

SBICAP SECURITIES LIMITED

MARATHON FUTUREX, A WING, 12TH FLOOR, N.M JOSHI MARG,
LOWER PAREL, MUMBAI – 400013.

RFP NO. SSL/IT/RFP-004/2018-19 Dated 01-Feb-2019

**REQUEST FOR PROPOSAL FOR
ANNUAL MAINTENANCE CONTRACT (AMC)
&
FACILITIES MANAGEMENT SERVICES (FMS) AT
CORPORATE OFFICE AND BRANCHES
(1st April 2019 – 31st Mar, 2022- For 3 years)**

ACTIVITY SCHEDULE		
Sr. No.	Activity	Details
1.	Release Of RFP	01st Feb, 2019
2.	Address for Receipt/submission of Bid document	Head IT, Marathon Futurex, A Wing, 12th Floor, NM Joshi Marg, Lower Parel (E), Mumbai-400013.
3.	Bid Submission	Bids should be submitted in two different envelopes.
a.	Envelop - I	Technical Bid For Procurement *** duly signed.
b.	Envelop - II	Commercial Bid For Procurement *** duly Signed
4.	Pre-Bid Meeting	15th Feb 2019, 11:00 AM SBICAP Securities Ltd. Marathon Futurex, 12th Floor, A –Wing, N M Joshi Marg, Lower Parel , Mumbai 400013
5.	Last Date & Time for submission	02 Mar, 2019 : 1500 HRS
6.	Technical Bid Opening Date, Time & Venue	06 Mar , 2019: 1630 HRS SBICAP Securities Ltd. Marathon Futurex, 12th Floor, A –Wing, N M Joshi Marg, Lower Parel , Mumbai 400013
7.	Date of Commercial Bid Opening or Date of Online Reverse Auction	Schedule for Commercial bid opening and Reverse Auction will be communicated to such bidders who qualify in the Technical Bid. Representatives of Bidder may be present during opening of <u>Indicative Commercial Bid</u> . However Bids would be opened even in the absence of any or all of the bidder’s Representatives.
8.	Contact Details	Mr. Ravi Kulkarni Mr. Srinivasan M Ph.: 022 4227 3332; 022 4227 3388
9.	Email ID	rfp@sbicapsec.com

***The schedule is subject to change. Notice in writing of any changes will be provided where ever feasible. No queries will be entertained after the pre-bid meeting in any case.

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SBICAP Securities Limited ("SSL")

1. INSTRUCTIONS FOR TENDERING (AMC AND FMS)

1.1. The Bidder is required to provide AMC, FMS, Asset Management services using ITIL based 'monitoring tools'* mentioned in the 'Scope of Work' with Specific Terms and Conditions" as specified in *Annexure-I*.

1.2. Bidder is expected to support and help in deploying Desktop management and monitoring tools provided by SSL.

1.3. BIDDER ELIGIBILITY CRITERIA:-

1.3.1. The bidder should be a Company/firm registered in India (**PAN India**).

1.3.2. The bidder should have good reputation in the market and preferably supporting banks, FIs, Stock Broking companies, Government Undertakings and other reputed concerns.

1.3.3. The bidder should have experience of at least 5 years in Annual Maintenance of computer hardware and Facilities Management Services of IT infrastructure.

1.3.4. The bidder should have annual revenue of Rs. **100 Crore** or more in the last audited financial year

1.3.5. ISO certified vendors will be an added advantage.

1.3.6. The bidder should ideally bid without any consortium. However sub-contracting may be allowed subject to following.

i. Bidder is expected to normally deliver all the services by themselves. However in exceptional cases, on request from Bidder, SSL may allow/disallow, based on merits, Sub Contractor/partner for delivering a particular Service (like AMC/break fix services across remote locations) to SSL on behalf of bidder.

ii. NO SUB-CONTRACTING WILL BE ALLOWED FOR FMS SERVICES. In case where SSL gives written permission for sub-contracting AMC services, Bidder shall remain fully responsible for Sub Contractor and its personnel. Such Sub Contractor's personnel shall not be employees of SSL.

iii. SSL has right to instruct the bidder to suspend the Sub contractor or its resources in case the conduct or because of non-performance in expected service delivery.

iv. A reasonable curative period shall be allowed by SSL for replacement of manpower.

1.3.7. The bidder should have a capacity to support than 1000 nodes in the AMC and FMS in PAN-India.

1.3.8. The Bidder should not have been Black listed from any SBI group/ventures or any Government firms in India.

1.3.9. Bidder should have minimum of Five years of domestic experience in providing IT Services with at least 10 Corporate Clients of equal or higher sized enterprise.

1.3.10. The Bidder should be a company registered under the Companies Act, 1956 since last 5 years as on 31st March 2018



- 1.3.11. Bidder must have an overall IT staff strength at least 500 personnel as on 31-03-2018. (Bidder should provide a certificate from chartered accountant or self-declaration stating the same.)
- 1.3.12. The bidder should be an established player in computer maintenance market and should be currently servicing at least three AMC/FMS/ Assets contracts / IT services having more than 1000 nodes.
- 1.3.13. The bidder should have handled IT /Managed IT Services for reputed Companies for Live Trader Terminals (Connecting to Exchanges like NSE, BSE and CDSL), PCs, Servers, Virtualized Server Environment (VMWare v.6.5/V-Centre v. 6.5), Hyper converged infrastructure, Printers, laptops, Scanners, x86 based Servers, Microsoft Exchange Server, DMZ environment, Security firewall, Desktop Virtualization etc. and maintaining CAT 5, CAT 6 and fiber optic structured cabling, leased lines / VSAT with the accessories like ROUTERS, LOAD BALANCERS, UPS, Switches, Racks, Online UPS systems etc.
- 1.3.14. The bidder should have the capabilities to handle AMC - FMS for all brands and makes of computer systems and peripherals. The bidder should be able to provide AMC - FMS for all hardware items and support for Operating Systems/ Systems Software & Service as listed below.
- 1.3.15. Operating System – Windows Servers 2008 & above, Windows 7 & above, Linux [Red Hat & SUSE]
 - i. Microsoft Active Directory, Microsoft Exchange
 - ii. VPN Client Software / Voice Logger / IVR Solution
 - iii. RDBMS/Oracle (9i/11g/12c and above) /MS SQL Server 2008 and above.
 - iv. Anti-virus Server
 - v. Back-up, restoration & recovery of data
 - vi. Imaging / Scanning Software and related support.
 - vii. Proxy Server
 - viii. NEAT Terminals for NSE, BOLT for BSE, and third party trading applications.
 - ix. Virtualization [Server]
 - x. System & Network Monitoring, Server Hardening
 - xi. Service Desk, Datacenter Support
- 1.3.16. Bidder should have extensive experience in ITIL based IT Management tools. Products which include Availability Management (for applications/network/servers), Change Management, Incident Management, Knowledge Management, Problem Management, Request Fulfillment, Asset & Configuration Management, Service Level Management and Helpdesk for handling the FMS and proactive support.
- 1.3.17. The bidder should have on its roll adequate number of technically qualified engineers with necessary hands on exposure on the mentioned platforms.
- 1.3.18. Bidder should have appropriate support relationship (channel partner, service partner, etc.) with OEMs of the items mentioned in Annexure I so as to ensure that priority support level from OEM will be available to bidder for problem resolution. These arrangements should be from DELL, WIPRO, IBM, Lenovo, HP, Acer, Checkpoint, EMC and HCL in our case. Bidders must produce documentary evidence towards these arrangements.

SBICAP Securities Limited

2. TECHNICAL BID

To

Date:

**SVP& Head, IT
SBICAP Securities Limited
Marathon Futurex, 'A' Wing, 12th Floor,
N.M. Joshi Marg, Lower Parel (E),
Mumbai - 400013**

Sir,

**Annual Maintenance Contract (AMC) & Facilities Management Services Contract
(FMSC) Period – 1st Apr, 2019 – 31st Mar, 2022**

Having fully examined the general and specific terms and conditions of the contract(s) for AMC and FMS for computers (collectively known as the “Contract”) and the Bid Documents, we offer to undertake and complete the whole of the subject work strictly in conformity with the said general terms and conditions of the Contract and the Bid Documents. Bid Documents annexed hereto, duly initialed shall form part of this document letter.

1. We agree to enter into an agreement with you in the form appended to the Bid Documents.

Note: The proforma as of the Contract, the Bid Documents and other relevant documents together with annexure, exhibits, schedules and appendices, if any, are attached hereto and shall form part of this form of Bid.

Dated day of

*Signature in the capacity of
duly authorized to sign Bid Documents for and on behalf
of

(Name and address of the **Bidder**)
(IN BLOCK CAPITALS)

*authorized pursuant to resolutions / powers of attorney in case of body corporate or common seal provision etc..

WITNESS:

Signature

Name & Address..... Occupation

3. ANNEXURE – I – GENERAL TERMS & CONDITIONS

GENERAL TERMS AND CONDITIONS APPLICABLE FOR BOTH – AMC AS WELL AS FMSC:-ALL ANNEXURE AND SCHEDULES SHALL FORM PART OF THE GENERAL TERMS AND CONDITIONS OF THE CONTRACT.

