



Request for Proposal (RFP)

RFP for Cloud Air-GAP Backup Solution

SBI Capital Markets Ltd

Ref: RFP no. CO/IT/2413

Date: 10-Feb-2025

Item	Description
Method of Selection	Lowest Bid
Date of RFP issuance	10-Feb-2025
Last date for Submission of Pre-Bid Queries	11-Feb-2025 03.00 pm
Issue of Corrigendum	12-Feb-2025 06.00 pm
Last date and time for Bid/Proposal submission (on or before)	14-Feb-2025 03.00 pm to 4.00 pm
Commercial Bid	17-Feb-2025 03.00 pm to 4.00 pm
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@sbicaps.com , Sagar.Vichare@sbicaps.com

Dear All,

We at SBICAP are using Veeam Backup Solution at DC- on premise which is in synch with DR site. SBICAPS intend to have third and looking for extended Air Gap Backup Solution on Azure Cloud. The scope of work is as follows for our Corporate Office in Mumbai.

We request you to go through from the scope of work, SLA details mentioned in this document and arrange to send us the proposal as per the timelines mentioned in factsheet.

The bidders are required to provide online on eTender website under Technical Bid and Commercial Bid sections. The details of submission shall be conveyed by our partner by 11-Feb-2025.

Technical BID Comprises of: -

S/n	Particulars	Annexures
1	Bid Covering Letter	Annexure-A
2	Eligibility Criteria	Annexure-B
3	Technical Specifications	Annexure-C
4	Bidders Profile	Annexure-D
5	Client Citation	Annexure-E
6	Technology Enablement	Annexure-F (Enclosed as separate excel file)
7	Cloud Enablement Security Checklist	Annexure-G (Enclosed as separate excel file)

Annexure-A

(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,

Unit no. 1501, 15th Floor, Parinee Crescenzo,

Bandra Kurla Complex,

Bandra (East), Mumbai 400 051

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 2024

(Signature) (Name)

(In the capacity of)

Duly authorised to sign Bid for and on behalf of

Seal of the Company

Eligibility Criteria- Annexure-B

Sr. No.	Criteria	Compliance (Yes/No)	Remarks
1	The Bidder should be Registered/Proprietor Ship company withing India		Certificate of Incorporation and Copies of at least three reference work orders
2	The bidder should be Authorised Partner of proposed cloud backup solution and also should be Veeam Service Partner.		Letter from OEM

3	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-Mar-2023.		Bank Certificate
4	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)		Annexure -A
5	Turnover and Profitability for 21-22,22-23 & 23-24		Please enclose CA certificate.

Solution Requirement- Technical Specifications (Annexure-C)

S/N	Particulars	Compliance (Yes/no)
1	The proposed Air-Gap cloud Solution should get integrated with SBICAPS On-Premises Veema Backup Solution. An air gap means the backup data is stored on a proposed Cloud and not connected to the SBICAPS network, which minimizes the risk of unauthorized access to the backup data.	
2	The proposed cloud backup solution should support as third copy of Backup.	
3	The proposed cloud storage should be secure and include logical air-gapping, immutability, encryption etc.	
4	The air-gapped facility leverages cloud-integration and enable storage administrators to set policies which automatically isolates the cloud storage.	
5	As the backup data stored in air-gapped copy on cloud should be isolated from SBICAPS production and backup environments, and should be protected from threats such as ransomware attacks, accidental/malicious deletion, virus, etc."	
6	The proposed solution should have Air Gap Room Recovery facility for Data Restoration on proposed Azure/Aws Cloud using on premise Veeam software which should be secure, isolated where the recovered data can be thoroughly analysed and validated before being reintroduced to the production network.	

7	There should be facility to Production the VM on Azure Platform and to SBICAPS ON -premises Data Centre infrastructure.	
8	The proposed solution shall provide UNLIMITED Read and Restore and not have any ingress and egress charges especially during restoration of data to on-premises cloud.	
9	The proposed Cloud facility should be secured from hackers and should be only accessible to SBICAPS over Internet. Firewall Rules, ports should be accordingly configured only for SBICAPS Network.	
10	The proposed architecture should be as per strict Zero Trust Data Resiliency	
11	The proposed Cloud storage should store the data locally withing India and stores at least three copies within India Region in separate Data Centres.	
12	The proposed solution should support replication using SBICAPS existing 500 MB Link	

Annexure-D-Bidders Profile

S/n	Parameter	Bidders Comments
1	Bidders Name/Corporate Office Address	
2	Proposed Solution OEM	
3	Details of Top 10 BFSI Client where solution is implemented	
2	Year of Incorporate Bidder	
3	GST No	
4	Pan India Presence	Pls mention direct support offices available in Mumbai, New Delhi, Chennai, Hyderabad, Ahmedabad, Kolkata and Bangalore
5	OEM Experience in Veeam Backup Solution	(No. of years)
6	Bidders Turnover in Lakhs (2021-22/2022-23/2023-24)	e.g. (Rs 2112.43 Lacs/ Rs 1818.81 Lacs/)
7	PAT in Lakhs (2021-22, 2022-23, 2023-24)	e.g Rs 55.09/Rs 36.50
8	Certification ISO 9001 or 27001 or CMM level 3of OEM	
11	Total Employee Strength of Bidder	
12	Vendor Partnership details with Proposed solution OEM	e.g. Platinum/Gold etc

14	No. of Technicians with skilled on Veeam	
15	Presence in SBI Group Companies for any of the assignment	

Annexure-E Client Citation

Client Citation where proposed OEM product is being used- Provide at least 3 references for feedback

S/N	Client Name	Contact Name	Email	Mobile

Scope of work & SLA mentioned as follows: -

- The bidder shall provide one time implementation support for policies configuration in onsite Veeam environment for Air-Gap copy on proposed cloud solution.
- The bidder shall take back-to-back support from OEM for cloud storage and SBICAPS should be in position to raise ticket with OEM for any support.
- The bidder shall configure the necessary security parameters to ensure the proposed cloud storage facility is free from any unauthorised access.
- Post sign-off the project, bidder shall provide offshore support for any troubleshooting of any issues.

Service Level Support

1.1 Service Level Expectations & Agreement

The Severity Levels described in the following table would be used to categorize Support Request. The severity levels will be assigned initially by SBICAPS and the same would be validated by the BIDDER AMS team.

Severity	Characteristics	
Critical (1)	▪ Data Breach/Virus attacks etc	
High (2)	▪ Registration issues, Software issues, Configuration issues	
Normal (3)	▪ Reports Related issues	
Uptime	99.5%	
Severity Level	Target Response Time	Proposed Solution / Work-Around Time
Critical (1)	4 Business Hour	12 Business hours

Severity	Characteristics	
High (2)	24 Business Hour	48 Business hours
Normal (3)	3 Business Day	72 Business hours

Commercial Bid Format -Annexure-H

Proposal for Data Cloud Vault

S/N	Product Description	Qty	1st Year	2nd Year	3rd Year	4th Year	5th Year
1	Data Cloud Vault Advanced for Azure/AWS (within India Region). 1 TB. 1 Years Subscription Upfront Billing & Production (24/7) Support from OEM	15					
2	Additional TB	1					
3	Bidders Support Cost	-					
4	One Time Implementation Cost		-				

Partners Authorized Signatory

Email ID: -

Contact Number: -