right to amend, rescind or reissue the RFP, at any time prior to the deadline for submission of Bids. The Company, for any reason, whether, on its own initiative or in response to a clarification requested by a prospective Bidder, may modify the bidding Document, by amendment which will be made available to the Bidders by way of corrigendum/addendum. The interested parties/Bidders are advised to check the Company's website regularly till the date of submission of Bid document specified in the schedule of events/email and ensure that clarifications / amendments issued by the Company, if any, have been taken into consideration before submitting the Bid. Such amendments/clarifications, if any, issued by the Company will be binding on the participating Bidders. Company will not take any responsibility for any such omissions by the Bidder. SBICAP, at its own discretion, may extend the deadline for submission of Bids in order to allow prospective Bidders a reasonable time to prepare the Bid, for taking the amendment into account. Nothing in this RFP or any addenda/corrigenda or clarifications issued in connection thereto is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addresses in this RFP or any addenda/corrigenda or clarifications issued in connection thereto.
- vi. Queries received after the scheduled date and time as mentioned in the fact sheet will not be responded / acted upon.

2.3 Contents of Bid

- i. Failure to furnish all information required in the bidding document or submission of Bid not responsive to the bidding documents in any respect will be at the Bidder's risk and responsibility and the same may finally result in rejection of its Bid. SBICAP has made considerable effort to ensure that accurate information is contained in this RFP and is supplied solely as guidelines for Bidders.

Technical BID Comprises of strictly in below mentioned order in spiral binding: - Technical bid to be submitted online and also hard copy of it should be submitted to SBICAP on registered address. (BKC Office)

S/N	Particulars	Annexure	To be submitted with
1	Bid Covering Letter	Annexure-A	Technical Bid
2	Technical Specification and Compliance	Annexure-B of the Proposed Solution (excel)	Technical Bid
3	Undertaking Authority	Annexure-C	Technical Bid
4	Service Level Agreement	Annexure-D	Technical Bid
5	EMD	Annexure-E	Technical Bid
6	MAF's for each supplied component's	Annexure-F	Technical Bid
7	Bidders Eligibility Criteria Certificate	Annexure-G	Technical Bid
8	Bidders Profile	Annexure-H	Technical Bid
9	Client Citation	Annexure-I	Technical Bid
10	Pre-Bid Queries with SBICAP response to be submitted with Technical Bid.	Annexure- 2.5	Technical Bid
11	Bidder Capability to support as per the SOW under this RFP with implementation and migration plan to new infrastructure with solution diagram. Onsite and Offshore Support Mechanism Details with escalation matrix	As per Bidders format to be attached at Annexure-1	Technical Bid
12	Gartner's Reports and other supporting documents for proposed components	Annexure- 2	Technical Bid
Annexures for Bidders Information			
1	NDA	Annexure-J	
2	Performance Bank Guarantee	Annexure-K	
3	Scoring Pattern	Annexure-L	
Indicative Price Bid comprises of :-			
1	Price Bid -Summary	Annexure S	Commercial Bid
2	Detailed PRICE Bid in suitable format with part nos. for all components		Commercial Bid

- SBICAP reserves the rights to reject the bid in case of not conformity to acceptance of SLA, Scope of work and Terms and Conditions mentioned under this RFP and Compliance
- **Price Composition:**
 - The prices quoted should be in Indian rupees only.
 - The quoted pricing should consist of the project cost with **OEM warranty (3+1+1)** and support with AMC/ ATS from Partner back-to-back from OEM.

- The prices should be exclusive of taxes, duties and statutory levies. These may be claimed at the time of invoicing based on the then prevailing rules and regulations.

2.4 *Period of Validity of Bid*

- i. Bids shall remain valid for 180 days from the date of submission date. A Bid valid for a shorter period is liable to be rejected by the Company as non-responsive.
- ii. In exceptional circumstances, the Company may solicit the Bidders' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder is free to refuse the request. However, any extension of validity of Bids will not entitle the Bidder to revise/modify the Bid document.
- iii. The Company reserves the right to call for fresh quotes at any time during the Bid validity period, if considered, necessary.

2.5 *Bid Integrity*

Wilful misrepresentation of any fact within the Bid will lead to the cancellation of the contract without prejudice to other actions that the Company may take. All the submissions, including any accompanying documents, will become property of SBICAP. The Bidders shall be deemed to license, and grant all rights to SBICAP, to reproduce the whole or any portion of their product for the purpose of evaluation, to disclose the contents of submission to other Bidders and to disclose and/ or use the contents of submission as the basis for RFP process.

2.6 *Bidding Process / Opening of Technical Bids: -*

- i. In the first stage, only technical Bid will be opened and evaluated. Proposals of such Bidders satisfying eligibility criteria and agree to comply with all the terms and conditions specified in the RFP will be evaluated for technical criteria/specifications/eligibility. Only those Bids complied with technical criteria shall become eligible for commercial Bid opening and further RFP evaluation process.
 - ii. The Company will examine the Bids to determine whether they are complete, required formats have been furnished, the documents have been properly signed and are generally in order. The Company may, at its discretion waive any minor non-conformity or irregularity in a Bid which does not constitute a material deviation.
 - iii. If a Bid is not responsive, it will be rejected by the Company and will not subsequently be made responsive by the Bidder by correction of the non-conformity.
- vii. The evaluation will also take into account:
- a) Services offered by the Bidder to any noticeable BFSI in India. The Bidder should furnish the details.
 - b) Migration (s) assurance by the Bidder as per requirement of the Company for the duration of the project.
 - c) Bidder support facilities: Support requirement like support/ email support/ offline support, time period.
 - d) State of the art Technology offered by the bidder to any noticeable companies in India. The bidder should furnish the details when requested.

- e) Proposed solution features, guaranteed uptime, footprint, integration, underlying components' etc.
- f) Scalability / Capability of the proposed solution to meet future requirements not outlined in the RFP.
- g) Support on open platforms and solution based on proposed technology (both software and hardware).
- h) Market Survey / Industry feedback for Bidder and Solution
- i) Bidder support facilities / proactive support/Profile/ Previous experience
- j) Ease of use while implementation, creation of VMs, configuring the solution, migrations from existing components etc.
- k) Backup solutions and guaranteed backup window, user interface, reporting etc.
- l) Bidder Profile and experience in the industry
- m) Proposed solution ease of management in terms of integration provided with OEMs
- n) OEM post sale support experience.
- o) Gartner Report positioning
- p) Management GUI for administration for proposed components
- q) Bidders' capability to support the RFP scope and based on the presentation
- r) SBICAP reserves the right to evaluate the bids on technical & functional parameters including factory visit, client site visit and witness demos of the system and verify functionalities, response times, public documents, Market Share, OEM establishment blogs etc.
- s) SBICAP will evaluate the technical and functional specification of all the equipment quoted by the Bidder.
- t) Eligibility criteria & having complied with the points of Technical Bid and attain minimum technical score shall be qualified for Reverse Auction
- i. The bidders' technical solutions proposed in the bid document will be evaluated as per the requirements specified in the RFP and technical evaluation framework as mentioned in **Annexure L**
- ii. Technical Bid will be assigned a technical weightage. Only the bidders who overall score a Technical score of 70 % or more will qualify for commercial bid evaluation. The minimum score for individual component should also not be less than 70% individually against their weightages.
- iii. The Final technical score of the Bidder shall be calculated as follows -

Normalized Technical Score of a Bidder = {Technical Score of that Bidder / Score of the Bidder with the highest technical score} X 100 (adjusted to 2 decimals)

2.7 Commercial evaluation

- i. The bidder is required to give their Tentative price in commercial bid.
- ii. Only Technically qualified bidders will be invited to participate in reverse auction.
- iii. The Price received in the final reverse auction will be the consolidated price for all the proposed solution and its components. SBICAP will reserve the rights to take partial price into consideration of desired components.

