



Request for Proposal (RFP)

Automation in PAM Solution

All Annexures

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Annexure- A-Bid Covering Letter

(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 2023

(Signature) (Name)

(In the capacity of)

Duly authorised to sign Bid for and on behalf of

Seal of the Company

Annexure B- Technical Specification and Compliance

Pls refer Annexure B – Technical and Compliance sheet and submit the same along with technical BID.

Annexure-C- Undertaking

(to be printed on Bidder's Letter Head and included with the Technical Bid Envelope)

To:

The Head, Information Technology

SBI Capital Market Ltd,

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

Bandra Kurla Complex,

Bandra (East), Mumbai 400 051

Dear Sir,

Ref: SBICAP/IT/RFP/2286 dated: 05/09/2023

Sub: Undertaking of Authenticity for Software Supplies

With reference to the equipment being quoted to you vide your RFP, we hereby confirm that all the components / parts / assembly / software etc. used in the equipment to be supplied shall be original new components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts/ assembly / software shall be supplied or shall be used and will be supported back to back by OEM for the period of 7 years from the date of signoff the project. We also undertake to produce certificate from the Original Equipment Manufacturers (if required by you) in support of the above statement at the time of delivery / installation.

We also confirm that in respect software licenses supplied under this RFP, the licenses are perpetual /subscription, the same will be procured from authorized sources and supplied with Authorized License Certificate (e.g. Product keys from the respective OEM)

In case of default and SBICAP finds that the above conditions are not complied with, we agree to take back the equipment/components supplied and return the money paid by you, in full within seven days of intimation of the same by SBICAP, without demur or any reference to a third party and without prejudice to any remedies SBICAP may deem fit.

In case of default and we are unable to comply with above at the time of delivery or during installation, for the IT Software already billed, we agree to take back the equipment without demur, if already supplied and return the money if any paid to us by you in this regard. We also take full responsibility of both parts & Service SLA as per the content even if there is any defect by our authorized Service Centre / Reseller / SI etc.

Dated this _____ day of _____ 2023

(Signature)

(Name)

(In the capacity of)

ANNEXURE- D -SERVICE LEVEL AGREEMENT

Priority	Response Time	Support Coverage hours	Definition
Level 1 (P1) - Highest	4 Hours	24/7/365	<p>PAM Production server or other critical system(s) are down affecting PAM accessibility, and no workaround is immediately available.</p> <p>For E.g.,</p> <ul style="list-style-type: none"> Users are not able to log in to PAM to establish access to privileged sessions due to a failure in Storage, Network, Software etc. A Business critical application is not accessible via PAM or is not able to checkout credentials from PAM vault. <p>A critical business process is impacted due to one of the PAM services stopped functioning, resulting in significant financial losses</p>
Level 2 (P2) - High	12 Hours	12/7/365	<p>Major functionality is severely impaired Operations can continue in restricted fashion, although long-term productivity might be adversely affected. Workaround is required.</p> <p>For E.g.,</p> <ul style="list-style-type: none"> 1. One of the Load balanced Node/ Instance/ Jump Server impacted resulting in performance issue and unavailability 2. Password management issues - password change to target assets failed, credentials checkout process failure 3. Audit data - consistency issues, error in exporting data 4. Intermittent issues, such as, slowness in accessing privilege sessions, event data sync issues with SIEM or other systems for alerts

Level 3 (P3) - Medium	1 Day	12/5/365	<p>Partial, non-critical loss of functionality. A problem that involved partial, non-critical loss of use of the software for production purposes or development purposes.</p> <p>For E.g.,</p> <ul style="list-style-type: none"> • Video log quality issues • Intermittent user login issues or login issues for specific users • Error occurred which is not part of PAM Knowledgebase • Issues in working of new feature released as part of update. <p>System logs reporting unknown errors messages</p>
Level 3 (P3) - Medium Level 4 (P4) - Low	1 Day	12/5/365	<p>General usage problem. There is no impact to production or other environments.</p> <p>For E.g.,</p> <ul style="list-style-type: none"> • Report missing information or clarifications required about Product Documentation <p>Not able to use a feature or functionality due to missing information or unaware of use case</p>

