



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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Fact Sheet

Item	Description
Method of Selection	<p>The method of selection is Quality and Cost Base Selection (QCBS)</p> <p>The weights given to the Technical and Financial Proposals are:</p> <p>Technical = 70% and Financial = 30%</p>
Date of RFP issuance	12-May-2026
Last date for Submission of Pre-Bid Queries	<p>20-May-2026</p> <p>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 - ERP". The queries should be submitted as per the format prescribed in Excel "Annexure 2.5 Template for Pre-bid Queries".</p>
Issue of Clarifications/Corrigendum	25-May-2026
Last date and time for Technical & Commercial Bid/Proposal submission (on or before)	05-June-2026
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	<p>Name: Mayank Verma</p> <p>Email: Mayank.Verma@sbicaps.com</p> <p>Address: SBI Capital Markets, 1501-B, Parinee Crescenzo Business Park Bandra Kurla Complex, Mumbai 400 051</p>

1 Introduction

1.1 Definitions

Owner: SBI Capital Markets Limited ("SBICAP").

System Integrator: Shall mean, the agency that provides all necessary maintenance services for Oracle E-Business Suite on Oracle Infrastructure Cloud hereafter shall be referred as OCI.

Request for Proposal (RFP) / Tender Document: Shall mean, written solicitation that conveys to the Bidder, requirements for products/ services that the Owner intends to buy and implement.

Bid / Proposal: Shall mean, the offer by the Bidder to fulfil the requirement of the Owner for an agreed price. It shall be a comprehensive technical and commercial response to the RFP.

Successful Bidder: Shall mean the bidder qualified & Successful in the bidding process and is given the award of Work.

Objective of this assignment is to engage AMS support partner for Oracle E-Business Suite (ERP) deployed on OCI. The Owner has been using Oracle EBS as ERP for Projects, HRMS & PMS and Finance and Accounts process automated into ERP.

1.2 Approach for Selection of System Integrator

The Owner has already implemented Oracle ERP solution i.e. Oracle EBS version 12.2.10 and currently engaged with Oracle Platinum Partner as its application management service support provider. As the scope consists of end-to-end support for ERP Solution, owner has decided to invite Oracle partners who have experience in implementing and supporting Oracle EBS as system integrators. Selection of SI would be based on predefined criteria and same has been illustrated separately.

2 Instruction to Bidders

2.1 Contents of Bid

The bidder shall submit, "**Technical bid" & lowest "Commercial bid"** on eTender Website

2.2 Bid Format (Annexure and Formats)

A list of formats is provided for the bidder to complete and submit as a part of Technical and Commercial proposal. The bidders have to necessarily complete these formats without altering the formats as provided by the Owner. Lists of such formats are provided below:

Technical Bid Comprises of:

The individual signed and scanned copy to be submitted against each of the following item: -

Annexure Reference	Name of the Format	Remarks
2.1	Technical Proposal Covering Letter	<upload signed and scanned copy>
2.2	Bidder's General Information	<upload signed and scanned copy>
2.3	Client Citation	<upload signed and scanned copy>

Annexure Reference	Name of the Format	Remarks
2.4	Previous Experience with SBI Group towards any assignment (implementation and Support for Application)	<upload signed and scanned copy>
2.5	Template for Pre-Bid Queries	<upload signed and scanned copy>
2.6	Confirmation of Terms & Conditions	<upload signed and scanned copy>
2.7	Exception and Deviation	<upload signed and scanned copy>
2.8	Resource Deployment Plan	<upload signed and scanned copy>
2.9	Technical Evaluation Framework	<upload signed and scanned copy>
2.10	Penalty	<upload signed and scanned copy>
2.11	Existing Oracle EBS Details (for Information)	<upload signed and scanned copy>
2.12	Bidders Profile and Experience	<upload signed and scanned copy>
3.5	Eligibility Criteria with evidence	<upload signed and scanned copy>
-	RFP Signed copy all documents and annexures.	<upload signed and scanned copy>

Commercial Bid Format

Annexure Reference	Name of the Format
1.1	Commercial Proposal Covering Letter
1.2	Commercial Bid Format

2.3 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.

2.4 Bid Price

Price Bid shall be as per the format given in **Annexure 1.2**. 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.

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.

The base locations for the project execution shall be Mumbai. All travel, lodging, boarding and other costs at the owner's base location must be part of the Fixed cost.