Normalized Commercial Score of a Bidder = {lowest discounted quote(Reverse Auction Price) / Bidders discounted Reverse Auction quote} X 100 (adjusted to 2 decimals)

- iv. The final score will be Quality and Cost based with the following weightage:
70%: Final Technical Score
30%: Final Commercial score

Final Score = (0.7*Final Technical Score) + (0.3*Final Commercial Score)

The bidder with the highest Final score shall be treated as the Successful bidder

Note: -

- **SBICAP may change the bid evaluation criteria at its own discretion after receipt of bids from competent bidder. SBICAP also reserves the rights to remove component from Commercial bid for evaluation purpose and for releasing the work order for partial scope.**
- Sbicaps will reserve the right to remove any component from the above items and raise the partial PO.

FINAL EVALUATION: -

- The technically qualified Bidders will participate in the Reverse auction process that will be conducted by an Auction company authorized by the SBICAP. Specific rules for this particular event viz, date and time, start price, bid decrement value, duration of event etc. shall be informed by the Auction Company to the participating Bidders before the event. The Bidders should furnish prices for the project in their Commercial Bid to facilitate finalizing the start bid for Reverse auction under e-Procurement process.
- The lowest commercial offers (total cost) shall not be necessarily taken as the starting bid of the Reverse Auction and SBICAP will reserve the rights to finalise the entry point for total cost.
- Bidders should note that the lowest commercial bid may not necessarily be declared as L1 Vendor. The L-1 Bidder will be decided only later, on finalization of prices through Technical Evaluation of the proposed solution, Microsoft Licensing Commercials which is not part of supply under the scope of this RFP.
- **SBICAP at its own discretion may add/remove any component of reverse auction BID and arrive at the Lowest price during reverse auction.**
- After the reverse auction is completed, the scores of both technical evaluation and commercial evaluation would be calculated on 70:30 basis (70% Weightage to technical and 30% Weightage to commercial).
- Scoring model to evaluate technical bid is provided in **Annexure – L**
- SBICAP would not necessarily bind to select one vendor for entire solution and may release the order to more than one vendor for selected components from the proposed solution.

2.8 Award Criteria

- i. Company will notify successful Bidder (TC1/L1) in writing by letter or fax/email that its Bid has been accepted. The Selected Bidder has to return the duplicate copy of the same to the Company within **7 working days**, duly Accepted, Stamped and Signed by Authorized Signatory in token of acceptance.
- ii. The successful Bidder will have to submit Non-Disclosure Agreement (wherever applicable), together with acceptance of all terms and conditions of RFP.
- iii. Copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the acceptance letter, contract and NDA should be submitted.
- iv. The notification of award will constitute the formation of the Contract.
- v. The successful Bidder shall be required to enter into a contract/ SLA with the Company, within 30 days of award of the tender or within such extended period as may be decided by the Company.
- vi. Until the execution of a formal contract, the Bid document, together with the Company's notification of award and the vendor's acceptance thereof, would constitute a binding contract between the Company and the successful Bidder.
- vii. The contract/ agreement will be based on Bidder's offer document with all its enclosures, modifications arising out of negotiation /clarifications etc and will include SLA, project plan – phases & milestones and schedule, copies of all necessary documents, licenses, certifications etc
- viii. The Company reserves the right to stipulate, at the time of finalization of the contract, any other document(s) to be enclosed as a part of the final contract.
- ix. Failure of the successful Bidder to comply with the requirements/terms and conditions of this RFP shall constitute sufficient grounds for the annulment of the award.

2.9 Powers to Vary or Omit Work

- i. No alterations, amendments, omissions, additions, suspensions or variations of the work (hereinafter referred to as variation) under the contract shall be made by the successful Bidder except as directed in writing by Company. The Company shall have full powers, subject to the provision herein after contained, from time to time during the execution of the contract, by notice in writing to instruct the successful Bidder to make any variation without prejudice to the contract. The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If any, suggested variations would, in the opinion of the finally selected Bidder, if carried out, prevent him from fulfilling any of his obligations under the contract, he shall notify Company thereof in writing with reasons for holding such opinion and Company shall instruct the successful Bidder to make such other modified variation without prejudice to the contract. The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If the Company confirms its instructions, the successful Bidder's obligations shall be modified to such an extent as may be mutually agreed, if such variation is substantial and involves considerable extra cost. Any agreed difference in cost occasioned by such variation shall be added to or deducted from the contract price as the case may be.
- ii. In any case in which the successful Bidder has received instructions from the Company as to the requirements for carrying out the altered or additional substituted work which either

then or later on, will in the opinion of the finally selected Bidders, involve a claim for additional payments, such additional payments shall be mutually agreed in line with the terms and conditions of the order.

- iii. If any change in the work is likely to result in reduction in cost, the parties shall agree in writing so as to the extent of change in contract price, before the finally selected Bidder(s) proceeds with the change. In all the above cases, in the event of a disagreement as to the reasonableness of the said sum, the decision of the Company shall prevail.

2.10 *No Waiver of Company Rights or Successful Bidder's Liability*

Neither any sign-off, nor any payment by the Company for acceptance of the whole or any part of the work, nor any extension of time, nor any possession taken by the Company shall affect or prejudice the rights of Company against the finally selected Bidder(s), or relieve the finally selected Bidder(s) of his obligations for the due performance of the contract, or be interpreted as approval of the work done, or create liability in the Company to pay for alterations/ amendments/ variations, or discharge the liability of the successful Bidder(s) for the payment of damages whether due, ascertained, or certified or not or any sum against the payment of which he is bound to indemnify the Company nor shall any such certificate nor the acceptance by him of any such amount paid on account or otherwise affect or prejudice the rights of the successful Bidder against Company.

2.11 *Contract Amendments*

No variation in or modification of the terms of the Contract shall be made, except by written amendment, signed by the parties

2.12 *Company's Right to Accept Any Bid and to Reject Any or All Bids*

The Company reserves the right to accept or reject any Bid in part or in full or to cancel the bidding process and reject all Bids at any time prior to contract award, without incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Company's action

2.13 *Performance Bank Guarantee*

The successful bidder is required to submit the BG up to 10% of the hardware/software cost for entire solution and its components which will be revalidate on year-on-year basis.