1. The response & resolution time will be calculated from the time of lodging the call.
2. In case SBICAP is not satisfied with the maintenance services provided by the Bidder and/or its employees etc. at any point of time, the Contract is liable to be terminated by giving 60 days' notice.
3. All software supplied under this RFP should be directly supported by OEM and shall be covered under comprehensive AMC during initial three years of warranty and during extended AMC. The vendor shall warrant software against defects arising out of faulty design, materials, and media workmanship etc. during warranty/AMC.
4. In case of migration of proposed software solution from one location to other locations/s /cloud migration, OEM shall provide the installation services within the warranty and AMC period.
5. During the term of the contract, the VENDOR will maintain the software/equipment in perfect working order and condition and for this purpose will provide the following repairs and maintenance services:

- a) Free maintenance services during the period of warranty and contracted period. Professionally qualified personnel who have expertise in the system software supplied by the vendor will provide these services.
 - b) The Bidder and OEM shall rectify any defects, faults and failures in the equipment, if supplied under the scope of this RFP and shall repair/replace worn out or defective parts of the equipment. In case any defects / failures where the equipment could not be repaired or rectified during the said period, the engineers of the VENDOR are required to accomplish their duties beyond the said schedules in case of any situation if it warrants. In cases where unserviceable parts of the equipment need replacement, the VENDOR shall replace such parts, at no extra cost to SBICAP, with brand new parts or those equivalent to new parts in performance.
 - c) The VENDOR shall ensure that the full configuration of all the supplied equipment is available to SBICAP in proper working condition viz. uptime of 99.5%.
 - d) Any penalty due during the Warranty period will be adjusted against AMC payment or in retention money.
6. The installation of proposed solution and required components supplied under this RFP, should be completed, and productionise within **4 weeks** from the date of delivery of software, failing to which 0.5 % penalty/ per week will be applicable of Bidder/OEM Installation one-time cost per delayed week and applicable max up to 5% cap of one-time charges.
 7. SBICAP will reserve the right to terminate the purchase order without compensating any cost to bidder in case there is a delay beyond **8 weeks for commissioning** proposed software supplied.
 8. The Vendor warrants that the products supplied under the Contract are new, unused, of the most recent or current model and they incorporate all recent improvements in design and / or features. The Vendor further warrants that all the Products supplied under this Contract shall have no defect, arising from design or from any act of omission of the Vendor that may develop under normal use of the supplied products in the conditions prevailing in India.
 9. The Technical Specifications requirement mentioned in **Annexure-B** are tentative and Vendor shall accordingly extend the support during commissioning on mutual agreement. The vendor shall be responsible for sizing the software supplied under this RFP. In the event of any performance issues faced by SBICAP with respect to supplied software,.

Software Warranty and Support

- a) The proposed solution and all of its components must include comprehensive offshore and on-site warranty at Mumbai location as and when required, covering all parts with the

reference of present RFP, for a contracted period starting from the date of installation and acceptance of the system by SBICAP. 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.
- c) Warranty should not become void if the purchaser buys any other supplemental Software from third party and install it with/in these machines. However, the warranty will not apply to such software items installed.
- d) The complaint should be resolved at the earliest with following uptime and conditions – Complaint must be rectified at the earliest of receipt of complaint to maintain uptime of 99.5% per quarter. 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 software.
- e) The bidder and its OEM is required to provide after-sales service/support by arranging timely attending of calls received from SBICAP and problem rectification through competent service.

Annexure-E- Compliance Certificate for Eligibility Criteria

(to be printed on Bidder's Letter Head and included with the Technical Bid Envelope)

**To:
The Head, Information Technology**

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

Bandra Kurla Complex,

Bandra (East), Mumbai 400 051

We confirm that we comply with the eligibility criteria mentioned in **Section 1.3** of RFP Document are acceptable to us. Pls submit support docs along with Section 1.3 Along with Annexure-E

Dated this _____ day of _____ 2023

(Signature)

(Name)

(In the capacity of)

Annexure-F- Bidders Profile

(to be printed on Bidder's Letter Head and included with the Technical Bid Envelope)

As per Annexure- G in Excel File

S/n	Parameter	Bidders Comments
1	Bidders Name/Corporate Office Address	
2	Proposed Solution OEM	
3	OEM Address in Mumbai	
2	Year of Incorporate Bidder & OEM	
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 PAMS Solutions	(No. of years)
6	Bidders Turnover in Lakhs (2021-22/2022-23)	e.g. (Rs 2112.43 Lacs/ Rs 1818.81 Lacs/)
7	PAT in Lakhs (2021-22, 2022-23)	e.g Rs 55.09/Rs 36.50
8	OEM No. of active clients implemented and using PAMS Solution and with direct OEM support	?
9	No. of clients in BFSI (Pls name top 10 Clients)	?