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.

2.5 Bid Price Validity Period

Bid shall remain valid for the time mentioned in the Fact Sheet.

2.6 Bidder Queries

Any clarification regarding the RFP document and any other item related to this project can be submitted to the Owner as per the submission mode and timelines mentioned in the Fact Sheet.

The Owner will organize a pre-bid tele-conference and will respond to any request for clarification or modification of the bidding documents. The Owner will formally respond to the pre-bid queries after the pre-bid conference. No clarification will be entertained after the pre-bid conference.

Any modifications of the Bidding Documents, which may become necessary as a result of the Pre-Bid Conference, shall be made by the Owner exclusively through a corrigendum. However, in case of any such amendment, the bid submission date may be extended at the discretion of the Owner.

Any corrigendum / notification issued by the Owner, subsequent to issue of RFP, shall only be communicated to the bidders through email.

Bidders must submit their queries as per **Annexure 2.5** Template for Pre-Bid Queries.

2.7 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.

3 *Selection Process for System Integrator*

3.1 *Opening of Bids*

1. The venue, date and time for opening the technical bid is mentioned in the Fact sheet.
2. Bids will be opened in two parts technical and commercial).
3. There will be two (2) bid-opening events
 - a) Technical Bids opening
 - b) Commercial Bids opening
4. The commercial Bids of only for Technically qualified bidders shall be eligible for Commercial Round. The bidder should minimum score 65 points to eligible for Technical Bid Qualification.

3.2 *Preliminary Examination of Bids*

The Owner will examine the bids to determine whether they are complete, whether the documents have been properly signed and whether the bids are generally in order. Any bids found to be non-responsive for any reason or not meeting any criteria specified in the Bidding Documents will be rejected by the Owner and shall not be included for further consideration.

3.3 *Clarification on Bids*

During the bid evaluation, the Owner may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the price or substance of the bid shall be sought, offered, or permitted.

3.4 *Reverse Auction- The owner shall reserve the rights to conduct the reverse auction.*

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3.5 Eligibility Criteria

Each of the Qualifying condition mentioned below for the ERP Product OEM's authorized System Integrator is MANDATORY. In case any of the conditions listed below is not met, the bidder will be disqualified.

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
<u>Financial</u>			
1.	Indian Annual Financial Turnover	The System Integrator must meet ALL the criteria stated below for at least 2 years out of the last 3 years: 1. Annual turnover from Indian Business of at least INR 25 Crore for FY- 22-23, 23-24,24-25 2. The company should be making a profit in all three years.	Statutory auditor's certificate for the last three financial years
2.	Incorporation	The bidder should be a company registered in India as per Company ACT 1956.	Incorporation Certificate
3.	NPA	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-2026.	Certificate from Bank/ Auditor
4.	Blacklisting	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)	Self-Declaration in Service Providers owned format
<u>Experience</u>			

Sl. No.	Parameter	Mandatory Qualification Description	Evidence
5.	AMC for Oracle E-Business Suite	<p>The System Integrator must have implemented at least 3 BFSI/ Enterprise Clients includes below modules.</p> <ul style="list-style-type: none"> • Human Capital • Project Management • Finance 	Purchase Order Copies
<u>Others</u>			
6.	Trained Manpower in Oracle ERP	The System Integrator must have a at least 50 trained functional and or technical consultants in Oracle ERP	Provide self-certificate containing the address of the Support Centre
7.	Product partnership	The System Integrator must have an existing implementation partnership Oracle product for a period of at least last 3 years & it should be currently active as well. Alternatively, Bidder should be categorized as Global Auditor with Oracle Business.	Recognition status by ERP Product OEM clearly stating the Category and number of years the partnership is active. Oracle Auditor may provide certificate from OEM.
8.	Application Management Support	The System Integrator must have at least 3 ERP installations/ Maintenance contracts where application management on Oracle Cloud Infrastructure/ On Premise and support services are rendered and currently active.	Provide the list of such engagements with details of engagement, no of resources deployed, monthly billing, Brief scope of AMS work, and term of contract.