2.14 *System Integration Testing*

- i. The Vendor should migrate as per the SOW.
- ii. Bidder should test the realized processes along with the Owner's team within the functional domain and record the necessary test data, testing plan and the output.

2.15 *Compliance with IS security.*

The Vendor shall have to comply with Company's IT & IS Security policy in key concern areas relevant to the RFP, details of which will be shared with the finally selected Bidder. Some of the key areas are as under:

- i. Responsibilities for data and application privacy and confidentiality
- ii. Responsibilities on system and software access control and administration

- iii. Custodial responsibilities for data, software, hardware and other assets of the Company being managed by or assigned to the Vendor.
- iv. Physical Security of the facilities
- v. Physical and logical separation from other customers of the Vendor
- vi. Incident response and reporting procedures
- vii. Password Policy of the Company
- viii. Data Encryption/Protection requirements of the Company.
- ix. In general, confidentiality, integrity and availability must be ensured.

2.16 Penalties & SLA

As mentioned in **Annexure-D** of this RFP

2.17 Right to verification

The Company reserves the right to verify any or all of the statements made by the Bidder in the tender document and to inspect the Bidder's facility, if necessary, to establish to its satisfaction about the Bidder's capacity/capabilities to perform the job

2.18 Purchase Price

- i. Tentative Price Bid shall be as per the tentative summary format given in **Annexure S**. Bidders shall give the required details of all applicable taxes, duties, other levies and charges etc. in respect of direct transaction between the Owner and the Bidder. The Final Reverse Auction BID price would be consolidated, and the bidder should provide price-breakup when intimated by SBICAP in bidders format.
- ii. Bidders shall quote for the entire scope of contract on a "overall responsibility" basis such that the total bid price covers all the Bidder's obligations mentioned in or to be reasonably inferred from the bidding documents in respect of providing the product / services.
- iii. Prices quoted by the Bidder shall remain firm during the entire contract period and not subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.
 - a) Bidders should ensure that exchange rate fluctuations, changes in import duty/other taxes should not affect the rupee value of commercial Bid over the validity period defined in this RFP.
 - b) The order will be placed for total Cost.
 - c) The applicable TDS will be deducted at the time of payment of invoices.
 - d) Terms of payment are given in **Section 4.1** of this RFP document.
 - e) Prices payable to the Vendor as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, any upward revision in duties, charges, etc.
 - f) The Bidder will pass on to the Company, all fiscal benefits arising out of reductions, if any, in Government levies viz. or the benefit of discounts if any announced in respect of the cost of the items for which orders have been placed during that period.
 - g) The migration price shall also be applicable to SBICAP group companies.

2.19 Inspection and Quality control tests

- i. In the event of the implementation fails to pass the acceptance test, as per the specifications given, a period not exceeding two weeks will be given to rectify the defects and clear the acceptance test, failing which, the Company reserves the right to cancel the Purchase Order.

- ii. Nothing stated herein above shall in any way release the Vendor from any warranty or other obligations under this contract.
- iii. The Company's right to inspect, test the product/ solution after delivery of the same to the Company and where necessary reject the products/solution which does not meet the specification provided by the Company. This shall in no way be limited or waived by reason of the products/ solution having previously being inspected, tested and passed by the Company or its representative prior to the products/ solution shipment from the place of origin by the Company or its representative prior to the installation and commissioning.
- iv. Nothing stated hereinabove shall in any way release the Vendor from any warranty or other obligations under this contract.
- i. System integration testing and User Acceptance testing will be carried out as per requirement of the Company.

2.20 Acceptance Testing Criteria

- The acceptance / performance test will be performed within a week after completion of installation and commissioning of all the components of the solution at the sites of installation as per schedule of requirement. Complete hardware and/or Software, as specified in the Purchase Order must have been supplied, installed and commissioned properly by the Bidder prior to commencement of the tests. The acceptance test will be conducted by the SBICAP. The acceptance will involve trouble-free operation for seven consecutive days at site. The Bidder will be responsible for setting up and running the acceptance test without any extra cost to the SBICAP. No malfunction, partial or complete failure of any part of hardware or software is expected to occur. The Bidder shall maintain necessary log in respect of the result of the test to establish to the entire satisfaction of the SBICAP, the successful completion of the test specified. In case of any discrepancy in the hardware & associated software supplied, the SBICAP reserves the right to terminate the entire agreement in case the Bidder does not rectify or replace the supplied hardware/software and the Bidder shall take back Bidder equipment at Bidders' cost and risk. The Bidder shall ensure that all costs associated with insurance from the date of transfer of title till the final acceptance by the SBICAP will be borne by the Bidder and the asset insured in the name of the SBICAP. The Bidder shall provide the insurance certificates for insurance of the 'Bidder Supplied Equipment' to the SBICAP along with supply of Equipment.
- The Installation cum Acceptance Test and Check certificates jointly signed by representative of the Bidder and official of the SBICAP.
- In all cases, the Bidder shall have the sole responsibility for bearing all additional charges, costs or expenses incurred in correcting, reworking or repairing the defective or non-conforming hardware/software, unless such failure is due to reasons entirely attributable to SBICAP.
- In the event of hardware and software failing to pass the acceptance tests, a period not exceeding two weeks will be given to rectify the defects and clear the acceptance tests, failing which the SBICAP reserves the right to get the equipment replaced by the Bidder at no extra cost to the SBICAP or to cancel the order and recall all the payments with interest at 15% per annum from the date of the respective payments till the time of actual receipt of refund.
- Performance Criteria for the Components are as follows.

- a. Servers and Storage Performance/HCI, IPOS utilisation, Stability, Software bugs, Replications to DR as per RPO/RTO etc.
- b. Backup Server Hardware/Backup Software- Performance, Dedup ratio, Compression etc.
- c. Network- Performance, Utilisation etc.

2.21 Subcontracting

- The bidder must obtain written permission from SBICAP before contracting any work to subcontractors. SBICAP at its own discretion may permit or deny the same.
- In case of subcontracting, the contracting vendor is responsible for all the services provided to SBICAP regardless of which entity is conducting the operations. The contracting vendor is also responsible for ensuring that the sub-contractor comply with all security requirements of the contract and SBICAP can obtain independent audit report for the same. The bidder should provide subcontracting details to SBICAP and if require, SBICAP may evaluate the same.

2.22 Validity of Agreement

The Agreement/ SLA will be valid for the period up to contract period. The Company reserves the right to terminate the Agreement as per the terms of RFP.

2.23 Limitation of liability

- i. For breach of any obligation mentioned in this RFP, subject to obligations mentioned in this clause, in no event Service Provider shall be liable for damages to the Company arising under or in connection with this agreement for an amount exceeding the total Cost of the Project. Service provider will ensure Company's data confidentiality and shall be responsible for liability arising in case of breach of any kind of security and/or leakage of confidential customer/ Company's related information to the extent of loss so caused.
- ii. The limitations set forth herein shall not apply with respect to:
 - a) claims that are the subject of indemnification pursuant to IPR infringement,
 - b) damage(s) occasioned by the gross negligence, fraud or willful misconduct of Service Provider,
 - c) damage(s) occasioned by Service Provider for breach of Confidentiality Obligations,
 - d) When a dispute is settled by the Court of Law in India.
 - e) Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Company, provided such guidelines were brought to the notice of Service Provider.

