



ALL Annexures

Request for Proposal (RFP)

For

ANNUAL MAINTENANCE SUPPORT FOR

ORACLE E-Business Suite

SBI Capital Markets Ltd

Ref: RFP no. CO/IT/2486

Date: 12-May-2026

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1 Commercial Bid Forms

1.1 Commercial Proposal Covering Letter

Date:

Ref:

To

GH-IT,

SBI Capital Markets Ltd.

1501-B Parinee Crescenzo,

Bandra Kurla Complex, Mumbai 400 051

Dear Sir/ Madam(s),

Sub: Commercial Proposal for Selection of AMS partner for ORACLE E-Business Suite hosted on OCI

Having examined the Request For Proposal (RFP) Documents dated **<Date>** the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide, end to end support for ORACLE EBS in conformity with the Technical Proposal of said RFP documents and as per the attached Commercial Proposal and hereby undertake that we accept all the terms and conditions of the RFP.

We further undertake, if our bid is accepted, to the Scope Of work and Terms and Conditions as mentioned in the RFP

Our commercial proposal shall be binding upon us, subject to the modifications resulting from contract negotiations, up to expiration for the validity period of the Proposal.

We understand that you are not bound to accept the lowest or any bid you may receive.

Yours faithfully,

SIGNATURE OF BIDDER :
(Authorised Signatory)

NAME OF BIDDER :

DESIGNATION :

COMPANY SEAL :

DATE :

1.2 Commercial Bid Format (Summary Price Bid)

1.2.1 Bidders' Support Cost for all ERP modules as per the scope of work Annexure-3.5

Option 1

S. No.	ERP Modules	Placement	Qty	1 st Year cost	2 nd Year Cost	3 rd Year Cost
1	Core Functional Consultant- Finance and Projects HRMS module	Onsite	1			
2	Technical and OAF Consultant	Onsite	1			
3	Database Support (Oracle DBA)	Onsite	1			
	Total Cost		3	(A)	(B)	(C)
	Grand Total			(A+B+C)		

2 *Technical Bid Forms*

2.1 *Technical Proposal Covering Letter*

Date:

Ref:

To

GH-IT,

SBI Capital Markets Ltd.

1501-B Parinee Crescenzo,

Bandra Kurla Complex, Mumbai 400 051

Dear Sir/ Madam(s),

Sub: Technical Proposal for Selection of AMS partner for ORACLE E-Business Suite.

Having examined the Request For Proposal (RFP) Documents dated **<Date>** the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide, end to end support for ORACLE EBS in conformity with the Technical Proposal of said RFP documents and as per the attached Commercial Proposal and hereby undertake that we accept all the terms and conditions of the RFP.

We further undertake, if our bid is accepted, to the Scope Of work and Terms and Conditions as mentioned in the RFP

Our commercial proposal shall be binding upon us, subject to the modifications resulting from contract negotiations, up to expiration for the validity period of the Proposal.

We understand that you are not bound to accept the lowest or any bid you may receive.

Yours faithfully,

SIGNATURE OF BIDDER :
(Authorised Signatory)

NAME OF BIDDER :

DESIGNATION :

COMPANY SEAL :

DATE :

2.2 Bidder's General Information

Company Name:	
PAN:	
GSTN:	
CIN:	
Director Name	
Address:	
Mobile:	
Telephone:	
Fax Number:	
Email Address:	

SIGNATURE OF BIDDER :
(Authorised Signatory)

NAME OF BIDDER :

DESIGNATION :

COMPANY SEAL :

DATE :

2.3 Citation Format/Client References-

Reference 1

Assignment Name:	Approximate Value of the Contract:
Country:	Duration of Assignment (months): Award Date (month/year): Completion Date (month/year):
Name of Client: Contact Name:	Address: Telephone Number: Email:
Narrative description of the project: (Give Details of Work that defines the scope relevant to the requirement) Need 3 client's references. At least one with OCI.	

Reference 2

Assignment Name:	Approximate Value of the Contract:
Country:	Duration of Assignment (months): Award Date (month/year): Completion Date (month/year):
Name of Client: Contact Name:	Address: Telephone Number: Email:
Narrative description of the project: (Give Details of Work that defines the scope relevant to the requirement) Need 3 client's references. At least one with OCI.	

Reference 3

Assignment Name:	Approximate Value of the Contract:
Country:	Duration of Assignment (months): Award Date (month/year): Completion Date (month/year):
Name of Client: Contact Name:	Address: Telephone Number: Email:
Narrative description of the project: (Give Details of Work that defines the scope relevant to the requirement) Need 3 client's references. At least one with OCI.	

2.4 *Previous experience with SBI Group towards any assignment*

Assignment Name:	Approximate Value of the Contract:
Country:	Duration of Assignment (months): Award Date (month/year): Completion Date (month/year):
Name of Client: Contact Name:	Address: Telephone Number: Email:
Narrative description of the project: (Give Details of Work that defines the scope relevant to the requirement)	

2.5 *Template for Pre-bid Queries*

In the attached excel.