3.6 Evaluation Process

1. The bidders' Eligibility Criteria will be evaluated
2. Technical bids will be opened only for the bidders who succeed the eligibility criteria stage.
3. The Owner will review the technical bids of the short-listed bidders to determine whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at the Owner's discretion.
4. 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 2.9**
5. Each Technical Bid will be assigned a technical score out of a maximum of 100 points. Only the bidders who score a Technical score of 65% or more will qualify for commercial bid evaluation.
6. 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)

7. The commercial bids for the technically qualified bidders will then be opened and reviewed to determine whether the commercial bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at owner's discretion
8. The Commercial Bids of the technically qualified bidders shall be calculated as follows -

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

9. 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.

3.7 Notification of Award

Owner will notify the Successful Bidder in writing by e-mail.

3.8 *Signing of Contract*

After the Owner notifies the Successful Bidder that its bid has been accepted (through issuance of a Purchase Order), the Bidder shall sign and return back to the Owner duplicate copy of the Purchase Order as an acceptance of the PO within 7 working days. Roles & Responsibilities of Stakeholders

3.9 *Responsibilities of SBICAP*

1. Mobilize appropriate personnel from the Owner organization in the project team.
2. 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).
3. Owner will provide the following facilities to the Successful Bidder: Office seating space, Network connectivity, Internet, PC for onsite Project Team.

3.10 *Responsibilities of System Integrator (SI)*

The responsibilities of the SI would be to execute all the activities mentioned in the Scope of Work for System Integrator.

4 *Scope of Work for System Integrator*

The Owner has already implemented Oracle ERP solution i.e. Oracle EBS version 12.2.10 and currently engaged for its application management service support provider.

4.1 *Customization/Custom developments*

The Owner prefers to have product standard functionalities in the Solution. However, bidder shall do customization / Custom developments of all the identified Gaps in meeting the desired Functional requirements of the bidder which cannot be met by the configuration of standard product features.

Bidder should take the prior approval from the Owner before doing the customization / custom development.

Wherever customization / custom development is required and undertaken after approval from the owner, the bidder shall hand over the source code of the same and document the details of customization and custom development and appropriately update the Business blueprint document and related training material. The title, rights and IPR (Intellectual Property Rights) over such customization will be passed on to the Owner with source code and detailed documentation.

Preferably, changes should be kept as minimal as possible to the ERP core modules. This is important to ensure that future upgrades, enhancements and bug fixes are not impacted.

Customization / custom development over standard ERP must follow well-defined methodology. A brief description of the methodology employed when doing customization / custom development should be included in the response to the Tender Document. At minimum, every request for customization / custom development must be documented in a pre-defined format. Every customization / custom development must be documented in terms of the person developing, the reference request in response to which it is being developed, the script and other technical specifications. Basic guidelines with respect to all customization / custom development, naming convention etc. must be agreed with the Owner well in advance of commencing any effort.

4.2 *Manual preparation*

The Bidder shall prepare System administration, User manual & other required documents in adequate detail for use by appropriate level of user to use system effectively. The manuals must be exhaustive and shall contain detailed, step by step instruction for smooth access to, operations in and exit from the system

5 *Payment Schedule*

Sl. No.	Milestone
1.	Monthly in Arrears

6 *General Conditions of Contract*

6.1 *Resource deployment*

The Successful Bidder must not replace any personnel of the Project Team unless the personnel has resigned from the Successful Bidder's Organization or has been asked to do so by the Owner. If for any reason beyond the control of the Successful Bidder, there arises a need to replace any personnel, the Successful Bidder shall provide a replacement person of equal or better qualification and experience, subject to written approval of the CV(s) by Owner.

6.2 *Scope of work*

High Level scope of Work for Application, OCI and Database Management Services which is not limited to below:

Application & OCI

- Owner proposes to seek end to end application support for Oracle ERP 12.2.10 deployed on OCI (All Environments including DC & DR and Test environment (PROD, Dev, UAT) along with minor customization and enhancements to application functionalities, interfaces, forms and reports, and application administration.
- Oracle Cloud Infrastructure management as per the scope of work defined under this RFP.

Proposed scope of Application Support Services

Owner proposes to seek Application Management Services (AMS) for the in-scope applications through the use of proven methods, disciplines, skills, technologies and to deliver improved business value. AMS also defines the software defect/bugs procedure to ensure all defects/bugs are resolved with minimum impact to the applications or projects.