2.24 Confidentiality

- i. Bidder acknowledges and agrees that all tangible and intangible information obtained, developed or disclosed including all documents, contract, purchase order to be issued, data papers and statements and trade secret of the Company relating to its business practices and their competitive position in the market place provided to the selected Bidder by the Company in connection with the performance of obligations of Bidder under the purchase

order to be issued, in part or complete shall be considered to be confidential and proprietary information ("Confidential Information") and shall not be disclosed to any third party/published without the written approval of the Company.

- ii. The Confidential Information will be safeguarded, and Bidder will take all the necessary action to protect it against misuse, loss, destruction, alterations or deletions thereof. In the event of a breach or threatened breach by Bidder of this section, monetary damages may not be an adequate remedy; therefore, Company shall be entitled to injunctive relief to restrain Bidder from any such breach, threatened or actual.
- iii. Any document, other than the Contract itself, shall remain the property of the Company and shall be returned (in all copies) to the Company on completion of the Vendor's performance under the Contract, if so, required by the Company.

2.25 Delay in the Vendor performance

If at any time during performance of the Contract, the Vendor should encounter conditions impeding timely performance of Services as proposed and accepted by SBICAP, the Vendor shall promptly notify the Company in writing of the fact of the delay, its likely duration and cause(s). As soon as practicable after receipt of the Vendor's notice, the Company shall evaluate the situation and may, at its discretion, extend the Vendors' time for performance, in which case, the extension shall be ratified by the parties by amendment of the Contract.

2.26 Vendor's obligations

- i. The Vendor is responsible for and obliged to conduct all contracted activities in accordance with the contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.
- ii. The Vendor is obliged to work closely with the Company's staff, act within its own authority and abide by directives issued by the Company from time to time and complete implementation activities.
- iii. The Vendor will abide by the job safety measures prevalent in India and will free the Company from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Vendor's negligence. The Vendor will pay all indemnities arising from such incidents and will not hold the Company responsible or obligated.
- iv. The Vendor is responsible for managing the activities of its personnel or sub-contracted personnel (where permitted) and will hold itself responsible for any misdemeanours.
- v. The Vendor shall treat as confidential all data and information about SBICAP, obtained in the process of executing its responsibilities, in strict confidence and will not reveal such information to any other party without prior written approval of the Company as explained under 'Non-Disclosure Agreement' as prescribed by SBICAP in **Annexure I**

2.27 Technical Documentation:

- i. The Vendor shall deliver the following documents to the Company:
User manuals, installation manuals, operation manuals, design documents, process documents, technical manuals, functional specification, software requirement specification,

on-line tutorials/ CBTs, system configuration documents, system/ debugging/ diagnostics documents, etc.

2.28 Liquidated damages:

- i. The liquidated damages is an estimate of the loss or damage that Owner may have suffered due to delay in performance or non-performance of any or all the obligations (under the terms and conditions of the purchase contract relating to supply, delivery, installation, operationalization, implementation, training, support/services, acceptance, etc., of the solution by the bidder).
- ii. In such delay in performance or non-performance of any or all of the obligations, the bidder shall be liable to pay the owner a fixed amount for each day of delay / non-performance of the obligations by way of liquidated damages, details of which is specified in **Annexure D**. Without any prejudice to the Owner other rights under the law, the Owner shall recover the liquidated damages, if any, accruing to the Owner, as above, from any amount payable to the bidder either as per the purchase contract, executed between the parties.
- iii. Liquidated Damages is not applicable for reasons attributable to the Owner and Force Majeure. However, it is the responsibility/onus of the bidder to prove that the delay is attributed to the Owner and Force Majeure. The bidder shall submit the proof authenticated by the bidder and the Owner that the delay is attributed to the Owner and Force Majeure along with the bills requesting payment.

2.29 Conflict of Interest:

Bidder shall not have a conflict of interest (the “Conflict of Interest”) that affects the bidding Process. Any Bidder found to have a Conflict of Interest shall be disqualified. Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the bidding Process, if:

- (a) the Bidder, its Member or Associate (or any constituent thereof) and any other Bidder, its Member or any Associate thereof (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding of a Bidder, its Member or an Associate thereof (or any shareholder thereof having a shareholding of more than 5% (five per cent) of the paid up and subscribed share capital of such Bidder, Member or Associate, as the case may be) in the other Bidder, its Member or Associate, has less than 5% (five per cent) of the subscribed and paid up equity share capital thereof; provided further that this disqualification shall not apply to any ownership by a SBICAP, insurance company, pension fund or a public financial institution referred to in section 4A of the Companies Act, 1956. For the purposes of this Clause, indirect shareholding held through one or more intermediate persons shall be computed as follows:
 - (i) where any intermediary is controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the “Subject Person”) shall be taken into account for computing the shareholding of such controlling person in the Subject Person; and
 - (ii) subject always to sub-clause (i) above, where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a

proportionate basis; provided, however, that no such shareholding shall be reckoned under this sub-clause if the shareholding of such person in the intermediary is less than 26% of the subscribed and paid up equity shareholding of such intermediary; or

- (b) a constituent of such Bidder is also a constituent of another Bidder; or
- (c) such Bidder, its Member or any Associate thereof receives or has received any direct or indirect subsidy, grant, concessional loan or subordinated debt from any other Bidder, its Member or Associate, or has provided any such subsidy, grant, concessional loan or subordinated debt to any other Bidder, its Member or any Associate thereof; or
- (d) such Bidder has the same legal representative for purposes of this Bid as any other Bidder; or
- (e) such Bidder, or any Associate thereof, has a relationship with another Bidder, or any Associate thereof, directly or through common third party/ parties, that puts either or both of them in a position to have access to each other's information about, or to influence the Bid of either or each other; or
- (f) such Bidder or any of its affiliates thereof has participated as a consultant to the SBICAP in the preparation of any documents, design or technical specifications of the Project

2.30 Fraud and corrupt practices

- i. The Bidder and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the bidding Process. Notwithstanding anything to the contrary contained herein, the Company shall reject an Application without being liable in any manner whatsoever to the Bidder if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt/fraudulent/coercive/undesirable or restrictive practices in the bidding Process.
- ii. Without prejudice to the rights of the Company under Clause 2.35 (i) hereinabove, if a Bidder is found by the Company to have directly or indirectly or through an agent, engaged or indulged in any corrupt/fraudulent/coercive/undesirable or restrictive practices during the bidding Process, such Bidder shall not be eligible to participate in any EOI/RFP issued by the Company during a period of 2 (two) years from the date if such Bidder is found by the Company to have directly or indirectly or through an agent, engaged or indulged in any corrupt/ fraudulent/ coercive/ undesirable or restrictive practices, as the case may be.
- iii. For the purposes of this Clause , the following terms shall have the meaning hereinafter, respectively assigned to them:
 - (a) **"corrupt practice"** means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the bidding Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Company who is or has been associated in any manner, directly or indirectly with the bidding Process or the Letter of Authority or has dealt with matters concerning the Concession Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Company, shall be deemed to constitute influencing the actions of a person connected with the bidding Process); or

- (ii) engaging in any manner whatsoever, whether during the bidding Process or after the issue of the Letter of Authority or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the Letter of Authority or the Agreement, who at any time has been or is a legal, financial or technical adviser of the Company in relation to any matter concerning the Project;
- (b) **“Fraudulent practice”** means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the bidding Process
- (c) **“Coercive practice”** means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person’s participation or action in the bidding Process;
- (d) **“Undesirable practice”** means (i) establishing contact with any person connected with or employed or engaged by the Company with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the bidding Process; or (ii) having a Conflict of Interest; and
- (e) **“Restrictive practice”** means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the bidding Process.

