



Request for Proposal (RFP)

RFP for Matrix IP Telephony and Voice Gate Logger

SBI Capital Markets Ltd

Ref: RFP no. CO/IT/2295

Date: 04-September -2023

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	Lowest Bid
Date of RFP issuance	06-Sept-2023
Last date for Submission of Pre-Bid Queries	08-Sept-2023
Issue of Corrigendum	09-Sept-2023
Last date and time for Bid/Proposal submission (on or before)	12-Sept-2023
Commercial Bid	12-Sept-2023
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@sbicans.com , Sagar.Vichare@sbicans.com

Dear All,

We at SBICAP are using Matrix IP Telephony System and looking for comprehensive AMC support for the solution for the period of 3 years. The scope of work is as follows for our Corporate Office in Mumbai-BKC (300 Users) and for our Regional Offices located at New Delhi (100 Users), Kolkata – (20 users), Ahmedabad and Hyderabad – (2 users at each office), Chennai- 20 Users, Bangalore- (10 users).

We request you to go through from the scope of work, SLA and Matrix Setup details mentioned as follows and arrange to send us the proposal in through email on or before on **13-September-2023 before 11.00 am.**

The bidders are required to provide Technical Bid and Commercial Bid is two separate envelopes

Eligibility Criteria & Technical Bid (Envelop 1)

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 Matrix.		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)		Undertaking by Bidder in their own format
5	Bidders' presence in Mumbai, New Delhi, Bangalore, Kolkata, Hyderabad, Chennai and Ahmedabad		Provide arrangements for support at SBICAPs locations

Scope of Work for IPT & Voice Gate Logger.

We hereby acknowledge the scope of work & SLA mentioned as follows: -

- The bidder shall provide onsite/offshore support to all SBICAP locations for any problem related to Software and Hardware.
- The bidder shall provide unlimited telephonic / remote support during AMC period.
- The bidder shall reconfigure the software and restore the backups which will include all Server, software configuration in the event of breakdowns, shifting of offices, migration to cloud instance during AMC period.
- The bidder shall replace the hardware in case of any technical/hardware issue with device during AMC contract period.
- The bidder shall close the audit observations (VAPT) during AMC contract period.
- The bidder shall update all SOPs during AMC contract with version control details.
- The warranty/AMC shall cover all the software updates and product enhancements entitlement for SBICAP. The bidder shall configure the features based on SBICAP requirement during warranty/AMC period.
- SBICAP shall conduct VAPT audit from third party on the proposed software. The bidder is required to close all the observation reported in security audit during warranty and AMC period.
- The bidder shall provide onsite/offshore support to all SBICAP locations for any problem related to software/hardware.
- The bidder shall update all SOPs during AMC contract with version control details.
- The bidder shall enter into separate agreement of support with SBICAPs

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)	<ul style="list-style-type: none"> ▪ Hardware Failure, Data Breach/Virus attacks etc 		
High (2)	<ul style="list-style-type: none"> ▪ Registration issues, Software issues 		
Normal (3)	<ul style="list-style-type: none"> ▪ Reports Related issues 		
Uptime	99.5%		
Severity Level	Target Response Time	Proposed Solution / Work-Around Time	Penalty for non-adherence
Critical (1)	4 Business Hour	12 Business hours	5% of AMC cost
High (2)	24 Business Hour	48 Business hours	2 % of AMC cost
Normal (3)	3 Business Day	72 Business hours	1% of AMC cost

Critical- Hardware Issue with call manager and breakdown issues, Issues for more than 50% of users

High - Audit Observations Closure tagged with high Severity, Configuration Issues, Licensing Issues
 Normal - Audit Observations Closure tagged with Lowe and Medium severity.

Period of Contract

3 years

Termination of Contract-

60 days' notice

Payment Terms: -

Quarterly in Arrears

Matrix Inventory: -

S/N	Particulars	Qty	Location	Remark
1	SPARK 200 PURE IP HARDWARE PLATFORM FOR UNIFIED COMMUNICATION SERVER (Primary /Secondary)	2	Mumbai	
2	PRASAR VOCODER CHNL16	12	Mumbai	
3	IP LOGGER FOR 15 Channel SIP Extension		Mumbai	
4	Varta App	50	Mumbai	
5	SPARK200 PURE IP HARDWARE PLATFORM FOR UNIFIED COMMUNICATION SERVER with SETU PRI CONVERTER FOR TDM PRI	1	Delhi, Kolkata, Bangalore	
6	NENX 1IP 50	2	Hyderabad, Ahmedabad	
7	SPARSH VP210 IP PHONE	576	All Offices	
8	SPARSH VP510E IP PHONE	49	All Offices	
9	VOICE Logger License	15	Mumbai	

SBICAPS Office Addresses

Mumbai - Unit no. 1501, 15th Floor, Parinee Crescenzo, Bandra Kurla Complex, Bandra (East), Mumbai 400 051	New Delhi -4th Floor, 4th Floor, Sood Towers 25, Barakhamba Road, New Delhi- 110 001
Hyderabad -1st floor, SCAB Building, Beside CPPC, SBI Local Head office, Bank Street, Koti, Hyderabad - 500 095	Bangalore -2, Lady Curzon Road Branch Campus, Shivaji Nagar, Bangalore – 560 001
Ahmedabad -Zodiac Avenue, 4th Floor, Netaji Road, Opposite Mayor's Bungalow, Near Law Garden Ahmedabad - 380 006	Chennai -Chennai Regional Office, First Floor, State Bank Building, 157 Anna Salai, Chennai - 600 002

Kolkata -1 Middleton Street, Jeevandeep Building, 9th floor, Kolkata - 700 071	
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COMMERCIAL BID FORMAT -Envelop 2

S/N	Particulars	Cost
1	AMC support Year 1	
2	AMC support Year 2	
3	AMC support Year 3	