The scope of application support services include:

- a. Provide end to end Level1/ Level 2/Level 3 Application support for all in-scope applications modules
- b. Problem / Defect Management - Troubleshooting and resolution for all Managed applications modules

- c. 24x7 On-call Support for Severity 1 problems.
- d. Co-ordination with OEM (Oracle India) for the Service Requests, issue resolutions, bug fixing and for customization / enhancements to the managed applications within the agreed timelines.
- e. Requirement gathering for the minor enhancement requests and change request management and creation of Functional and Technical documents
- f. Release management for managed applications on the development, test and production environment. and to assist the product vendor's application support team for implementation / deployment of Vendor-managed applications
- g. Application Administration in terms of fine tuning, performance tuning etc
- h. Configuration management for fixes and customization
- i. Call/Incidence, monthly status tracking and reporting and review to SBICAPS IT
- j. AMS team shall support existing customisations

Application Problem Management

An incident is an event which is not part of the standard operation or behaviour of the application causing or may cause impact on either business or application users. The objective of incident management is to restore or to find a workaround solution to restore normal services. as per the Services Level mentioned in SLA. The activities below summarize the scope of the BIDDER Incident Management:

- a) Acknowledge and record the incidents/tickets raised by Internal IT Team/end users in the Owners Problem management tool.
- b) Provide monthly report on the calls handled by Technicians
- c) Application services management and monitoring
- d) Develop and maintain knowledgebase for the frequently asked questions and for the incidents that are repetitive in nature
- e) Resolve the reported problem via:
 - Providing the work-around (if available) or instructions given remotely
 - Guiding/suggesting users on the best possible Alternatives/Usage of the applications.
 - Configuration / Parameter Settings / Changes
 - Changes to scheduled activities (Rerun / Reschedule Jobs)
 - Leverage OWNER's designated business team for functional clarification and problem diagnosis
- f) Creating Functional Specification for enhancement requests
- g) For identified core product-level problems, coordinate with the Product OEM for resolution
- h) Fixing of security vulnerabilities discovered through Audit during various ERP application/ database/Guest OS Audits conducted by Owner or by Third party/agency.
- i) Implementation of Secure configuration Document for Oracle Application /Database/ Guest OS as per SBICAP Guidelines

Application Defect Management

BIDDER proposes to provide defect troubleshooting and resolution at the code / configuration / database level to the in-scope applications, batch jobs, interface and reports via "Service Request". Following table below summarizes the scope of the activities and the responsibilities of both BIDDER and OWNER, with respect to handling "Service Request" for Defect Management process.

Activities	BIDDER	OWNER
Prepare Change Request document with the impact analysis report, scope of Change and Estimation	RA	CI
Agree upon the Change Duration with the OWNER team	CI	RA
Approval of Change Request	CI	RA
Apply code / configuration changes and unit test on the development system	RA	CI
Perform functional testing, system / integration testing, usability testing and regression testing	RA	CI
Perform the configuration management for the code / configuration / master data changes	RA	CI
UAT Support to OWNER for application-level fixes	RA	CI
Acceptance testing and approval / rejection of the changes	CI	RA
OWNER management signoff for changes to the production environment	CI	RA
Release Management for moving the changes on production environment	RA	CI
Create / modify the relevant system, configuration or process documentation	RA	CI
Refresh Dev / QA instance/s from production with proper control management, where applicable	RA	CI
Key user training for changes / fixes to the existing functionality	RA	CI
Liaise with Product OEM for escalation of core product-level issues and track the resolution status	RA	S

R-Responsibility, A-Accountability, C- Consult, I-Inform

Application Enhancements / Customizations

In order to cater to the on-going enhancement and customizations requirements to the applications by the application users and business team at OWNER, BIDDER proposes to perform minor enhancements and customizations to the In-scope application functionalities and reports via "Service Requests". BIDDER proposes minor enhancements / customizations support for each of the in-scope applications in a Calendar Month as per the effort listed in below table.