2.31 *Termination by default*

The Company, without prejudice to any other remedy for breach of Contract, by a written notice of not less than 30 (thirty) days sent to the Vendor, may terminate the Contract in whole or in part:

- a. If the Vendor fails to perform the Services within the period(s) specified in the Contract, or within any extension thereof granted by the Company; or If the vendor fails to perform any other obligation(s) under the contract; or
- b. Laxity in adherence to standards laid down by the Company; or
- c. Discrepancies/ deviations in the agreed processes and/or Software Solution; or
- d. Violations of terms and conditions stipulated in this RFP.
- ii. In the event the Company terminates the Contract in whole or in part for the breaches attributable to the Vendor, the Company may procure, upon such terms and in such manner as it deems appropriate, Services similar to those undelivered, and the Vendor shall be liable to the Company for any increase in cost for such similar Services. However, the Vendor shall continue performance of the Contract to the extent not terminated.
- iii. If the contract is terminated under any termination clause, the vendor shall handover all documents/ executable/ Company’s data or any other relevant information to the Company in timely manner and in proper format as per scope of this RFP and shall also support the orderly transition to another vendor or to the Company.
- iv. During the transition, the Vendor shall also support the Company on technical queries/support on process implementation or in case of software provision for future upgrades.
- v. The Company’s right to terminate the Contract will be in addition to the penalties / liquidated damages and other actions as deemed fit.

vi. In the event of failure of the Service Provider to render the Services or in the event of termination of agreement or expiry of term or otherwise, without prejudice to any other right, the Company at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor. In such case, the Company shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of contract until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by the Company, at no extra cost to the Company, for ensuring smooth switch over and continuity of services.

2.32 Force Majeure

- i. Notwithstanding the provisions of terms and conditions contained in this RFP, the Vendor shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default, if any, and to the extent that the delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- ii. For the purposes of this clause, 'Force Majeure' means and includes wars, insurrections, revolution, civil disturbance, riots, terrorist acts, public strikes, hartal, bundh, fires, floods, epidemic, quarantine restrictions, freight embargoes, declared general strikes in relevant industries, Vis Major Act of Government, impeding reasonable performance of the Vendor and / or Sub-Contractor but does not include any foreseeable events, commercial considerations or those involving fault or negligence on the part of the party claiming Force Majeure.
- iii. If a Force Majeure situation arises, the Vendor shall promptly notify the Company in writing of such condition and the cause thereof. Unless otherwise directed by the Company in writing, the Vendor shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

2.33 Termination for Insolvency:

The Company may, at any time, terminate the Contract by giving written notice to the Vendor, if the Vendor becomes Bankrupt or insolvent or any application for bankruptcy, insolvency or winding up has been filed against it by any person. In this event, termination will be without compensation to the Vendor, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Company.

2.34 Termination for Convenience:

The Company, by written notice of not less than 90 (ninety) days sent to the Vendor, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Company's convenience, the extent to which performance of the Vendor under the Contract is terminated, and the date upon which such termination becomes effective.

2.35 Disputes / Arbitration (applicable in case of successful Bidder only):

All disputes or differences whatsoever arising between the parties out of or in connection with this contract or in discharge of any obligation arising out of the Contract (whether during the progress of work or after completion of such work and whether before or after the termination of this contract, abandonment or breach of this contract), shall be settled amicably. If however, the parties are not able to solve them amicably, either party (SBICap or Vendor), give written notice to other party clearly setting out there in specific dispute(s) and/or difference(s) and shall be referred to a sole arbitrator mutually agreed upon, and the award made in pursuance thereof shall be binding on the parties. In the absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrator; one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. The arbitration shall be settled in accordance with the applicable Indian Laws. Any appeal will be subject to the exclusive jurisdiction of courts at Mumbai.

The Vendor shall continue work under the Contract during the arbitration proceedings unless otherwise directed by the Company or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained.

Arbitration proceeding shall be held at Mumbai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

2.36 Governing Language:

The governing language shall be English.

2.37 Applicable Laws:

The Contract shall be interpreted in accordance with the laws of the Union of India and shall be subjected to the exclusive jurisdiction of courts at Mumbai.

2.38 Taxes and Duties:

- a. The Vendor shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the price Bid by the Vendor shall include all such taxes in the contract price.
- b. Prices quoted should be exclusive of all Central / State Government taxes/ duties and levies but inclusive of Custom duty as also cost of incidental services such as transportation, road permits, insurance etc.
- c. Custom duty as also cost of incidental services such as transportation, road permits, insurance etc. in connection with delivery of products at site including any incidental services and commissioning, if any, which may be levied, shall be borne by the Vendor and the Company shall not be liable for the same. Only specified taxes/ levies and duties in the **Annexure- S** will be payable by the Company on actuals upon production of original receipt wherever required. If any specified taxes/ levies and duties in **Annexure- S** are replaced by the new legislation of Government, same shall be borne by the Company. The Company shall not be liable for payment of those Central / State Government taxes, levies, duties or any tax/ duties imposed by local bodies/ authorities, which are not specified by the Bidder in **Annexure-S**. The bidder may modify the format in case of any missing milestone at necessary price which is required for this project to complete.

- d. The insurance shall be in an amount equal to 110 % of the value of the Products from “Warehouse to final destination” on “All Risks” basis, valid for a period not less than one month after installation and commissioning and issue of acceptance certificate by SBICAP
- e. Should any loss or damage occur, the Bidder shall: -
 - initiate and pursue claim till settlement and
 - promptly make arrangements for repair and / or replacement of any damaged item irrespective of settlement of claim by the underwriters.
- f. Prices payable to the Vendor as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, any upward revision in Custom duty. The Bidder will pass on to the Company, all fiscal benefits arising out of reductions, if any, in Government levies viz. custom duty or the benefit of discounts if any announced in respect of the cost of the items for which orders have been placed during that period.
- g. Income / Corporate Taxes in India: The Bidder shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the price Bid by the Bidder shall include all such taxes in the contract price.
- h. All expenses, stamp duty and other charges/ expenses in connection with the execution of the Agreement as a result of this RFP process shall be borne by the Vendor.