10	OEM Certification ISO 9001 or 27001 or CMM level 3 of OEM	
11	Total Employee Strength of OEM	
12	Vendor Partnership details with Proposed solutions	e.g. Platinum/Gold etc
13	Number of Employees OEM Organisation - In India: i) Marketing/Sales ii) Technical Support iii) Research and Development iv) Implementation v) Marketing/Sales vi) Technical Support vii) R & D, Implementation	
14	Certified Technicians with proposed OEM	
15	Presence in SBI Group Companies for any of the assignment	

Client Citation

(to be printed on Bidder's Letter Head and included with the Technical Bid Envelope)

Customer References (at least 3) for proposed similar solution implemented solution in last 3 years for feedback purpose in BFSI

S/N	Active Client Name for AMC	Client Email ID and Contact	Nature fo AMC	Bidders Comment
PAMS Solution				
1				
2				
3				

Previous experience with SBI or its group companies

S/N	Customer Name	
1	Contact Person	
	Email Id	
	Mobile number	
2	Nature of Assignment	
3	Completion date	

Annexure-G- Pre-Bid Queries with SBICAP response to be submitted with Technical Bid

(to be printed on Bidder's Letter Head and included with the Technical Bid Envelope)

S. No.	Page No	Section (Name & No.)	Statement as per tender document	Query bidder by	Reason for Query
1					
2					
3					
4					
5					

Annexure-H- Non-Price Bid (W/o Price)

S/N	Price Bid Line Item	Qty	Compliance (Yes/No)
Year 1			
1	PAMS Solution License Fees yearly including support considering High Availability at DC	25/250 Devices	
2	One Time Implementation Cost		
Year 2			
1	PAMS Solution License Fees yearly including support considering High Availability at DC	25/250 Devices	
Year 3			
1	PAMS Solution License Fees yearly including support considering High Availability at DC	25/250 Devices	

Bidders may change the same in their desired format, however line items should be covered.

Annexure-I- Exception and Deviations

EXCEPTION AND DEVIATION FROM RFP, IF any		
S/N	RFP /Annexure reference	Remark
1		
2		
3		
4		
5		

Annexure-J- Presentation and Timelines

In bidders' format

Annexure-K- TEF

1	Development In-house / 3rd Party / outsourced	
2	Solution Architecture	
3	IT Process Flow	
4	Data flow & Life cycle	
5	Application / Licences details	
6	Technical Specs of equipment 1) UAT 2) Pre-Prod 3) Prod	
7	Network Architecture & Diagram including Ports details	
8	Firewall Access Rules (FAR) (Source, Destination, Ports)	
9	Cryptography – Encryption / Decryption minimum (AES 256) SSL :- (TLS 1.2 and Key length 2048 bit)	
10	User Access Control	
11	Privacy controls for Personal Identifiable Information (PII) data	
12	Backup & Recovery document	

13	Business Criticality of Application or Product (HIGH/ Medium/ LOW)	
14		
	Area of dependency/ concern (Application - Open source, freeware, API details, Tools etc.)	
14.1	Time – a) Development b) UAT c) Security Review d) Production	

Annexure-L- Scoring Pattern -For information

S/N	Criteria	Criteria Description	Weightage %
1	OEM / Bidders Company Position in the Industry	Bidders Profile & Expertise in Proposed Solution and setting up Infrastructure requirements Company Stability, Market Review, Expertise in proposed solution, Future Road map	30
2	Satisfactory Client References	Quality of Work and Client experience Proven success in migration and implementing proposed solution. <u>BFSI Clients is preferred</u>	10
3	SBI Group previous experience with Bidder	Quality of Work and Client experience Proven success in migration and implementing proposed solution in SBI Group	10
4	Proposed Solution	Proposed Solution, Presentation, Delivery Timeline, Demonstration of the product, User Interface, reports availability, Requirement understanding, Integration capabilities	50

Note- The above scoring criteria is indicative and SBICAP reserves the rights to changes at its own discretion. SBICAP shall not be liable to give any justification regarding scoring assigned to various components supplied under this RFP.

Annexure-M- Price Bid -Summary

Commercial Bid-Template

S/N	Price Bid Line Item	Qty	Unit Price	Total Cost
Year 1				
1	PAMS Solution License Fees yearly including support considering High Availability at DC	25/250 Devices		
2	One Time Implementation Cost			
Year 2				
1	PAMS Solution License Fees yearly including support considering High Availability at DC	25/250 Devices		
Year 3				
1	PAMS Solution License Fees yearly including support considering High Availability at DC	25/250 Devices		

Bidders may change the same in their desired format, however line items should be covered.