In-scope Application	Monthly Enhancement Effort (In Hours)
Oracle ERP	Minimum 75

The table below summarizes the responsibilities of BIDDER and OWNER, with respect to the “Service Request” process for Application Enhancement Support:

Activities	BIDDER	OWNER
Create & Submit approved Change Request	CI	RA
Review and confirm requirements	RA	CI
Availability of Designated business experts / track leads for analysis / clarification	CI	RA
Determine effort required for In-scope applications	RA	CI
Determine priority of request	I	RAC
Develop solution design based on requirements	RA	CI
Determine impact on system performance/batch schedule	RA	CI
Sign-off on the solution design from OWNER	CI	RA
Develop/ change code or configuration based on agreed-to design in the development system	RA	CI
Perform unit and system testing	RA	CI
Setup User Acceptance Testing environment	RA	CI
Perform User Acceptance Test	CI	RA
User Acceptance Test signoff	CI	RA
Develop and conduct training to end-users on new changes where necessary	CI	RA
Create / modify the relevant system, configuration or process documentation	RA	CI
Obtain management signoff for changes to the production environment	CI	RA
Move changes from development to production environment	RA	CI
Obtain Signoff on completion of enhancement work from OWNER management	RA	CI
Enabling existing/in-built application functionality/features by providing end to end configuration setup including minor enhancement	RA	CI

R-Responsibility, A-Accountability, C- Consult, I-Inform

Software Testing and Quality Assurance (QA)

BIDDER must provide the testing services to verify and validate the changes made to the in-scope applications for the problem fixes and minor enhancements carried out via "Service Requests". The bidder shall keep and track the versioning of updates implemented.

The proposed testing services would involve functional and regression testing of the application-level changes. For managed applications, BIDDER would prepare the test plans and test cases based on the change requests and would carry out the testing.

BIDDER would use the test plans & test cases as provided by the SBICAP Team for the testing of changes to the vendor-managed applications. BIDDER would verify that vendor would update the test plan / test cases, system documents and application / training manuals for all the code / configuration changes made to resolve the application-related issues and to perform minor enhancements.

Applications Monitoring & Administration

Application administration would handle the following proactive and preventive maintenance activities:

Periodic monitoring of applications to ensure application availability

- a) Proactive monitoring of transactions, error logs, workload queue statistics, trace output, dumps, response analysis and taking appropriate resolution actions
- b) Alert Setup/Monitoring
- c) Batch and Interface Problem Resolution
- d) Supporting system management requirements for Application Server
- e) Handling day to day operations of Application Server and Environment
- f) Continuous supervision of the application performances & performance tuning
- g) Migration of changes to production, Refresh Development / QA instance(s) from production with proper control management
- h) Apply application-specific patches, application currency and technical updates
- i) Application Security (User Profile, Role, and Authorization) Management
- j) For core product-level problems, coordinate with the OEM for resolution management

Audit

The owner will conduct an application and database vulnerability, APpsec audit by third party/agency and accordingly the bidder AMS team should provide the assessment on the findings and fix those vulnerability as per the recommendations by Auditors

DR Drills

The bidder shall provide end to end support for the disaster recovery Drills and in the event of any failures. The bidder shall support for conducting DR Drills (minimum 2 / per year). The Bidder shall also restore the application and database backups and built the fresh instance to ensure backup integrity on every quarter end.

Application and Database Backup: -

The bidder's AMS team should monitor the application and database backup/restoration activities on OCI as per the standard procedure established by Owner

Application and Database and OS Updates / Reconfiguration

- The bidder is required to update/hotfix / minor regulatory change updates for application and database in all PRD/UAT/DEV as and when required by OEM/Customer. As
- Database is undertaken as PaaS Service; the AMS team shall co-ordinate with OEM for such activities.
- The Vendors shall support for reconfiguration of Application and Database Services in the event of system crash.
- The bidders shall upgrade/updates the Guest OS/hotfixes of Enterprise Linux as and when new OS/Hotfixes are available

Interface Integration

Bidders shall maintain and manage, all the identified Interfaces/Integration with existing systems for Novus, Biometric System, E-Invoicing, Tableau, Intranet Portal, Treasury System etc.

Application Support Service Window

BIDDER proposes to provide the AMS support as per the service window specified below.

Support Type	Support Location	Service Window (IST)	Service Days
Application and Database Support	OWNER Premises, Mumbai, BIDDER India Delivery Centres	10:00 AM - 6:45 PM	Monday – Friday Emergency support for scheduled activities shall be provided on Bank Holidays, Weekly Off 24/7 Support shall be provided on Sev 1 calls

AMS Transition Process

- The owner/existing SI shall demonstrate the System walkthrough for projects, HRMS and finance module.