2.39 Tax deduction at Source

- i. Wherever the laws and regulations require deduction of such taxes at the source of payment, the Company shall effect, such deductions from the payment due to the Vendor. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by the Company as per the laws and regulations for the time being in force. Nothing in the Contract shall relieve the Vendor from his responsibility to pay any tax that may be levied in India on income and profits made by the Vendor in respect of this contract.
- ii. The Vendor’s staff, personnel and labour will be liable to pay personal income taxes in India in respect of such of their salaries and wages as are chargeable under the laws and regulations for the time being in force, and the Vendor shall perform such duties in regard to such deductions thereof as may be imposed on him by such laws and regulations.

2.40 Bid Currency

All figures mentioned under the commercial bid should be in Indian National Rupee (INR). Commercial proposals in any currency other than INR would be considered non-responsive and hence rejected.

2.41 Tender Cancellation

The owner reserves the right to cancel this tender at any time after publication & before award without assigning any reasons whatsoever & without any financial implication to the Owner.

2.42 Earnest Money Deposit (EMD)

- a) The EMD is required to protect SBICAP against the risk of Bidder ‘s conduct, which would warrant the EMD ‘s forfeiture.

- b) Bidder should deposit EMD of Rs. 100,000/- in the form of a demand draft issued by a scheduled commercial SBICAP favouring SBI Capital Markets Ltd. payable at Mumbai.
- c) SBICAP will follow the guidelines issued by Govt. of India for MSME units registered with NSIC under single point registration scheme. However, bidder has to submit the copy of valid NSIC Certificate clearly mentioning that they are registered with NSIC under single point registration scheme.
- d) No interest will be payable on the EMD amount. The EMD of the unsuccessful Bidders shall be returned within 2 weeks from the date of bid finalisation.
- e) if a Bidder withdraws his Bid during the period of Bid validity specified in this RFP; or
- f) if a Bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of Contract; or
- g) in the case of a successful Bidder, if the Bidder fails; (i) to sign the Contract; or (ii) to furnish Performance SBICAP Guarantee
- h) The EMD shall be denominated in Indian Rupees and shall be in the form of a SBICAP Guarantee as per **Annexure-E** and should be valid for a period of 6 months.

2.43 Existing contracts of SBI with OEMs and Empanelled Vendors

The Owner (and the parent company of the Owner) has contracts with many OEMs and Empanelled Vendors which could be involved in this project. The bidder must ensure to leverage all the existing contracts and quote for those products/ services accordingly.

2.44 Commercial Bid – Reverse Auction

The bidder is required to submit their Indicative commercial BID. SBICAP will conduct the Reverse Auction to arrive at best competitive price with vendor and instruction for submission will be conveyed on decision for reverse auction. The base amount for bidding will solely be decided by SBICAP.

2.45 Delivery and Penalty in case of Delay

- Delivery, installation, and commissioning within 12 weeks from date of purchase order (8 Weeks delivery + 4 weeks for installation/migration and project sign off)
- In the event of the equipment not being delivered within a period of 8 weeks from date of Purchase Order, a penalty of 0.50% per week of the total contract value for the delay, subject to maximum amount of ten (10) percent of the total consideration will be charged to Bidder.
- SBICAP also reserves the right to cancel the Purchase at its own discretion without assigning any reason to selected vendor. In the event of such cancellation, the Bidder is not entitled to any compensation.

2.46 Hardware and Software Support from OEM.

The bidder should ensure that the proposed hardware and software will not be end of life/support from OEM of the respective OEM for the period of 7 years from the date of sign-off.

3 Roles & Responsibilities of Stakeholders

3.1 Responsibilities of SBICAP

The role of the Owner in the successful implementation of project includes discharging the following responsibilities:

1. Mobilize appropriate personnel from the Owner organization in the project team.
2. Facilitate the training programs when conducted in the Owner's premises by the bidder and other agencies to the extent of providing the venue for training, projection/viewing of training material.
3. In order to facilitate the smooth functioning and able administration of the initiative, the Owner shall on a reasonable effort basis, provide support for the infrastructure and material inputs required from the Owner (directly required under the project/initiative).
4. Owner will provide the following facilities to the successful bidder: Office seating space, Network connectivity, Internet, PCs for Project Team.

3.2 *Scope of Work (SOW)*

- SBICAP invite Request for Proposal (RFP) tenders from the eligible vendors to proposed Traditional / HCI solution for on-premises along with installation, implementation, maintenance, monitoring, management, support, and data Migration / VM migration from existing to new proposed infra as described under scope of work at SBICAPS DC Mumbai and DR under colocation arrangements or as a service on a public cloud with private players/ Azure/ AWS/ GCP etc.
- The bidder in consultation with OEM should do the sizing in terms of proposed processor cores, memory, and capacity sizing, Disk base storage capacity.
- The SBICAP shall provide data collector report for 5 days to partner to arrive at sizing. The sizing parameter given in **Annexure- B** Technical Specifications worksheet is tentative, and bidder shall be responsible for sizing post consultation with Sbicaps. In case of any bottleneck or any limitations post production for the period of 12 months, in terms of performance towards processor cores, memory etc. the bidder and OEM shall replace/upgrade necessary hardware/software licenses without any additional cost to SBICAP.

Supply of Hardware and Software

- The solution must support the features and functionalities as mentioned in the **Annexure- B**
- The Bidder shall supply and configure the hardware and software as per the SBICAP Technical specification compliance sheet.
- The proposed solution should not impact the existing operations or existing services of SBICAPS while migration.
- Successful bidder providing HCI, or traditional solution will configure inbuilt storage of Hyper-Converged Infrastructure / inbuilt Network / Compute with High. The resource usage should be monitored, controlled, and reported to system / infra-admin through single central management console.
- Bidder should gather all documentation/information from SBICAPS that available on the current site, including current DC space requirements for deployment of new RACK, migration, passive cabling, power, UPS etc.
- The bidder shall preferably provide perpetual licenses for all hardware/software components proposed in the solution and should be in the ownership of SBICAP. In the case of subscription software, the same should be highlighted by Bidder in Indicative and Commercial Bids. The Software licenses proposed for all the components and should be independent of hardware and should not be tied down to the hardware it is installed on.
- The entire hardware and software supplied under this RFP must be installed and configured by bidder / OEM & has, to submit a report, indicating compliance with

Annexure-B to reference architecture and best practices.

- Bidder should plan and assess application, VM/data migration strategy with support of SBICAPS which should mitigate risk and have failover plan.
- The bidder shall supply compatible power cables with proposed Rack PDUs.

1. Servers and Storage / HCI

- a) Installation of the supplied hardware/software and complete end-to-end implementation, which includes configuration of the Proposed hardware and its components, creating required virtual machines, storage groups as desired by SBICAP.
- b) Installation and configuration should be verified by OEM of the product and confirmation to be provided on email.
- c) The Successful Bidder need to design the Setup Architecture including physical infrastructure and logical design as per SBICAP need.
- d) The Bidder shall configure Traditional/Proposed Hyper Visor environment in secure manner and shall configure its features as per SBICAP requirements.
- e) Migration of existing servers (Physical and Virtual/ Virtual from hyper -V to new proposed Hyper Visor) and data from the existing DAS to the new proposed Storage/HCI.
- f) The Vendor must integrate the proposed backup solution with Proposed Traditional/HCI, which should also support existing Physical server backup deployed on Linux/Windows etc.
- g) The vendor shall migrate existing Physical file server to proposed VM base file server.
- h) The Vendor shall migrate all existing 2016/2019 Hyper -V base VMs to hyper visor.
- i) For machines/VM's below 2016, the vendor shall provide new VM as per SBICAP requirement and SBICAP Application owners will migrate the application on new platform.
- j) The vendor shall migrate and existing Active directory servers to latest version and integrate the same with Office 365 email, Azure Active Directory.