- 3.1. The successful Bidder has to give an acceptance to the letter of intent / agreement awarding the Contract issued by SBICAP Securities Limited within 5 days from the date of issue of Letter of intent.
- 3.2. Bidder must arrange well trained backup resources to be deployed in case any engineer takes leave. Bidder must in any case ensure there are no delivery issues in absence of its FMS resource. The condition is applicable to all deputed staff by the Bidder at SSL.
- 3.3. For AMC - the bidder has to quote rate per unit per annum in the **Annexure “IV”**. The bidder must also give total cost wherever applicable. Offers not indicating item-wise rates, wherever applicable, are liable for disqualification/rejection.
- 3.4. Before filing Bid Documents and making applications in this regard, the Bidders are requested to visit the web site of SBICAP Securities Limited i.e. www.sbicapsec.com and also carefully examine the Bid Documents. Form of Bid, General terms and conditions as applicable to AMC and FMS, Scope of Work with Specific Terms and Conditions for AMC and FMS, Annexure and exhibits attached to all or any of these are hereinafter collectively or singly as the subject or context may require, be referred to as “Bid Documents” and if there appears to be any ambiguity or discrepancy between any of the Bid Documents they should immediately refer the matter to SBICAP Securities Limited for seeking clarification.
- 3.5. The bidder shall complete the form(s) in all respects, annexed to the Bid Documents, quote the prices/rates/compensation and furnish the information called for therein, and shall sign/put signature, affix common seal/rubber stamp, as the case may be and put the date on each of the document comprising of the Bid Document(s) in the space provided therein for the purpose. The Bidder shall initial each page of the Bid Documents.
- 3.6. The bids shall be signed (on each page of the RFP) by a person or persons duly authorized by the bidder with signature duly attested. In the case of a body corporate, the Bid shall be signed by the officers duly authorized by the body corporate with its common seal duly affixed and supported by relevant resolutions / other corporate authorizations or be signed by the constituted attorney supported by the power of attorney and / or any other corporate authorization. In case of a consortium, the Bid shall be signed by the officer(s) so authorized by each consortium member and the Bid shall be affixed with the common seal of each member of the consortium and supported by relevant resolutions /other corporate authorizations and / or be signed by the constituted attorney of each member of the consortium supported by the power of attorney and / or any other corporate authorization.
- 3.7. The Bid shall contain the address, tel. no., fax no., mobile no. and e-mail id and such other details of Bidder for serving notices required to be served on the Bidder in connection with the Bid.

- 3.8. The Bid form and the Bid Documents attached to it shall not be detached from each other and no alterations/modifications or mutilation (other than filling in all the blank spaces) shall be made in any of the Bid Documents attached thereto. Any alterations/modifications or changes to the entries in the Bid Documents shall be made by a separate covering letter duly signed by the necessary parties, otherwise no alterations/modifications or changes to entries in the Bid Documents shall be entertained and the Bid Documents shall be construed as without any such alteration / modification / changes. Any decision of SBICAP Securities Limited in this regard shall be final, conclusive and binding on the Bidder.
- 3.9. The Bidder, irrespective of its participation in the Bid process, shall treat the details of the Bid Documents as secret and confidential at all times.
- 3.10. SBICAP Securities Limited reserves the right to adjust arithmetical or other errors in any Bid in the manner in which SBICAP Securities Limited considers suitable or deem fit. Any adjustments so made by SBICAP Securities Limited shall be made known to the Bidder if SBICAP Securities Limited makes an offer to accept his Bid. Any decision of SBICAP Securities Limited in this regard shall be conclusive, final and binding on the Bidder(s).
- 3.11. If the Bid Documents downloaded from the website and submitted to SBICAP Securities Limited is not in conformity with the Bid Document with SBICAP Securities Limited, it shall be rejected by SBICAP Securities Limited without assigning any reason whatsoever, at any stage including after awarding the contract to the Bid. In case of any disputes, document maintained in / submitted to SBICAP Securities Limited shall be treated as authentic. Bidder should submit a declaration, in case the Bid is submitted on the relevant Bid Documents downloaded from the website, that the Bid Documents has not been altered / modified in any way. Any decision of SBICAP Securities Limited in this regard shall be conclusive, final and binding on the Bidder(s).
- 3.12. The Bidder should be able to provide hardware maintenance, Facilities Management Services (FMS) and Asset Management at SSL, Corporate Office and Branches. Presence at all branch locations will be an added advantage. In case of city presence, Bidder should be capable of extending the similar services (AMC & FMS) of Corporate Office to SSL Regional Offices * as and when informed by SSL. No sub-contracting of the Services mentioned in the Bid will be permitted.
- 3.13. AMC Prices should be quoted exclusive of **taxes, VAT, levies, duties, insurance, transportation etc.** Prices quoted must be valid as per **Annexure IV** and shall not be subject to escalation under any circumstances.
- 3.14. The price/rate/compensation quoted is to be written in words as well as figures and in case of discrepancies between prices/rates/compensation **written in words** and prices/rates/compensation written in figures, the prices written in words shall be considered to be correct.
- 3.15. The Security Deposit will be forfeited in case the Bidder is found to be sub-contracting the Services related to AMC & FMSC services and the Contract will be terminated forthwith and advance paid shall be refunded in full by the Bidder.



3.16. All FMS **personnel will work on shift basis as specified by SSL**. The Business days will be as per SSL business days. SSL holidays would generally be excluded however the bidder shall have to provide services on holidays if specifically directed by the authorized SSL officials. Apart from the Business Timings defined as above, the bidder need to support emergency situations/scheduled IT activities during non-business hours/holidays.

3.17. The Bidder shall need to submit a Solvency Certificate to SBICAP Securities Limited.

3.18. TERMS OF PAYMENT:

3.18.1. The payment terms of the contract will as follows:

Period	Amount
At end of 3 months	Q1 payment
At end of 6 months	Q2 payment
At end of 9 months	Q3 payment
At end of 12 months	Q4payments

3.18.2. **Payment will be released after submission of Call Report, Asset Report and Invoices to be raised after completion of every quarter. The payments will be made after the detail verification and deduction of penalty, if any.**

3.18.3. Any failure to perform the services as stipulated in the contract will attract non-Performance penalty charges as mentioned above and such non-performance penalty charges for the quarter will be deducted from the bill amount before making payment for the next quarter. The payment for the last quarter of the year will be made at the end of the quarter and all charges and advance will be adjusted before making this payment.

3.18.4. The Bidder should submit invoices (raised quarterly) for all offices to SBICAP Securities Limited, as well as the certificate of service quality from all the offices. The **cost and consequences (if any)**, pertaining to engineer’s visit at branch offices / Corporate office would be borne entirely by the Bidder.

3.18.5. Bidder shall take proper workmen compensation insurance for the contract period for the staff deployed at SBICAP Securities Limited locations and the copy of the insurance policy shall be submitted to SBICAP Securities Limited. Bidder shall be responsible for the discipline and conduct of the staff deployed at SBICAP Securities Limited. Bidder shall issue identity cards to its staff deployed at SBICAP Securities Limited with strict instructions to wear / display the same. The staff deployed by the Bidder shall be the responsibility of the Bidder at all times and it is expressly understood that such staff shall be the employees of the Bidder at all times.

3.19. Bidder will alone be responsible for any mishap or accident or untoward incidence during the maintenance of computer hardware and other devices which may occur due to negligence / default on the part of the Bidder or its staff deployed at SBICAP Securities Limited.

3.20. Bidder would provide the staff deployed at SBICAP Securities Limited with proper communication device like mobile phone etc. and other amenities essential for prompt and efficient performance of the services contemplated under the Contract by the Bidder.



- 3.21. Bidder, once selected, shall provide a list of staff deployed at SBICAP Securities Limited with contact address, telephone nos. and two copies of passport size photographs in the prescribed format and other requisites to the satisfaction of SBICAP Securities Limited at the time of contracting.
- 3.22. The Bidder shall pay and be responsible for payment of all taxes, duties, levies, fees, costs or charges in respect of the services rendered to SBICAP Securities Limited as part of AMC, FMS & Helpdesk contracts. The Bidder shall indemnify and keep indemnified SSL against claims in respect of above taxes, duties, levies, fees, costs, charges etc.
- 3.23. Bidder shall also indemnify and keep indemnified SBICAP Securities Limited against any and all losses (in terms of related IT assets) or damages caused during and after the execution of Services provided either by him or his staff / agents / representatives either directly or indirectly due to his/their negligence, in the form and to the satisfaction of SBICAP Securities Limited.
- 3.24. In case SBICAP Securities Limited desires to shift any system from one place to another, within the same city, engineer(s) will be made available by the Bidder for the purpose of dismantling, pre-shifting inspection, post-shifting inspection, installation etc.
- 3.25. The Bidder shall submit his company profile / bio-data as per **Schedule A** to the Bid for serving the notices, required to be served on the Bidder in connection with the Bid.
- 3.26. The Bidder shall submit his bank details as per **Schedule B** to the Bid. SBICAP Securities Limited reserves the right to check with the banker about the creditworthiness of the Bidder. Any decision of SBICAP Securities Limited in this regard shall be final, conclusive and binding on the Bidder(s).
- 3.27. The Bidder will have to submit the performance certificates along with other details of Top 3 (three) customers to whom the Bidder has provided AMC and FMSC involving maintenance of more than 1000 PCs in each year for the last 3 years, Servers, Network Equipment (routers, switches, hubs, etc), Printers (laser, DeskJet, dot matrix, line printers etc.), as per **Schedule C** to the Bid. SBICAP Securities Limited reserves the right to check with these customers about the performance of the Bidder and quality of service provided by the Bidder. Any decision of SBICAP Securities Limited in this regard shall be final, conclusive and binding on the Bidder(s).
- 3.28. **Force Majeure:** For purposes of this clause, “force majeure” means an event beyond the control of the Bidder excluding those involving supplier’s/OEM faults. Such events may include, but are not restricted to, acts of the government in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

If a force majeure situation arises, the Bidder shall promptly notify SSL in writing of such condition and the cause thereof within a period of seven calendar days.