2.6 Confirmation of Terms & Conditions

Date:

Ref:

To

GH-IT,
SBI Capital Markets Ltd.
1501-B Parinee Crescenzo,
Bandra Kurla Complex, Mumbai 400 051

Dear Sir/ Madam(s),

Sub: RFP for Selection of AMS partner for ORACLE E-Business Suite

Further to our proposal dated _____, in response to the Request for Proposal (RFP) dated issued by SBI Capital Markets Ltd., we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related annexures / addendums and other documents including the changes made to the original tender documents issued by the SBICAPS, provided however that only the list of deviations furnished by us along with the technical bid which are expressly accepted by SBICAPS and communicated to us in writing, shall form a valid and binding part of the aforesaid RFP document. SBICAPS is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and SBICAP's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

We also here by confirm that our prices as specified in the Commercial Proposal are as per the terms and conditions specified in the RFP document.

Yours faithfully,

SIGNATURE OF BIDDER :
(Authorised Signatory)

NAME OF BIDDER :

DESIGNATION :

COMPANY SEAL :

DATE :

2.7 *Exception and Deviations*

#	RFP / Annexure / FRS /	Details

2.8 Resource skill set and qualification- for AMS

Specify role to be played in the project	Profile	QTY (Onsite)

Note:- Bidder is required to provide details of the resources towards AMS support as per above table.

2.9 Technical Evaluation Framework

The Bidder's technical solution proposed in the Technical Evaluation bid document will be evaluated as per the requirements specified in the RFP and adopting the following evaluation criteria:

#	Evaluation Criteria	Total Marks
1	Bidders Profile & Experience in ERP	70
2	Client References	20
3	SBI Group previous experience with Bidder	10

Each Bidder will be assessed & given marks on parameters of the Evaluation Criteria as mentioned above & detailed in below section. The summation of marks of each criterion will give the total technical score for each bidder. The score will be ascertain strictly by owner as per the data submitted in Technical BID.

The Bidder needs to secure a minimum of 65% marks to qualify for the next stage. Failing to secure minimum marks shall lead to technical rejection of the Bid and Bidder.

The Bidder's Normalized Technical score will be calculated by the following formula:

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)

The Bidder is required to submit all required documentation in support of the specified evaluation criteria. Each of the above technical evaluation criteria has been detailed out below along with the scoring methodology:

2.10 Penalty for AMS

Level	Scenario	Response SLA	Resolution SLA	Ceiling/Penalty Applicability (on tickets)	Penalty
Severity 1	Application & Databases unavailability with no workaround, all users are impacted, OCI network Issues	Within 60 minutes	Within 4 hours of root cause identification, unless down graded	<95% Resolution SLA	5% of the monthly payment
Severity 2	Application & Databases issue/performance issues with available workaround, due to which all users are impacted, Data corruptions, OCI related issues	Within 2-4 business hours	Within 4-8 business hours of response	<90% Resolution SLA	2.5 % of the monthly payment
Severity 3	Some of the functionalities are not working as desired/deliverables (change request) delay/Performance fine tuning issues, Security Audit High/Critical severity Points	Within 4-6 business hours	Within next business day		
Severity 4	Delay is Change request deliverables, Security Audit Low and Medium points	Within next business day	Within 2-3 business days of response (not applicable for enhancements)	NA	NA

System Uptime: Expected Monthly Application Uptime by Owner= 97%

Managed Application Uptime on Monthly Basis	Ceiling/Penalty Applicability	Penalty
95-97%	*Above 2 incidents in a qtr.	1 % of the monthly payment
<95%	*Above 2 incidents in a qtr.	2 % of the monthly payment

Penalty is only applicable in case of unscheduled outages, not applicable in case downtime is approved for maintenance reasons.

2.11 Current Oracle E-Business Suite deployment details

2.11.1 Oracle EBS Landscape on OCI

Sr.	App. Name	Application OS	Hardware	Database Software Used	Application Description
1	Oracle Projects	Oracle Enterprise Linux	Oracle Infrastructure	Oracle EBS 12.2.10 & Oracle Database is	<ul style="list-style-type: none"> • Project Tracking • Project Billing • Project Costing • Customized CRM

2	Oracle Finance		Cloud with Oracle Database on PaaS	19C (PaaS)	<ul style="list-style-type: none"> Accounts Payable Accounts Receivable General Ledger Fixed Asset E-Invoicing & GST Return (Integration with BDO) I Expense
3	Oracle HRMS & PMS				<ul style="list-style-type: none"> Core HRMS Performance Appraisal SSHR
4	Oracle Identity Management				<ul style="list-style-type: none"> Single Sign on with Azure AD
5	Integration with third party systems				<ul style="list-style-type: none"> Interface integration with BioMetric System for Attendance Interface integration Intranet Portal Interface Integration with Velox system for insider trading

2.11.2 Data Center, Business Continuity and Disaster Recovery

	Data Center	DR site
Instances	Mumbai -OCI	Hyderabad- OCI
Server 1	Application Production	Application
Server 3	UAT Application	
Server 4	DEV Application	
Server 5	Oracle Database (PaaS)	
Other Services, OCI	WAF, Load Balancer, network Vlans	WAF, Load Balancer, network Vlans

- DR site is in sync with Production in real time