2. Hardware & Software

- a) During the Contract Period, in case there is hardware failure three or more times in a period of less than three months, then it shall be replaced by equivalent or higher-level new equipment by the Successful bidder at no cost to the SBICAPS.
- b) Server Hardware specification to be latest Generation.
- c) If any Software and Hardware updates are provided by the OEM free of cost, it should be installed & configured by the successful bidder during AMC & ATS period without any additional cost to the SBICAPS.
- d) There should not be any single point of failure of any type of hardware & software at any time during the contract period.
- e) Dedicated ports for HCI traffic, VM traffic and backup traffic must be in the proposed solution with redundancy for each traffic.
- f) The bidder shall assess on premise Data centre and advise SBICAPS for the supply additional Passive accessories (including cables, rack mounting kit etc.) required for Bidder for installation and configuration of the equipment's supplied under the scope of this RFP.
- g) Bidder should specify various infrastructure requirements well in advance before delivery of hardware & software which need to be provided for commissioning and smooth functioning of the equipment. This will include site requirements, power requirements, cables, connectors, network requirements, UPS, environmental conditions, illumination etc.so that SBICAPS can arrange accordingly at the desired premises.
- h)** The successful bidder must ensure initial on-site support (six months) for day-to-day support. Post six-month Bidder shall provide Offshore support / on demand onsite support for resolving all Hardware, storage, software related issues, including re-installation,

reconfiguration of OS and other required software for the proposed solution, during AMC (Annual Maintenance Contract)/ATS (Annual Technical Support) period (or such other extended period as per the contract terms and Conditions). The bidder should provide Offshore support mechanism in Technical Bid in **Annexure-1**

- i) The SBICAPS reserves the right to shift the equipment to a suitable location depending upon the need. The Bidder will arrange to uninstall, shift the equipment, re-install, configure and commission the same at the shifted location and making the entire system operational without any additional cost to SBICAPS, however, SBICAPS shall bear the transportation charges and transit insurance.
- j) The Bidder need to do periodical upgrade hardware/ software/firmware/patches/hotfix as and when needed withing contract period without any additional cost during warranty and AMC period.

3. Hyper Visor

- a) The Vendor shall supply Hyper Visor licenses and OEM support and configure and integrate with Servers and Storage and ensure the High Availability for Compute Systems.
- b) The Vendor shall configure replication in order to ensure committed RPO (1 Hour) and RTO (4 hours) as per SBICAP requirements for Select VM for DR Site. There should not be any performance issues during backup and VM replication and snapshot process of running VMs in working hours.
- c) The bidder shall execute and test 2 DR Drills (4+4 days) in a year with seamless reverse replication capability and reports.
- d) The Vendor shall configure SQL Log shipping technology to replicate SQL DB server to DR site instance.

4. Backup Solution

- a) The Vendor shall size the D2D hardware as per the retention i.e. 5 days incremental, Weekly- 4 copies, Monthly – 3 Copies, yearly 1 Copy on a Backup Disk Hardware
- b) The vendor shall ensure the backup will be replicated to DR site without any bandwidth hiccups on day-to-day basis.
- c) The bidder should size and advise the required DC & DR bandwidth considering the Backup replication to DR site backup storage.
- d) The bidder should configure the backup from centralised console to support heterogenous environment includes Windows, Physical Servers and for VMware hosts, Xen Servers, Oracle VM, Linux etc.

5. Network

- a) The vendor shall configure the Networking components and integrate with proposed Traditional/HCI solution as per requirement of SBICAP in High Availability at and integrate new TOR/Core Switches with existing SBICAPS LAN/WAN, Firewall etc.
- b) The bidder shall configure the Core /Tor switch as per the existing Core Switch present in the Network.

6. Training & Documentation

- a) The bidder must provide Operational training to SSL nominated team for managing the daily processes.
- b) The bidder/OEM shall ensure necessary engagement and deputation of skilled

professionals for the smooth implementation up to sign off of the Project. All related documents, manuals, catalogues and information furnished by the bidder shall become the property of the SBICAPS. Detailed process documentation, and SOP.s (Standard Operating Procedure) should be submitted before project sign off. The bidders shall also provide the following documents, but not limited to, as part of the deliverables of the project.

- c) Standard Operating Procedures for various activities such as administration, troubleshooting, regular health checkup, maintenance / cleanup activities
- d) Installation & Technical Master Configuration Documents
- e) Bidder must depute dedicated 1 Onsite experience residence engineer who has work on proposed solution maintenance and management for the initial 6 months.

7. Disaster Recovery as a Service or as a Colocation

- a) The bidder shall provide Disaster Recovery Facility for selected VMs as a Service either on Private Players multi tenancy cloud or on a public cloud like Azure, AWS, GCP etc or as a Collocated Private Cloud.
- b) The bidder should ensure the Architecture for DR should be secure with necessary Firewall, WAF etc. as per the requirements of SBICAPS. IN case any of the requirement is missing in this RFP, the bidder shall point out the same in their Technical Bid.
- c) The proposed cloud should offer to integrate SBICAPS existing MPLS connectivity, accordingly all required commercials should be provided in Commercials.
- d) The bidder should make provision for replication of DC-Backup repository to proposed cloud in asynchronous / synchronous way.
- e) The bidder should propose the solution meeting RPO / RTO requirements of 1 hours / 4 hours.
- f) The bidder should provide direct connectivity (50 MB) from SBICAPS on Prem BKC office to proposed DR. In case of Connectivity using internet the data in transit should be encrypted. Bidder may offer On-prem Connectivity to DR side connectivity over IPsec tunnel provided there should not be any lag in replication of DC backup and VM to DR site.
- g) SBICAPS will invoke DR for max. 10 days in a year and will make accessible to all users as production instance while on-prem relevant instances shall be shutdown. The proposed solution should replicate delta changes back from DR to Production VMs. All network and DNS related changes should be done by bidder.
- h) The bidder should also provide a backup facility during DR Drill (10 days in a year). Backup Retention should be 30 days. In case bidder is giving backup facility from the proposed backup solution under the scope of work of this RFP, they should factor additional VM on cloud with required specifications and factor space requirement on cloud for considering retention.
- i) The bidder should also advice SBICAPS for regulatory of Microsoft Licenses if any to procure for DR side.
- j) The Bidder should factor in case of any Ingress and Egress charges if application in the solution. In case of any charges, please factor the rate of 1 TB per month in the proposal.