The selected bidder for AMS of Oracle EBS is required to take complete hand over from existing AMS partner in terms of: -

- Knowledge transfer across all the modules
- Understanding on Functional and Technical Documentation for SBICAP Business Processes
- Understanding on Functional and Technical Documentation for existing integrations and customisation across all the modules.
- In the event of change of partner in future, a formal transition by the ongoing application AMS team to successful BIDDER AMS support team. During the transition phase, AMS team would ensure a seamless knowledge flow and handover of system blueprint, technical specifications and user training documents to successful bidder.

Service Level

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

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.

Reversibility Plan – Knowledge Transition to Owner

BIDDER Reversibility plan aims at maintaining the ability to transfer back application knowledge and services from BIDDER AMS team to OWNER or any third party support team as designated by OWNER.

Activities

- Transition Planning & Execution
- Continued Functional & Technical support by BIDDER Team during training sessions
- Assessment at the end of the knowledge transfer

Objectives

- Transfer knowledge of application services to OWNER or any third party support team designated by OWNER at the end of the contract
- Knowledge transition of customizations and the corresponding documentations
- Transition & hand-over of work in progress materials in the as-is condition
- Hand-over of all the application documentations and any other materials initially provided by OWNER
- Ensure that BIDDER team is available to facilitate and accelerate the process
- Provide technical assistance to OWNER and/or the designated third party to enable it/ them to resume control of the Services and bring the new delivery team to full speed.

Key Deliverables

- Transition assessment
- Documents Handover
- Training of new AMS team

Oracle Database AMS -Support

This section specifically illustrated to mention responsibilities and scope of the BIDDER towards Database Management support and BIDDER must ensure all database support related activities are scoped and undertaken during the AMS services. This is critical for providing end to end ownership of uptime of the managed applications under scope.

- Alert Monitoring, Reporting and Escalations
- Incident Management Process
- First Line Support (Logging, Triaging, prioritization, tracking, and routing incidents reported by users) - this is primarily a service desk kind of environment in which tickets are logged through any of the channels like phone, web, email, text etc. Responsible for customer interactions and Respond SLA
- Performs ongoing tuning of the database instances.
- Monitor the event alerts
- Monitor the availability of Database events like DB availability, Instance availability and the space availability of disk drives and file systems.
- Monitor the Oracle Alert logs files, transaction logs and backup logs.
- Monitor the database related activities, respond to calls from the Application support and developments teams.
- Monitor the backups, recovery errors, respond to the request regarding the restoration of the DB
- Monitor the metric alerts, performance related issues like high CPU utilization, Application performance, high Memory utilization, Application tuning and Query tuning
- Acknowledge the request for DB stop/start, user creation and grant specific data access to user
- Patch deployment activities
- Providing necessary reports to Owners IT team on daily basis.
- Administers all database objects, including tables, clusters, indexes, views, sequences, packages, and procedures
- Azure Directory Single Sign on issues
- Assists with impact analysis of any changes made to the database objects.
- Troubleshoots with problems regarding the databases, applications, and development tools.
- Create new database users as required.
- Manage sharing of resources amongst applications.
- Advanced configuration and Troubleshooting
- Analysis of technical issues and permanent fix/solution
- Implementation of Data Guard for database failover between Data center and DR site, perform switchover /failover activities as and when required by SBICAP. As of now, using OCI capabilities.
- Implementation of any other add-on feature related to Oracle Database for e.g. Data Masking, Audit vault etc.
- Cloning activities from Production, UAT and DEV, Instance Refresh as and when required by SBICAP.
- Restoration of OCI Backups on quarterly Basis and create a Instance to ensure backups are working.
- Secure Configuration Document Implementation on Database and applications and Operating System, Updating of Technical and Functional documents etc.
- Database recoveries and identifying and fixing database corruption
- Database Log Shipping and Replication activities from DC to DR
- Transport data across platforms

- Troubleshooting Application Issues due to databases
- Implements and enforces security for all of the Oracle Databases.
- Performs database reorganizations as required to assist performance and ensure maximum up time of the database.
- SBICAP Shall conduct Database audit from third party consultant. The AMS Team shall close all the vulnerabilities as per the SLA.