Unless otherwise directed by the SSL in writing, the Bidder shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

- 3.29. **Limitations of liability:** Except in cases of criminal negligence or willful misconduct and in case of infringement of intellectual property rights, both parties shall not be liable, whether in contract tort or otherwise, for any indirect or consequential loss of



damage, loss of use, loss of production or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of supplier/bidder to pay liquidated damages to the Corporation and the aggregate liability of both the parties whether under the Contract, in tort or otherwise, shall not exceed the total Contract value with SSL under this Contract provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.

4. SUBMISSION OF PROPOSAL -

4.1. INSTRUCTIONS FOR SUBMISSION OF PROPOSALS

- 4.1.1. The Bidder shall submit his company profile as per **SCHEDULE A** of the RFP.
- 4.1.2. **Technical Bid** must comprise of the **form of Bid** along with the **Schedules A, B, C, D, E** Terms & Conditions of **Annexure- I, III, VII** performance certificates and value added services offered by Bidder. Bids without these forms duly filled are liable for rejection.
- 4.1.3. Kindly mention the value added services offered, if any.
- 4.1.4. Detailed Terms & Conditions associated with AMC & FMS (Agreed/Not Agreed)
- 4.1.5. **The Bidder should submit the Technical and Commercial proposals in separate sealed envelopes.** The quotations **super scribed** as **'Technical Proposal for AMC & FMS for SBICAP Securities Limited'** and **'Commercial Proposal for AMC & FMS for SBICAP Securities Limited'** should be addressed to:-

**SVP& HEAD (IT),
Marathon Futurex, A Wing, 12th Floor,
N.M. JOSHI MARG,
LOWER PAREL (E),
MUMBAI-400013**

And should be handed over to IT authorities of SBICAP Securities Limited, before close of business on **02 Mar, 2019 by 1500 Hrs.**

Bids should be valid up to 180 days from the above mentioned submission date unless SSL decides otherwise about the validity.

- 4.1.6. The Bidders shall submit their offers strictly in accordance with the terms and conditions of RFP Document(s) as stated therein/herein. Any proposal, which stipulates conditions contrary to the conditions given in the RFP Document(s), is liable for rejection.
- 4.1.7. The Bidder shall (whether or not he submits the bid) treat the details of the RFP Document(s) as **confidential at all times.**

4.2. EVALUATION OF PROPOSALS

- 4.2.1. SSL will evaluate only those proposals, which meet the eligibility criteria as well as complete and responsive in all respects, for comparison and final selection. The evaluation criteria for selection shall be based on the requirements of SSL and the experience of the bidders in similar projects. Also, sufficient expertise and experience of the bidders during the last five years in providing FMS/Annual Maintenance and Managed IT services of similar nature for other companies having IT infrastructure of similar level and the eligibility criteria as given in the RFP will be part of the evaluation criteria.

4.3. SELECTION PROCESS:

4.3.1. Online Reverse Auction will be conducted between technically qualifying bidders. SBICAP Securities Limited does not bind itself to accept the lowest (L1) of any Bid and has the right to reject any Bid without assigning any reason therefore whatsoever. SBICAP Securities Limited also reserves the right to re-issue the Bid. Any decision of SBICAP Securities Limited in this regard shall be conclusive, final and binding on the Bidder(s).

4.4. VALIDITY:

4.4.1. This contract would be valid for a period of 36 months (i.e. from 1st Apr, 2019 – 31st Mar, 2022) subject to a review of the performance each quarter. It shall automatically stand renewed for further periods of one year on each occasion unless the parties decide otherwise. The first and subsequent annual renewals will not take place if notice in writing or intention not to renew the contract is given by either party to the other at least one calendar month in advance at the address mentioned above by registered post.

4.5. TERMINATION:

4.5.1. SSL reserves the right to terminate the contract without any compensation, if the performance of the Bidder is found to be unsatisfactory. SSL decision in regard to performance or otherwise of the bidder is final and binding.

4.5.2. The agreement may be terminated by either-side by giving **one month notice** on infringement of any terms and conditions of the agreement or failure to perform any obligation under the agreement or inability of any of the parties to continue with the performance of the agreement. However, it would be the responsibility of each party to assist the other party in orderly termination of the agreement.

4.5.3. The bidder agrees that in the event of termination of this agreement, the bidder shall continue to provide services in the same manner for the notice period. The bidder agrees to co-operate with SSL for the smooth transfer of the subject matter of this agreement to any other party appointed for the purpose by SSL.

4.5.4. Service Level Agreement (SLA) The bidder should sign agreement in the standard format prescribed by SSL. The selected bidder will have to sign a legally binding Service Level Agreement (SLA) for FMS and AMC of all IT equipment in such form and manner as may be approved by SSL.

4.6. REGISTER TO BE MAINTAINED

4.6.1. The AMC bidder shall maintain logs for Maintenance and Repairs and shall record therein each incidence of equipment malfunctioning and repairs undertaken and details of preventive maintenance made in the standard formats adhere to **ITIL STANDARDS**. The bidder should also maintain change management processes for all the applications running in SSL data center and co-location. SSL would also use the same log to record the nature of fault and failure, the time of occurrence, and date of communication.

4.7. ADDITION IN ASSETS

4.7.1. It is likely that during the three year contract term, a number of IT assets (like desktops, servers, printers, scanners, IP Phones, switches and UPS) may be added by the organization. Bidder is expected to consider about 15-20% growth in the assets per year as per the list which is shared at the time of RFP.



4.8. CONFIDENTIALITY:

4.8.1. The bidders and its agent / employees would maintain complete confidentiality and secrecy of any information / materials etc. coming to their possession while performing their duties/obligations under the agreement. The bidder shall not encourage in any form of software piracy during the contract period. The bidder shall take all possible precautions to prevent the network hacking. The bidder shall not open to any person including other divisions, subsidiaries of the bidder or to any other third person, any information about network setup and other confidential information obtained by it in contract period and all the information gathered by the bidder shall be treated as confidential. SSL reserves the right to cancel the bidder AMC services, if any information is disclosed to a third party or provided information by the bidder is found unverifiable during AMC period.

4.8.2. In case of any deviations from the above Service levels in respect of any terms or locations, it may be clearly indicated.

4.8.3. The bidder shall ensure 99% uptime of each PC, laptop, server and printer covered under the AMC-FMS. If during any half-year, the bidder does not maintain the uptime of the equipment, proportionate maintenance charges will be deducted from the amount to be paid to the bidder in the beginning of the next half-year.

4.9. THE 'DOWNTIME' IN RESPECT OF THE EQUIPMENT SHALL BE CALCULATED AS UNDER:-

- a. 'UPTIME' of the hardware and system software = (Coverage Hours minus Down Time)/Coverage Hours X 100 for the maintenance year.
- b. Coverage Hours = Uptime commitment per day X No. of committed days per Year
- c. Uptime Commitment per day = Hardware and System Software Maintenance Support Time per day
- d. Down Time will be counted from the time of reporting the maintenance call by SSL to the Bidder till the resolution of the problem / operations of the hardware and system software.
- e. No. of committed days per Year = the number of working days of the SSL during the year.

4.10. NON-PERFORMANCE PENALTY CHARGES:

4.10.1. The selected bidder will have to provide satisfactory service to achieve the service levels as given in "**Annexure III- B**" (Expected Service Delivery). The service level performance will be recorded/monitored daily and will be reviewed on quarterly basis and non-performance will result in penalty being imposed.

4.10.2. The total non-performance penalty charges for a quarter will be calculated and deducted from the quarterly bill of the selected bidder. Annual Contract value will be calculated on the basis of the opening quarterly inventory after adjusting the addition or deletion, if any, during the previous quarter.

4.10.3. Penalty charges is applicable for not achieved the stipulated service levels based on the table mentioned in "**Annexure III- B**" on quarterly basis also as mentioned in 4.10.4. There will be maximum penalty charge of 15% per Quarter of the Quarterly Contract value.

4.10.4. The calculation of the same will be done on a Quarterly basis as under –

At the end of every month, the Bidder will submit the average response time and Average resolution time report.



- a) Rs 500/- per hour subject to a maximum of Rs. 3000/ per day for critical equipment (item 1 and 2 of Service Delivery in Annexure- III B) and Rs. 300/- per hour subject to a maximum of Rs. 1500/- per day for all other equipment. Within 5 working days of the original equipment should be delivered back to us. The bidder may provide temporary equivalent replacement for 5 working days to avoid the above penalty. If the original is not returned in the stipulated 5 days, a penalty of Rs. 2000/- per day for critical equipment and Rs. 1000/- per day for other equipment would be levied.
- b) In case of a genuine problem of non-availability of spare parts with the Principal, a letter / email to that effect should be forwarded to SSL by the Principal. SSL at its discretion may decide to waive off the penalty in such exceptional situations.