8. Microsoft Licenses

The bidder shall provide necessary quantity for Windows Server 2022 Standard Edition Licenses and alternatively also for Data Centre edition licenses and for SQL Server licenses in terms Processor Cores as per the proposed solution (excluding buffer VMs) in Technical Bid -Indicative Bid. State bank has Select agreement price for Windows Licenses which is applicable to Group Companies. The bidder shall provide any other Microsoft licenses required to deliver the solution as per RFP requirements.

9. GENERAL FOR ALL THE COMPONENTS

- a) The bidder must ensure Initial 6 months onsite & thereafter offsite and on demand onsite support for resolving all Hardware, OS &, including re- installation of OS / Hyper visor and other required software for the proposed solution, during warranty and AMC (Annual Maintenance Contract)/ ATS (Annual Technical Support) period (or such other extended period as per the contract terms and paid maintenance will commence only thereafter).
- b) The Vendor shall perform all necessary firmware, BIOS updates for proposed solutions and its components before productionising the components.
- c) The Vendor shall establish and implement the **Secure Configuration Document** for all the components supplied under this RFP as per OEM standard before production including Windows Operating System as per SBICAP requirements. SBICAP shall provide SCDs for Windows OS, Hyper visor, storage, Switches for implementation.
- d) The vendor shall prepare detailed SOP, technical configuration/settings documentation for all the components supplied under this RFP. The same should be submitted before project signoff.
- e) The vendor must do site visit to understand the existing architecture of SBICAP and its network to ensure scope of work under this RFP will be delivered successfully.
- f) Installation and implementation cost must be inclusive of all boarding, lodging, and travelling expenses.
- g) SBICAP reserves the right to shift the Solution/components to new location/s services will continue to be in force at the new location.
- h) SBICAPS shall conduct for System Audit through third party Authorized Agency or by the SBICAPS Internal Auditors for the supplied hardware and Software. Successful bidder is required close all audit observations.
- i) The proposed Traditional solution/ HCI Solution all components such as hardware and software should be seamlessly integrated with SBICAPS existing SIEM solution.
- j) The Proposed solution should be free from any kind of vulnerabilities at the time of deployment and as and when vulnerabilities are notified by SBICAPS, it should be patched within prescribed time mentioned in SLA **Annexure-D**.
- k) Successful bidder / OEM has to provide comprehensive five -years AMC & ATS for complete Solutions & add on components. Parts/items/components delivered for the proposed solution as per specification in this RFP should be covered under comprehensive AMC&ATS. Bidder must provide maintenance support to equipment and arrange for spare. parts for a minimum period of **5 years** for Solutions from the date of license activation. For that Bidder should have Back-to-Back agreement with OEM.

SUPPORT AND MAINTENANCE FOR THE PROPOSED SOLUTION

- a. All the hardware and software components supplied under these RFP, should be under direct support and warranty with respective OEM
- b. SBICAP should be in position to raise trouble ticket for all the hardware OEMs supplied under the scope of this RFP.
- c. The bidder shall be responsible for configuration of add-on features/functionalities related to components supplied under the scope of this RFP, as and when desired by SBICAP during contracted period.
- d. The bidder shall carryout the DR/BCP Drills (Twice in year) as per IS policy and generate reports for compliance during contracted period.

- e. The Bidder shall implement and maintain SCD, SOP, IT Documentations versions for all the components on timely basis during contracted period.
- f. The vendor shall provide L1/L2/L3 support for proposed solutions and its components including HCI Software/Servers and Storage/Networking/Hyper Visor /Windows OS/Backup Software etc. and for any other component supplied under the scope of this RFP which includes all maintenance and configuration, reconfiguration related activities including new add-on configurations, Software version upgrades/Firmware upgrades of proposed solution/components as per SBICAP requirement during contracted period without any additional cost.
- g. SBICAP conduct the quarterly VAPT from external vendors. The vendor shall fix the vulnerabilities for all the components of the proposed solution including Windows OS, and other software and hardware components supplied under this RFP scope during the contracted period.
- h. Bidder must undertake BIOS, OS, Firmware, Version etc upgrade wherever the requirement is felt by SBICAP (during Warranty/ AMC/ ATS).
- i. The service window for SBICAP is **from 10.00 am to 6.45 pm** from Monday to Friday and on. at emergency situations, the Vendor shall support on Public Holidays and Sundays.
- j. The bidder shall provide end to end support for Active Directory support during AMC/ATS contract.

3.3 **HARDWARE WARRANTY & SUPPORT**

- a) The proposed solution and all of its components must include comprehensive on-site warranty, covering all parts including batteries, for a **minimum 5 (3+1+1) year's** period starting from the date of installation and acceptance of the system by SBICAP on 24*7*365 basis. 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. During the warranty period of equipment, the bidder shall not assign any kind of maintenance like hardware, software, upgradations etc. related to this equipment to any third party.
- c) Warranty should not become void if the purchaser buys compliant hardware/Supplemental hardware" from authorized vendor / OEM and install it with/in these machines.
- d) 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 sound after-sales service/support by arranging timely attending of calls received from SBICAP and problem rectification through competent service engineers as per SLA. To meet uptime the bidder has to maintain sufficient inventory of spare parts/equipment at all the support centres to avoid unnecessary delay in obtaining the spare parts/equipment.
- f) The bidder must supply the details of its service/support infrastructure meant for registering the complaints along with the contact numbers like mobile nos., phone nos., electronic mail addresses and names etc. of its service engineers.

4 Payment Schedule

4.1 Payment milestones

Sl. No.	Milestone	% of amount to be paid
1.	No Advance payment	-
2.	Hardware/Software Delivery	80% after delivery and 20% after 1-month post sign-off
3.	One-time migration and Installation charges	90% after sign -off and 10% after 3month from sign off.
4.	Yearly AMC cost for 4 th and 5 th year	100% in advance towards OEM components. Bidders support cost will be paid quarterly in arrears. <u>The AMC cost should not be less than 10 % for respective 4th and 5th year</u>

4.2 Deviations

Bids shall be submitted strictly in accordance with the requirements and terms & conditions of the RFP. If there is any exception / deviation, same should be mentioned in **Annexure 1.9 Exception and Deviations**. An exception / deviation mentioned elsewhere will not be considered and such terms and conditions will be construed as complied as per the requirements specified in the RFP.

4.3 Termination of Services of Support

Owner reserves the right to terminate BIDDERS services with 60 (Sixty) days prior notice for non-performance, not meeting SLA etc.

SBICAP reserves the rights to terminate the contract in case project is delayed for 4-8 weeks beyond the proposed timelines for any reason.

4.4 RFP Modification

- The Owner reserves the right to alter the requirements specified, evaluation criteria in the RFP for any reasons prior to the last date of submission of RFP. The Owner also reserves the right to delete one or more items from the list of items specified.
- The Owner may revise any part of the RFP, by providing a written addendum to all the short-listed bidders till the award of the contract. The Owner reserves the right to issue revisions to this RFP at any time before the award date.

4.5 Interest Liability

In case of any delay in payment due to any reason, Owner shall not pay any interest on delayed payment.