Oracle Cloud Infrastructure:

- Linux OS Level Support
- Linux OS upgrades and Updates
- Upscale/Downscale of Vm's, disks etc
- DBCS Management
- DBCS Patching
- Compute Instance Management
- DBCS Backup and Object Storage Management
- Block Volume Management
- Security List Configuration
- DBCS DR management
- Load Balancer Management
- Identity User Management
- SBICAP Shall conduct OS Security Audit from third party consultant. The AMS Team shall close all the vulnerabilities as per the SLA.
- WAF Management
- Firewall Management
- OCI Backup restoration and creation of ERP instances on quarterly basis

Third Party Vendor Audit

- SBICAP shall conduct Vendor audit from our empanelled Audit Consultants once in Year. The bidder shall ensure the necessary evidence about the IT controls shall be shared to be compliant.

Manpower Qualification

S.N.	Particulars	Qty	Qualification	Mode
1	Finance Consultant	1	<ul style="list-style-type: none"> • Full time UG/MBA/PGDM/B.E/B.Tech in related functional domain • Average experience should be of min. 5 years <p>Should have handled at least two assignments of similar nature</p>	On Site

2	Technical Consultant	1	<ul style="list-style-type: none"> • Full time MCA /B. Tech / B E • Average experience should be of min. 5 years <p>Should have handled at least three assignments of similar nature</p>	On Site
3	Database Administrator	Shared	<ul style="list-style-type: none"> • Full time MCA /B. Tech / BE • Average experience should be of min. 5 years <p>Should have handled at least two assignments of similar nature</p>	Onsite

6.3 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 2.7 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.

6.4 Acceptance/Rejection of Bids

1. Owner reserves the right to reject in full or part, any or all bids without assigning any reason thereof. Owner reserves the right to assess the Bidder's capabilities and capacity. The decision of the Owner shall be final and binding.
2. Bid should be free of over writing. All erasures, correction or addition must be clearly written both in words and figures and attested.
3. Offers not submitted in prescribed manner or submitted after due date and time are liable to rejection.
4. Both delayed as well as late tenders are liable for rejection. Hence, offers reaching within the due date & time only will be accepted.
5. If there is any discrepancy in the price bid, it will be dealt as per the following:
 - If, in the price structure quoted for the required goods/ services/ works, there is discrepancy between the unit price and total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price corrected accordingly.
 - If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected.
 - If there is a discrepancy between words and figures, the amount in words shall prevail.
 - If there is such discrepancy in an offer, the same shall be conveyed to the bidder with target date up to which the bidder has to send his acceptance on the above lines and if the bidder does not agree to the decision of the Owner, the bid is liable to be ignored.

6.5 Arbitration and Jurisdiction

1. Any arbitration shall be under the 'Arbitration and Conciliation act 1996' and the rules there under as amended from time to time. Centre of arbitration shall be in Mumbai.

2. The contract shall be governed by the Indian law. The suits/claims in respect of this contract shall be in the courts having jurisdiction at Mumbai.

6.6 Sub-Contracting

The Bidder shall not assign this Contract or sub-contract any portion or portions of the Contract without Owner's prior written consent, however, it shall not absolve the Bidder of the responsibility of fulfilling Owner's requirements.

6.7 Liquidated Damage

The liquidated damage 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 Successful Bidder).

In such delay in performance or non performance of any or all of the obligations, the Successful 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 2.10** Penalty. Without any prejudice to the 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 as per the purchase contract, executed between the parties.

Liquidated Damages is not applicable for reasons attributable to the Owner or Force Majeure. However, it is the responsibility/onus of the bidder to prove that the delay is attributed to the Owner or Force Majeure. The Successful Bidder shall submit the proof authenticated by the Successful Bidder and the Owner that the delay is attributed to the Owner or Force Majeure along with the bills requesting payment.

6.8 Risk Purchase

In case -

- the Successful Bidder withdraws the offer submitted by him/ her after it is accepted by the Owner
- the Successful Bidder fails to supply the goods and services as per the Terms & Conditions of the Contract
- the Successful Bidder at any time repudiated the contract wholly or in part
- The Successful Bidder goes into liquidation voluntarily or otherwise.
- If deductions on account of liquidated Damages exceeds more than 30% of the total contract price, the Owner shall be at liberty to cancel the Purchase Order and to get the contract executed by another party of its choice by giving 60 days' notice with 15 days of curing period. The Owner reserves the right to recover any dues payable to the selected bidder from any amount outstanding to the credit of the new party, including the pending bills and/or invoking Bank Guarantee, if any, under this contract recover from the Successful Bidder the extra cost and the other loss incidentals to the breach of Contract on the part of the Successful Bidder apart from other legal recourses.