4.10.5. Non-performance charges will not be applied for those equipment under bidder management provided the calls are logged within the response time to the respective bidders and followed up with proper escalation.

4.10.6. In case suitable replacement is not given for leave/resignation/reassignment of FM personnel, a penalty of Rs.1000.00 per day per personnel towards absence will be imposed. In case the resident officials are absent / late and a suitable replacement is not provided, a penalty of Rs. 200/- per hour subject to a maximum of Rs 1000/-per day will be imposed.

4.11. SECURITY DEPOSIT

4.11.1. The successful bidder will have to submit a Security Deposit covering the contract period in the form of a Bank Guarantee to the extent of 10% of the total order value, payable within two weeks from the date of Letter of Intent / Placement of Order / Signing of Agreement, whichever is earlier. The security deposit shall be claimed by SSL as compensation or damages, if the bidder fails to complete obligations under the contract awarded. The security deposit shall be in Indian Rupees. The security deposit will be discharged by SSL and returned to the bidder not later than 60 days after expiry of the period of the Guarantee. The security deposit shall not carry any interest for whatever period it remains with SSL.

4.12. **COMMERCIAL BID MUST COMPRISE OF THE SCHEDULE "F".**

4.13. The Bidder must compulsorily submit all of the Technical, Commercial Tenders and Tenders without the Technical Bid, are liable to be rejected.

4.14. The Bidders shall submit their offers strictly in accordance with the terms and conditions of the Bid Documents as stated therein/herein. Any Bid, which stipulates conditions contrary to the conditions given in the Bid Documents, is liable to be rejected. Any decision of SBICAP Securities Limited in this regard shall be final, conclusive and binding on the Bidder(s).

4.15. SBICAP Securities Limited will not pay the Bidder any expenses, which may have been incurred in the preparation of the Bid Documents for submission thereof.

4.16. The Bidder shall have complied with all requirements of law for submitting this Bid and for performance of the Contract

4.17. SBICAP Securities Limited does not bind itself to accept the lowest or any Bid and reserves the right to reject all or any Bid or cancel the Bid without assigning any reason whatsoever. SBICAP Securities Limited also has the right to re-issue the Bid without the Bidders having the right to object to such re-issue. Any decision of SBICAP Securities Limited in this regard shall be final, conclusive and binding on the Bidder(s).



- 4.18. In case the Bidder desires to inspect the Hardware before submitting the proposal, suitable date/time may be fixed for the same with **Mr. Ravi Kulkarni- +91-22-43483388** between 0900 hrs to 1730 hrs during week days. **Independent Contractor :** The bidder shall provide services as an independent contractor on a non-exclusive basis and nothing contained in this Agreement or otherwise shall be deemed to create any partnership, joint venture, employment, or relationship of principal and agent between the parties hereto or any of their affiliates, subsidiaries, related business entities, agents, contractors or subcontractors or to provide either party with any right, power or authority, whether express or implied, to create any such duty or obligation on behalf of the other party. The bidder acknowledges that the services provided are solely within its control, and neither the bidder nor any of the bidder's representatives, agents or subcontractors will hold itself out as anything but an independent contractor to SSL. The bidder agrees to indemnify and hold SSL harmless from any loss, claim, damage, costs or expense of any kind, including reasonable attorney's fees and court costs, to which SSL may be subjected to by virtue of any finding related to an employment, partnership or joint venture relationship between the bidder or any of its representatives, agents or subcontractors and SSL. The bidder agrees that upon hiring any persons, the bidder shall, at that time, clearly convey to such person that the bidder, and not SSL, is the employer of such persons. Notwithstanding anything herein to the contrary, this section shall survive the termination of this Agreement.
- 4.19. SSL shall have no liability whatsoever for any loss or injury to any property or any individual assigned to perform the services under this Agreement or otherwise, including while on SSL premises or anywhere else, including any liability that may arise as a result of malfunction of any equipment or otherwise howsoever.
- 4.20. No party may assign this Agreement or any of its rights and obligations hereunder, without the prior written consent of the other party; any such attempted assignment shall be null and void.
- 4.21. Each party represents it has taken all necessary corporate action to authorize the execution and consummation of this Agreement and will furnish the other party with satisfactory evidence of same upon request.
- 4.22. In the event of any dispute or disagreement between the parties hereto either with respect to the interpretation of any provision of this Agreement or with respect to the performance by bidder or by SSL of its duties hereunder, each of the parties shall appoint a designated officer to meet for the purpose of endeavoring to resolve such dispute or to negotiate for an adjustment to such provision.
- 4.23. No formal proceedings for the judicial resolution of such dispute may be commenced until the date on which either of the designated officers notifies the other in writing that he/she has concluded that an amicable resolution of the matter in issue does not appear likely.
- 4.24. The terms of this agreement shall be governed by and construed in accordance with the laws of India and the courts in Mumbai shall have exclusive jurisdiction in this regard.
- 4.25. No modification, amendment, supplement to or waiver of this Agreement or any of its provisions shall be binding upon the parties hereto unless made in writing and duly signed by both the party.

5. SCHEDULE 'A' COMPANY PROFILE

1	Name of the Company			
2	Registered Office Address			
3	Year of Incorporation			
4	Corporate Profile: Chairman Managing Director Directors Key Personnel involved in AMC/FMS			
5	Details for Correspondence: Contact Person's Name Designation Address & Telephone No/s, Fax No/s, E-mail ID			
6	Whether your company is registered under Municipal Act and/or Maharashtra Govt. Shops and Establishment (Give Regn. No.)			
7	Income tax no. (GIR/PAN) (Attach Photostat / true copy of latest Income Tax Clearance Certificate)			
8	GST Regn. No. and Date (Attach Photostat / true copy of Tax Clearance Certificate)			
9	Financial Details (for last 3 years)* a. Turnover (Rs. In lakhs) b. Profit after Tax (Rs. In lakhs) c. Revenue from AMC/FMS/IT Services (Rs. In lakhs)	2015-16	2016-17	2017-18
10	Employee Profile: Technical: a) Service Engineers b) Back Office Support Engineers Administrative:			
11	AMC Services provided since			
12	FM Services provided since			
13	ISO Certification for FM/AMC (If yes, state the year. Also attach copies of the Certificate/s)			
14	Bidder is Authorized Service Provider for?			
15	List of activities carried out by the bidder			
16	Brief particulars of facilities for testing and maintenance of equipment under contract at each location			
17	Employee attrition rate for last 3 years			
18	Five Major projects handled by you(other than AMC)			
19	No of locations outside Mumbai where your engineers are present (no tie-ups)			
20	Number of AMCs i) handled by you which had more than 1000 nodes			



	ii) currently handled by you which have more than 1500 nodes iii) currently handled by you which has more than 2000 nodes	
21	No of Brokering Clientele Dealing with NSE / BSE Exchanges	
22	No of sites where WAN has been maintained by you	
23	Largest AMC handled by you in terms of nodes / work stations iii) Maximum number of nodes for a single client for which WAN maintenance is done by you.	
24	No of clients (300 –1000 nodes) with whom you have AMC for more than 3 years.	
25	No of AMCs currently handled by you which includes maintenance of CAT5, CAT6, structured cabling.	
26	Have you received ISO certification for IT services	
27	Are you following ITIL Standards or any other standards related to IT Infrastructure?	
28	Networking Companies for which you are authorized business partners	
29	Are you OEM system builders?	

***Please attach audited results of last 3 years and list of service branches**

Note:

- a) The bidder may furnish any other related information, not mentioned above, which the bidder wishes to furnish.
- b) Any Deviation from General Terms & Conditions, which the bidder wishes to furnish.

Date:

Place:

Signature:

Name:

Designation:

Company:

Seal of the Company:

Income Tax/PAN No.

Date of Last Income Tax Return

(Enclose copy of last 3 years Income Tax clearance certificate) Signature:

Name of the Authorised Signatory:

Designation:

Company Seal Documentary evidence such as Board Resolution, Power of Attorney, etc.

5.1. TECHNICAL EXPERTISE

Following Details of your Company should be furnished along with the technical Quote:

A)

Sr. No	Details	Up to 2 yrs experience	Between 2 – 5 years' experience	Above 5 years' experience
1.	No of PMP certified professionals			
2.	No of ITIL certified Professionals			
3.	No of MCSE certified engineers			
4.	No of CCNA qualified engineers			
5.	No of RHCE certified engineers			
6.	No of VMware /Citrix/windows certified engineers			
7.	No of Engineers having experience on NSE-BSE connectivity Setup			
8.	No of engineers having experience in Microsoft Exchange Mailing, installation etc.			
9.	No of engineers with experience in Symantec/Veritas backup exec/ any other backup.			
10.	No of engineers with experience in Oracle administration , installation, RAC, RMAN etc.			
11.	No of engineers with experience in MS SQL Server administration , installation etc.			
12.	No of engineers who have experience in video/Audio conferencing, Voice logger. Call center technology etc.			
13.	No of engineers who have experience in Wide Area Networks			
14.	No of engineers who have experience in Firewall concepts & administration.			
15.	No of engineers who have experience in switches , hubs, routers			
16.	No of engineers who have experience in Linux			
17.	No of engineers who have experience in Administrating Load balancing			
18.	Total number of engineers in your Organization.			

B) Service Expertise	
1. Have you deployed IT management tools like Service Desk, Network and Server Monitoring, asset management and patch-management for 3000 nodes or larger setups. Please specify.	
2. Have you managed more than 5000 IT assets which span across PAN India? If Yes, which is the software? Please specify.	
3. Have you deployed and configured industry standard service desk Management Software? Please specify	
4. Have you managed service desk for more than 500 branches?	
5. Do you have any large implementation in Windows Active Directory or any directory solution .Please attach a letter of satisfaction from minimum two customers on last two financial years (2016 - 2018).	
6. Do you have remote infrastructure management facility? Please specify.(Tools)	
7. Do you have any implementation in desktop virtualization and server virtualization of leading virtualization software companies? If yes please specify.	
8. Do you have direct presence in class A, Class B and Class C cities? Attach the details.	
9 Do you have experience in handling oracle/ sql server in mission critical environments	

Our company is agreeable to provide Annual Maintenance and Facility Management services to SSL as stated in the scope of work and the General Terms and Conditions of the RFP. A copy of the same duly signed by us is attached.

(The Bidder should sign each page of the Scope of Work and the General Terms and Conditions mentioned. If the Bidder has reservations about any of the scope of work or Terms and Conditions mentioned therein, the same has to be stated as an additional Annexure to this Form and signed.)

6. SCHEDULE 'B' - BANK DETAILS

1.	Name of the bank	
2.	Address of the bank	
3.	Contact person	
4.	Telephone no.	
5.	Fax no e-mail	
6.	Over- draft limit	
7.	Bank guarantee limit	
8.	Remarks, if any	

Signature:

Name of the Authorized Person:

Designation:

Details about authorization:

NOTE: Solvency Certificate from the Banker to be attached.

7. SCHEDULE 'C' TOP THREE CLIENTS

Note: Kindly mention SBI subsidiary, if any

Sr No.	Name of the Client	Address	Contact Person/ Telephone No. Mobile/E-mail
1			
2			
3			

Signature:
Name of the Authorized Signatory:
Designation:

Company Seal/other authorizations.

Note:

1. Documentary evidence of the Services rendered to be furnished.
2. The Bidder will have to submit the performance certificates from Top 3 (three) clients to whom the Bidder has provided AMC and FMSC involving maintenance of more than 500 PCs in each year for the last 3 years, Servers, network equipment (routers, switches, etc), Storage (SAN), printers (laser, DeskJet, dot matrix, line printers, etc).

8. SCHEDULE 'D' COMPLETE LIST OF CLIENTS

Sr No.	Name of the Clients	No. of PCs serviced	No. of Printers serviced	No. of Servers serviced	No. of years of servicing	No of Locations of servicing	No of Engineers Servicing.

9. SCHEDULE 'E' – IT MANAGEMENT SOFTWARE LIST (SOFTWARE TOOLS & PRODUCT LIST)

NOTE:

- Documentary evidence of the Service software handling experience.

10. ANNEXURE – II – SSL IT SETUP DETAILS

10.1. HARDWARE (SERVERS) & NODES:

10.1.1. Switched Network of 1000+ terminals, 100+ servers, 300 + Laptops, 150 + Printers, 100+ UPS across SSL corporate office, datacenter, DR site and branches Pan-India.

10.2. NETWORKING AND SECURITY EQUIPMENT & LINKS:

- 10.2.1. WAN - Exchange Links - NSE, BSE, CDSL WAN links and Internet
- 10.2.2. Interconnectivity between HO, DC & DR
- 10.2.3. Firewalls – Checkpoint & Fortigate
- 10.2.4. Network Routers, Switches – Brocade, Cisco
- 10.2.5. VPN – SSL, IPSec, PPTP

10.3. OPERATING SYSTEMs:

- 10.3.1. WINDOWS Servers 2008 & above and Windows 7 & above on Client.
- 10.3.2. Ubuntu, SUSE & Red hat Linux.

10.4. EXCHANGE CONNECTIVITY:

- 10.4.1. Connectivity to NSE/BSE/NCDEX/MCX Exchanges over Leased Lines.

10.5. MAIL MESSAGING:

- 10.5.1. Corporate mailing system on Microsoft Exchange Server.

10.6. ANTI-VIRUS

- 10.6.1. Centralized Anti-virus Management system for endpoints and servers.

10.7. OTHER PERIPHERAL DEVICES:

- 10.7.1. CD Writers, printers, scanners and projectors are also present

10.8. Virtualized Environment:

- 10.8.1. VMWare 6.0 and above - Server Virtualization.
- 10.8.2. Hyper-converged infrastructure Management.

10.9. OTHERS

- 10.9.1 Bloomberg, Capital Line & ISI Emerging Markets, Falcon & Metastock
- 10.9.2. NEAT and BOLT.
- 10.9.3. Thomson Reuters Trading Software, iBeats, DP Secure, Ehashtakshar, Depositories (NSDL and CDSL),TSS.
- 10.9.4. Tally 9.2 for accounting purpose.

(Bidder is required to provide support for all above and also for any new IT application / system implemented by SSL)

11. ANNEXURE-III - SOW

SCOPE OF WORK/SERVICES WITH SPECIFIC TERMS & CONDITIONS FOR AMC, FMSC & HELPDESK

11.1. ANNUAL MAINTENANCE CONTRACT (AMC)

11.1.1. The period for maintenance will be from 1st Apr, 2019 to 31st Mar, 2022.

11.1.2. The type of maintenance will be non-comprehensive on-site services.

11.1.3. The current timings for providing AMC services is as per SSL. It is possible that these timings may change in future as mentioned above.

Selected bidder will provide following AMC support to SSL:

- Corporate office
 - Desktop – Hardware and Software
 - Virtual Desktop Infrastructure (Citrix)
 - Servers – (L1 & L2)
 - Virtual Infrastructure (Servers)
 - Printers
 - Voice logging system & IP Phones
 - Network (L1 & L2)
- Branches and other offices
 - Desktop – Hardware and Software
 - Local Servers – (if available))
 - Printers
 - Voice Logger and IP Phones
 - Network (L1 & L2)
 - UPS

11.1.4. The Vendor will provide support for all computer hardware, software and network related calls as assigned by the Central IT Helpdesk. Bidder will be responsible for troubleshooting and resolution of the entire field related calls and report them back to Central Helpdesk.

11.1.5. The Vendor will undertake to maintain highest service standards as per good industry practice. The Bidder will arrange for qualified and experienced resident engineers to meet the abovementioned service levels. For successful implementation and smooth functioning of the operations, personnel with appropriate skills, aptitude and experience would be deputed at SBICAP Securities Limited offices. For the maintenance of Intel based servers the resident engineer should have adequate (at least 3-4 years' experience) skills. Vendor shall submit resumes of engineers to be deployed at SBICAP Securities Limited. SBICAP Securities Limited would have the right to accept / reject the proposed personnel. Refer **Annexure VI** for details on minimum AMC/FMS resident engineers to be deputed on site.

11.1.6. The Vendor will provide on-site non-comprehensive maintenance services. Vendor is expected to quote for faulty parts (in case asset is not in warranty), seek approval from SSL, replace faulty parts and raise invoice for the same. Vendor should provide equivalent or higher stand-by PC/Printer/Notebook Computer/Networking equipment in case the problem is not resolved within 8 working hours at Corporate Office, Mumbai and 12 working hours at Branches. The



stand-by PC/notebook computer should be installed with Windows 7 /8.1 or higher version of OS with required applications for the concerned user to carry out his day-to-day work. Vendor shall provide all essential tools, service kit and testing toolkit needed for maintenance of the computer systems.

11.2. SCOPE OF WORK

11.2.1. Server Management

- i. Maintain high server availability through active performance monitoring and on-demand remote management services support.
- ii. Installation, configuring, hardening, trouble shooting of operating system as well as hardware components.
- iii. Actively monitoring of server for incident and change management and maintaining the appropriate records and provide the report to the IT management on daily, weekly and monthly basis.
- iv. Active Directory administration, enforcing group policies, User Management, password policies.
- v. Corporate Mail ID Management (Creating & disabling of mail ids and maintain appropriate records)
- vi. Managing routine backups for server, Application and Database as per Backup policy and procedures.

11.2.2. Patch Management

- i. Periodic updates of operating system security patches, firmware updates, Driver updates, license renewals.
- ii. Updating Antivirus definitions for all nodes including servers, desktops and laptops.
- iii. Patch management on various applications as and when required.

11.2.3. Network Management

- i. Proactively monitoring of all the WAN Links and enforce problem/trouble ticket flow with telecom operators.
- ii. Keeping the network (and the services that the network provides) up and running smoothly for LAN/WAN users
- iii. Provisioning concerned with configuring resources in the network to support a given service. For example, this might include setting up the network so that a new customer can receive voice service.

11.2.4. Endpoint Management

- i. Facilitate tracking and analysis of issues for desktop, servers, printer, scanners, laptops and network equipment hardware, and software.
- ii. Remote Management of Desktops.
- iii. Installation, configuration and troubleshooting of all the user applications in the desktops / laptops.
- iv. Up-to-date Record keeping for various IT asset management.
- v.