6.9 Termination of Services

Owner reserves the right to terminate Successful Bidder's services with 60 (Sixty) days prior notice without any reason.

6.10 Force Majeure

"Force Majeure" means an event beyond the control of the Owner and the Successful Bidder which makes it impossible or illegal for a party to perform the Contract, which is not attributable to the

fault or negligence of the party affected and/or its Sub-Bidders and which could not have been foreseen or prevented by that party when exercising reasonable diligence, including but not limited to:

- earthquakes, landslides;
- explosion and fire, unless as a direct result of the Bidder or of his Sub Bidder's negligence or acts or omissions;
- riot, commotion, sabotage or civil disorder, unless solely restricted to employees of the Successful Bidder or of its Sub-Bidders;
- contamination by radio-activity from any nuclear fuel, nuclear waste or radio-active toxic explosion;
- war, hostilities (whether or not war is declared), invasion, act of foreign enemies or embargo; and.
- rebellion, revolution, insurrection, or military or usurped power or civil war

In the event of Force Majeure

- Neither the Owner nor the Successful Bidder shall be responsible for any failure to fulfil its obligations under the Contract if and to the extent that fulfilment has been delayed, hindered or prevented by Force Majeure, provided that the Bidder shall have the benefit of this provision only if it takes all reasonable steps to protect the Work and minimise the effects of any Force Majeure event on the Work and the progress thereof.
- Should the Successful Bidder be delayed by Force Majeure in performing any of its obligations under the Contract, that party shall notify the other party immediately giving the full particulars thereof along with tangible proof thereof submitted and intimated within 3 (three) days of the onset of such event, in writing and shall use its best efforts to minimise the effect of the Force Majeure on the Work and to take remedial measures.
- In the event of Force Majeure, the obligations affected by Force Majeure shall be suspended, as will any payment in respect of the suspended obligations, and the parties shall consult together with the view to determining mutually acceptable measures to overcome the difficulties arising there from. Under no circumstances shall the Contract Price be increased for the financial impact on either party of any Force Majeure.

6.11 Liability

Notwithstanding anything to the contrary contained elsewhere in this Agreement herein, the maximum aggregate liability of the Owner for all claims under or in relation to this Agreement, shall be, regardless of the form of claim(s), shall be limited to 100% of contract value.

6.12 Contract

The Successful bidder shall enter into an contract with SBICAPS after awarding the Purchase Order.

6.13 Bid Response Cost

All costs and expenses (whether in terms of time or money) incurred by the Recipient/ Respondent in any way associated with the development, preparation and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by the Owner, needs to be borne entirely and exclusively by the Recipient / Respondent.

6.14 RFP Modification

- The Owner reserves the right to alter the requirements specified 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.

6.15 Interest Liability

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

6.16 Other

- Any technical or commercial bid submitted cannot be withdrawn/ modified after the closing date and time for submission of the bid offers unless specifically permitted by the Owner. However, the bidder may modify or withdraw its offer after submission provided that, the Owner, prior to the closing date and time receives a written notice of modification or withdrawal.
- The bidder has to adhere to the time schedule of activities mentioned in the RFP and no request to change the last date or extend period/time for submission shall be entertained by the Owner. However, the Owner reserves its right to extend the date/time for submission of the responses without assigning any reason by notifying all the short listed bidders.
- The Owner reserves the right to accept or reject any and all proposals, to revise the RFP, to request one or more re-submissions or clarifications from one or more bidders, or to cancel the process in part or whole. No bidder is obligated to respond to or to continue to respond to the RFP.
- All payments are subject to deduction of all statutory dues applicable, if any.
- The RFP and all supporting documentation/templates are the sole property of the Owner and shall NOT be redistributed without the prior written consent of the Owner. Violation of this will be a breach of trust and may, inter-alia, cause the bidder to be irrevocably disqualified.
- The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with the Owner in relation to the provision of services. Neither the Owner nor any of its directors, officers, employees, agents, representative, contractors give any representation or warranty (whether oral or written), express or implied as to the accuracy, updating or completeness of any writings, information or statement given or made in this RFP document. Neither the Owner nor any of its directors, officers, employees, agents, representative, and contractors has carried out or will carry out an independent audit or verification or investigation or due diligence exercise in relation to the contents of any part of the RFP document.
- Any additional or different terms and conditions proposed by the bidder will be rejected unless expressly assented to, in writing by SBICAP.