11.2.5. Data Backup & Restoration Management.

- i. Maintaining backup and recovery policies with low impact on business.
- ii. Maintaining the Backup Media and checking the integrity of the backups.
- iii. Scheduling the backups and restoring the backups as per backup policy and procedures.

11.2.6. Asset Management.

- i. Keeping track of all the IT Assets and providing monthly reports.
- ii. Maintaining asset allocation, asset movement and disposal of assets.
- iii. Keeping track of AMC details of IT Assets.
- iv. Keeping track of consumables
- v. Tagging and maintaining the records of all the IT Assets.

11.2.7. Service Desk.

- i. Operate and Maintain call logging module where the end user can register the complaints and generate a ticket number, view the status of each requests.
- ii. Generating various call reports and updating the management periodically.

11.2.8. IT Operations.

- i. Perform all IT Related operations for all the available software in SSL includes BOD, EOD and coordinating with software vendor for smooth operations.
- ii. Keeping track of change management processes and incident management.
- iii. Periodical health checkup of UPS in coordination with UPS vendor.
- iv. Keeping the escalation matrix of all the vendors associated with SSL for immediate escalation to resolve the issue.

11.3. EXPECTED SERVICE DELIVERY

11.3.1. The Call Response and Resolution time should be as per the following table.

Sr No	Particulars	Response	Resolution	Penalty
Corporate Office				
1	Desktops of Critical (such as Dealers at C.O, Risk Team) Depts. And Senior Officials at C.O.	15 minutes (* 2 hours)	30 minutes or immediate standby to be provided	Rs. 300/- per working hour delay or Rs. 1500/- per day whichever is less.
3	Other Equipment: Desktops, Applications, Printers, Scanners, etc. at C.O.	30 minutes (* 2 hours)	2 hours. 1 working day if parts are to be replaced	Rs 300 per working hour delay or Rs 1500/- per day whichever is less.
4	Laptops (If part is not replaced within 2 days standby should be made available failing will raise a penalty of Rs. 1000/- per day)	30 min.	2 working days if parts are to be replaced.	Rs 300 per working hour delay or Rs 1500/- per day whichever is less.
5.	Resolution of Windows / Linux problem	12 Hours		Rs. 500 per working hour delay or Rs 3000/- per day whichever is less.
8	Servers, WAN, Financial Information Systems, and all equipment under warranty/AMC	20 minutes	Follow up, Co-ordination & Escalation within 4 hours	Rs 300 per working hour delay or Rs 1500/- per day whichever is less.
	Branch Desktops, Laptops – OS / Application issues	30 minutes	2 Hours	Rs 300 per working hour delay or Rs 1500/- per day whichever is less.

	Branch Desktops, Laptops – hardware issues	30 minutes	12 hours for engineer’s visit to branch Additional 2 hours for troubleshoot ing and logging call with OEM for replacement of part / warranty machine.	Rs 300 per working hour delay or Rs 1500/- per day whichever is less.
	Branch UPS issue	30 minutes	12 hours for engineer’s visit to branch. Additional 2 hours for troubleshoot ing and resolution / providing report on findings. Additional 4 hours for providing quotation for faulty part, if required. 2 working days for part replacement post approval from SSL.	Rs 300 per working hour delay or Rs 1500/- per day whichever is less.

	Branch MPLS related issues	30 minutes	12 hours for engineer's visit to branch. Additional 2 hours for troubleshooting and resolution / providing report on findings.	Rs 300 per working hour delay or Rs 1500/- per day whichever is less.
9	Bidder Management	30 minutes	Follow up, Co-ordination & Escalation within 4 hours	Rs 500 per working hour delay or Rs 3000/- per day whichever is less.

11.3.2. The response & resolution time will be calculated from the time of lodging the call. When formatting and loading of all the software is required, additional two hours will be allowed for resolution. For calculating downtime, calls logged after closing time will be treated as logged at the opening hour of the following working day. Resolution time includes making the systems available for work with O/S uploaded.

11.3.3. Bidder has to make alternate arrangements for leave/resignation/reassignment of FM personnel and intimate the same to SSL at least a week in advance. A penalty of Rs. 1000.00 per day per personnel towards absence will be imposed, if suitable replacement is not given (with the qualification & experience)

11.3.4. Also to service the most obsolete or discontinued model as well. Vendor shall be liable for any loss or damage to the scheduled equipment caused due to negligence of the bidder during the contract period.

11.3.5. In case SBICAP Securities Limited 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 30 days' notice, in which case, the Security Deposit shall stand forfeited. Any decision in this regard of SBICAP Securities Limited shall be final, conclusive and binding on the Bidder.

11.3.6. The AMC includes all types of hard disks/HW components for PCs, Laptops & servers. In case of hard disk, the same will have to be replaced by the Bidder with a new hard disk of appropriate brand/make with comparable or higher capacity. In case the parts are not available within 4 hours for critical equipment likes servers, the standby provision should be made immediately. In case of Laptop hard disk/component failure, same needs to be replaced by Bidder with parent company **(supplied by IBM/HP/DELL/ACER)** to retain the factory default settings (F11 OS recovery option).



11.3.7. The AMC includes installation & trouble shooting of standard software as well as local area network and detection / removal of computer viruses. Except the items given below, all other items will be covered under AMC.

- i. Magnetic/Removable media like cartridges, floppies, memory cards, USB pen drives etc..
- ii. Accessories like containers.
- iii. Consumables like ribbons, ink cartridges, plotter pens, transparency films, printer head and toner cartridges.
- iv. Nonfunctional parts like covers, castors, stand etc.
- v. Maintenance kit of LaserJet printers.
- vi. In case a hardware item cannot be made operational due to obsolescence or non-availability of spare parts, the Bidder shall replace the same with the item that is functionally equivalent or higher. However, the item replaced shall be of a reputed and competitive brand.

11.3.8. The Bidder shall educate the users of SBICAP Securities Limited for proper usage of IT equipment / systems, if necessary.

11.3.9. The Bidder shall ensure optimal usage of all IT equipment / systems. They would also provide a periodical list of equipment that is not being used at the site and can be redeployed / written off.

11.3.10. In order to minimize the downtime, the Bidder should have minimum stock of computer accessories at HO, SSL locations:

11.3.11. The Bidder shall furnish a list of spares proposed to be kept at SBICAP Securities Limited locations along with acceptance of the Contract, in case his Bid is accepted.

11.3.12. The Bidder shall furnish an escalation matrix region wise with the contact numbers and email addresses of all engineers in the Technical Bid.

11.3.13. The Bidder shall provide such further services as may be required to the satisfaction of SBICAP Securities Limited.

11.3.14. All capitalized terms not defined herein and in other Bid Document(s) shall have the meaning(s) ascribed to them as per industry usage in the Hardware, Software and Information Technology Industry.

11.3.15. There should be a dedicated project manager to interact with SSL Team for periodical reviews. In case of escalation the project manager should be available onsite.

11.4. Facilities Management Services Contract (FMSC)

11.4.1. Full-fledged FMS activities are required in all the offices of SBICAP Securities Limited as listed below. The AMC engineer deputed at all the offices would carry out FMS activities also. The engineers posted at the site must have the qualifications, skills & experience as described in **Annexure 'VI'**.

11.4.2. FMS services would be extended to items installed at residences of senior executives of SBICAP Securities Limited or may be at the time of SSL meet held outside of the Organization.

- 11.4.3. The services would cover support for Datacenter IT equipment like servers, storage, and network & security devices hosted in primary datacenter and at the off-site Disaster-Recovery Datacenter, Wide Area Network (WAN), and Virtual Private Network for (VPN), MPLS for Branch locations and Local Area Network (LAN) for Corporate Office.
- 11.4.4. The Vendor will provide support for all computer hardware, software and network related calls as deputed by the Central Helpdesk. They will be responsible for troubleshooting and resolution of all field related calls and report them back to Central Helpdesk.
- 11.4.5. The Bidder shall provide support for installation of drivers for NSE-BSE Terminals, Leased Line and VSAT Links, printers, scanners, modems, configuration of switches, VLAN, DHCP etc. supplied by third party.
- 11.4.6. The Bidder shall carry out, whenever needed, installation/configuration of system/application software like MS Office, Capitaline, Crisinfac, SQL server/client, Oracle/SQL installation, Software related to NSE-BSE, related software and any other software as communicated by SBICAP Securities Limited during the contract period.
- 11.4.7. The Bidder shall provide Virus detection/removal and installation of anti-virus software.
- 11.4.8. Compliance of ITIL procedures throughout the incident lifecycle.
- 11.4.9. Regular checking of error logs, access logs, monitoring environment for service degradation including detection, isolation, diagnosis and correction of problems.
- 11.4.10. Assist in performing multi-platform vulnerability assessment for identifying known issues enabling security best practices like regular patch updating, policy enforcement, and regulatory audits.
- 11.4.11. The Bidder shall provide support for installation/usage of e-mail (Exchange) and troubleshooting thereof.
- 11.4.12. The Bidder shall co-ordinate with PC suppliers, at the time of installation of new PCs, for installation of necessary software (MS Office, TCP/IP, Browser, etc.) and standard settings (IP address, DHCP etc), computer name, networking protocols etc.
- 11.4.13. The Bidder shall co-ordinate and follow up with hardware supplier for repair/replacement of hardware (also for items under warranty), wherever necessary.
- 11.4.14. The Bidder shall provide support to users for installation of operating systems, office automation software and any other software procured by SBICAP Securities Limited.
- 11.4.15. The Bidder shall provide support to users for installation of software (TCP/IP, browsers etc.) for intranet applications.
- 11.4.16. The Bidder shall provide support to users for installation of software (ODBC drivers, oracle, SQL server etc) for providing login access from PCs to application software, which run in client-server mode.
- 11.4.17. The Bidder shall liaison with necessary service providers for repair of faulty points/cable, LAN/WAN equipment and other related issues and with the bidders for the equipment under the warranty. For Cisco equipment, SSL may get engaged with third party bidder for hardware AMC, whereas FMS support for all the Cisco equipment will remain with Bidder, which includes the configuration of VLAN,



troubleshooting to find the root cause of the problem, configuration error, reconfiguration etc. The fiber connectivity hardware & consumables will remain with AMC & FMS support with Bidder.

- 11.4.18. The Bidder shall monitor network traffic, email system of SSL and provide useful suggestion to improve their performance.
- 11.4.19. The Bidder shall take necessary backup / restore of e-mail post office server.
- 11.4.20. The Bidder shall resolve any other problem reported by a computer user on the network.
- 11.4.21. The Bidder shall provide necessary reports for MIS at continued periodic intervals on the complaints i.e. type, duration, compliance etc. to SBICAP Securities Limited in the formats suggested by SBICAP Securities Limited.
- 11.4.22. The Bidder shall carry out training for users on “Basics of the PC software and troubleshooting” whenever asked for.
- 11.4.23. The Bidder shall carry out stocktaking of hardware once in every three months at CO & ROs basis and keep the inventory of hardware / software updated in the inventory database on day-to-day basis.
- 11.4.24. The Bidder shall provide support for data extraction / report generation etc. relating to hardware / software inventory.
- 11.4.25. The Bidder shall provide need-based support for relocation of hardware.
- 11.4.26. The ownership of migrations on timely basis – Exchange Servers/Clients, windows domain migration, necessary security controls/hardening, monitoring procedures, Windows OS/Linux hardening, network devices hardening, vulnerabilities/patch management, other software upgrades, Oracle/SQL database hardening, DHCP etc. will be carried out by Bidder as and when required by SSL.
- 11.4.27. Pro-active Disk management /capacity planning for servers, Root Cause Analysis (RCA)
- 11.4.28. Support for Desktop/Laptop O.S. including troubleshooting and installation as and when required. Performing Install, Move, Add or Change components at Client level.
- 11.4.29. Installing /Upgrading Server/Desktop OS and patches.
- 11.4.30. Transfer of data from desktops/laptops/other systems.
- 11.4.31. Hard disk formatting when necessary.
- 11.4.32. Support for Registry recovery / Updates
- 11.4.33. Installation / Re-installation of operating systems.
- 11.4.34. Re-loading of Applications already existing in the respective PC.
- 11.4.35. Assistance in porting the backup data to ascertain complete operational system recovery.
- 11.4.36. Data corruption / loss recovery.
- 11.4.37. Installation for Tally, TDS software, Back Office software, and other Business applications as per requirement.
- 11.4.38. Change & Configuration Management: All Hardware, Software (under the purview of the FM) and their configuration change requests will be carried out by the bidder. In

case of hardware upgrade, the bidder will assess the type of material required, and carry out the upgrades in respect of RAM, hard-disks etc. in consultation with the authorized IT personnel of SSL. The upgrade material would be supplied by SSL.

11.4.39. Support for Video Conferencing systems

11.4.40. Support for IP Phones

11.4.41. **Activities & Deliverables**

- i. Delete/Move/Add/Change Process
- ii. Upgradation of RAM/ Hard-disk etc., of existing Computers
- iii. The scope covers adding RAM, Hard-disks of Desktops, Laptops and Intel based Servers at all locations.
- iv. Reallocation and sharing of resources, shifting of PCs which includes re-installation of software / reconfiguration of PC
- v. Asset tagging for IT Infrastructure
- vi. Submit reports on Assets every quarter.

11.4.42. **Vendor Management & Documentation:**

- i. Bidder will provide support for coordinating with other external vendors (such as ISPs etc. providing IT services to SSL) for resolution of the problems related to IT issues/projects. The Scope covers the IT Vendors of SSL at all locations and all Financial Information Service vendors at the Corporate Office in Mumbai
- ii. Documentation & Reporting Deliverables:-
 - a. Maintaining database of the all IT & Financial Information Service Bidders
 - b. Contact person/Telephone / Fax / Email, etc.
 - c. Escalation Matrix / Response time
 - d. Co-ordinate with respective bidders for support, including Financial Information Service bidders like Capital Markets, Bloomberg etc.
 - e. Logging the calls with bidders like DOT / or any other service / FIS / warranty providers, and coordinating with them to get the problems resolved
 - f. Co-ordinate with bidder for email technical support & other technical problems.
 - g. Generate MIS reports of calls logged, resolved, escalated and pending with time and date and monitor bidder performance using tools.
 - h. SSL software/hardware configuration, network diagrams documentation.

iii. MIS Report Management:

Deliverables	Report Type	Frequency
Asset Management Reports	Desktop Assets	Quarterly
	Server Assets	Quarterly
	Laptop Assets	Quarterly
	Printer Assets	Quarterly
	Scanner Assets	Quarterly
	Standby Spares Assets	Quarterly
	UPS Assets	Half Yearly
	Software Assets (Licenses & Media)	Monthly
User Administration	User creation & access	Weekly
	User deletion (change request)	Weekly
	Password Administration	Monthly
Antivirus Administration	Server: Latest Patch	Weekly
	Desktop: Latest Patch	Monthly
Network Administration (LAN)	LAN Upkeep	Monthly
	Network Documentation	Quarterly
Call Reports	Corporate office	Daily
	Branches	Daily

(Along with the above schedules the bidder will be required to submit the said reports as and when required if need be)

- iv. The Bidder shall arrange for monitoring and verification of various computer-related items moving in and out of SBICAP Securities Limited premises. This includes preparation and maintenance of Gate Pass register/slip.

11.4.43. The Bidder shall provide support for liaising with Leading ISPs for ensuring upkeep of ISDN/leased line, video conferencing equipment etc.

11.4.44. The Bidder shall provide for data backup/system backup as per prevalent procedures for all application software systems as provided by SBICAP Securities Limited.

11.4.45. The Bidder shall provide and arrange for Start-up and shutdown of Servers as and when required by SSL. The support may be called during public holidays/Sundays.

11.4.46. The Bidder shall provide further services as may be required and to the satisfaction of SBICAP Securities Limited.

11.4.47. All Capitalized terms not defined herein and in other Bid Documents shall have the meaning(s) ascribed to them as per the industry usage in the Hardware and Software and Information Technology Industry.

11.4.48. Any changes in current architecture/new implementation of Network / WAN connectivity established by third party should be supported by Bidder.

11.4.49. Periodic scanning & monitoring of the desktops for Risks, Threats & Vulnerabilities.

- 11.4.50. Performing any install, move, and change at client level.
- 11.4.51. Support for video and audio conferencing equipment.
- 11.4.52. Installation of OS, updates & patches as and when available.
- 11.4.53. At all branches apart from the AMC for desktops and printers the Bidder will provide FMS support for the infrastructure there (Desktops, Printers, UPS, Switches and Internet Connectivity etc.)

11.5. HELPDESK / SERVICE DESK

- 11.5.1. The helpdesk would comprise of minimum number of personnel as mentioned earlier.
- 11.5.2. Helpdesk would also be responsible for File Management, Purchase of cartridges, maintaining records of them, putting up bills for payment, Software license tracking & collection of certificates from all Groups, Gate pass preparation, Maintenance of user lists, preparation of various notes as and when assigned by SSL IT officials etc.
- 11.5.3. The personnel should have at least 1- 2 -year experience in a similar role.
- 11.5.4. Helpdesk should ensure that all calls to IT helpdesk are logged at central helpdesk of the Bidder. All calls logged will have to be monitored and assigned to respective bidders / analysts and tracked for proper closure within the specified SLA limits. Helpdesk would ensure that the calls should be updated with the diagnosis carried out to close the call.
- 11.5.5. The Bidder will arrange to provide reports to SBICAP Securities Limited at periodic intervals regarding status of calls logged as defined by SBICAP Securities Limited officials.
- 11.5.6. Helpdesk would update and maintain the centralized Asset Tracking database.
- 11.5.7. The Bidder shall ensure that any change in resident engineers and/or helpdesk personnel is conveyed to the concerned SBICAP Securities Limited officials one month in advance. The Vendor would provide resumes of proposed FMSC resources (engineers/helpdesk personal) to the concerned SBICAP Securities Limited officials. Only approved resources would be permitted to replace the outgoing ones.
- 11.5.8. The HELPDESK shall provide support for distribution of computer stationery & consumables and maintain inventory of the same.
- 11.5.9. SBICAP Securities Limited reserves the right to levy penalty @ Rs. 500 per person per day at onsite locations in case of absenteeism exceeding 3 days.
- 11.5.10. Escalations
- 11.5.11. Pending call status on daily basis
- 11.5.12. Generation of MIS Reports as per the SLA

11.6. SUPPORT FOR IT MANAGEMENT SOLUTION / TOOLS

- 11.6.1. Vendor is expected to assist in deployment and configuration of ITSSM software..
- 11.6.2. Once deployed, FM team of vendor must use the IT Management solution to support service desk, system/network monitoring, asset management services for SSL.

12. SCHEDULE – F – COMMERCIAL BID

12.1. FORMAT FOR FURNISHING AMC RATES

Note:

- Bidders are requested to strictly adhere to the format given below; even if they have to repeat the rate of AMCs for various items. Comments/submissions, if any, may be given in a separate sheet against serial no. of item.
- The inventory list, which has been given brand-wise, is only indicative – there may be deviations in the configurations, count and brand.
- Bidders are requested to quote their best rate for each item, which are indicated in “Annexure IV”.

12.2. The commercial bid will be comprising of three different quotes, as under
QUOTE – A: This will have the rates of PCs, Servers and other items as per the enclosed list of hardware. **Annexure “IV”**

Tax at source will be deducted, wherever applicable.

12.2.1. AMC for below locations - Please refer Annexure “IV” for details

SBICAP Securities Limited Offices at	Amount
Corporate Centre	Rs.
AMC Total (Figure I)	

SBICAP Securities Limited Offices at	Amount
Other Than Corporate Centre and Branches	Rs.
AMC Total (Figure II)	

Quote – B: for FMS.

Sr No	Description/ Job profile	Qty / Strength	Unit Rate (Annual Cost)	Amount (Annual Cost X Qty)
1	Team leader/SPOC	1		
2	Help Desk Support	5		
3	Server administrator	3		
4	Application Support	4		
5	System Administrator	2		
6	Branch MPLS & IP Telephony Support	1		
7	Corporate Network Support	1		
8	IT Support at BO-Vikhroli	2		
9	DR support	1		
10	Regional Branch Support (Delhi, Kolkata) – Two more dedicated staff required for Pondicherry and southern region	4		
Total (Figure-III) in Rs.		25		

Grand Total (Figure I+II+III for AMC and FMS) = Rs. _____ (Exclusive of taxes and levies)

Note: SSL may increase or decrease the number of resources at the time of placing the order or during the contract term. The rates offered for above mentioned resources must be valid for the three year term starting from 1st April, 2019.

13. ANNEXURE 'IV' – SUMMARY OF INVENTORY”
(FOR AMC PURPOSE)

Asset list will be shared with interested bidders separately.

14. ANNEXURE 'V' – BRANCH LOCATION LIST will be provided by SSL separately after L1 discovery.

15. ANNEXURE 'VI' - JOB DESCRIPTION OF FMS RESOURCES

Summary

- 15.1. Bidder is expected to quote for resources with qualification and experience as mentioned in this section. Bidder must also refer 'Annexure 'III' in this document for FMS service related details.
- 15.2. This Annexure is just a guideline for providing resources for FMS services as mentioned in the SOW 'Annexure III'.
- 15.3. Proper background check should be carried out by bidder while hiring resources. Discipline & punctuality is must. All resources will be required to report on time as per their schedule.
- 15.4. SSL reserves rights to make changes to the roster. Resources may have to work late hours during production issues/technical emergency situations with systems.
- 15.5. FMS resources (excluding Helpdesk Support) may need to travel to branches / vendors site.
- 15.6. Branch support resources would be responsible for the IT support for SSL branches within the region.
- 15.7. All below mentioned are full-time resources.
- 15.8. Detailed Job Description is as follows

Job Profile	Qty. Required	Key Responsibility	Requirement	Location
Team leader	1	Responsible for overall performance and delivery of the FMS team, Specialists: Having a firm understanding of the Stock Broking business operations & IT systems Pro-Active: Always being ahead of the customer and identifying issues and resolving them before the customer could see them Efficient: Discovering, documenting and sharing all experiences so that the time taken by all team members is continually reduced Accountable: Being held accountable for the ownership of the services that we provide and never assume someone else will fix this problem/issue Prepare and share Call reports and aging call reports with superiors Coordinate with Business users to understand escalated and repeated issues and work with team to implement permanent solution and to reduce number of calls and improve the overall service experience	Minimum 6 years of relevant experience as a IT Team Leader Demonstrated application support experience, preferably in a 24x7 environment Experience in the use of an issue logging and tracking system Effective computer skills; Microsoft Office Software - Word, Excel, Power-point Effective communication skills both verbally and in writing. Experience of ITIL practices, ITIL Certification mandatory Good written and verbal English Ready to work in shift	Corporate Office
Help Desk Support	5	Log all the calls (from local, remote SSL users / customers), raise tickets assign it to engineers Track it till closure Follow-up for call closure and escalate wherever necessary Share incident/problem report on daily, weekly and monthly basis.	Minimum 3 years of relevant Experience, Experience in IT helpdesk services, Basic understanding of computer technology in a business environment. Effective computer skills; Microsoft	Corporate Office

		-Knowledge of ITIL processes, ITIL Certification preferred	Office Software - Word, Excel, Power-point, MS Exchange Email client, Helpdesk specific software applications. Effective communication skills both verbally and in writing. -Ready to work in shift Good written and verbal English	
Server Administrator	3	Support the following technologies: Windows, Microsoft Office products – Outlook, Word, Excel, Access, Internet Explorer, Trading applications - NSE (NEAT), BSE (Bolt), Omnisys etc. desktops, laptops, printers, networked copiers, basic LAN/WAN connectivity and others as assigned. Monitor daily backups. Ability to work independently and in a team environment. Ability to communicate well with internal and external contacts. - Knowledge of ITIL processes, ITIL Certification preferred	Minimum 3 years of relevant Experience Desktop and Network Troubleshooting Installing and configuring Operating Systems (Windows, Linux) Installing and configuring Application Software (MS Office, Open Office, .net and Java, email clients, etc. Installation and configuration of all trading related applications Configuration of printers, scanners, projectors Experience in a brokering firm and hands on experience on terminals connected to NSE-BSE will be an added advantage -Ready to work in shift	Corporate Office
Application Support	4	-- Relevant Experience – 4 years - Perform Beginning of Day (BoD) & End Of Day (EoD) operation for given applications as per scheduled timing - Provide application support for trading & back office applications - Provide initial assessment of urgency and business impact on all support calls - Manage application problem tickets, service requests, application upgrades/patches etc. - Provide investigation, diagnosis, resolution and recovery for application software problems. - When unable to resolve, escalate to higher level within SSL IT/Software vendor as required. - Maintain overall ownership of application service and its availability. - Log the issue with application vendor wherever required and follow-up Raise alarm when application fails to start or in case of an issue in trading application Provide application support to SSL users and customers (local and remote) - Knowledge of ITIL processes, ITIL Certification preferred (not mandatory)	- Effective computer skills; Microsoft Office : - Word, Excel, Power-point, Basic knowledge of SQL, Oracle & MySQL - Good knowledge of Linux OS, LAMP technologies Experience in performing operations for Indian capital market (Trading) Applications are must. -Ready to work in shift	Corporate Office
System Administrator	2	- Installation, configuration, monitoring of servers and VDI Infrastructure Prepare & share availability reports with SSL core IT team - VDI creation and management - Patch management - Antivirus Updates - Email ID Creation & backup - Complete backup of Data and Device configurations - Identification and resolution of individual and system issues which result in or potentially result in disruption to services provided - Participate in internal and external projects, reactive and proactive maintenance, sustaining, and break-fix activities	Relevant Experience – 5 years Degree/Diploma in Computer Engineering, MCSE Certified, CCNA, RHCE, 2+ years' experience with Xen Desktop Windows Server 2008, 2012 (preferred), Wide range troubleshooting skills, involving, Active Directory, storage, security, DNS/DHCP, DFS, printers, etc XenDesktop 6 and 7 & XenApp 6.5 Experience hypervisors and desktop Provisioning, Experience with Blade or Rack mounted workstations, Experience with thin clients (setup, -Ready to work in shift	Corporate Office
Branch MPLS Network Support	1	- Implementation, monitoring & troubleshooting of issues in Branch MPLS connectivity & Voice loggers including analog loggers.	- Relevant Experience – 5 years - Degree/Diploma in Computer Engineering, MCSE Certified,	Corporate Office

(MPLS, IP Telephony & Voice Recording)		<ul style="list-style-type: none"> - Coordinating with MPLS and IP Telephony vendors for feasibility study, implementation & technical issues. - Prepare & share network availability reports with SSL core IT team Backup & management of Device flash versions and configurations as required. 	<ul style="list-style-type: none"> CCNA,RHCE and 2-3 years hands-on experience in similar platform /environment. - Hands on experience in maintaining a MPLS/WAN environment.- Knowledge of ITIL processes, ITIL Certification preferred - Experience in IP Telephony - Working knowledge of Firewall devices, VLAN, Proxy - Reporting skills & good interpretation skills - Excellent communication skills - Good knowledge of Windows 2008, 13, ADS, TCP/IP, Network equipment -Ready to work in shift 	
Corporate Network Support	1	<ul style="list-style-type: none"> - Installation, configuration, monitoring & troubleshooting of issues in LAN/WAN, network and security devices. - Prepare & share network availability reports with SSL core IT team Backup & management of Device flash versions and configurations. 	<ul style="list-style-type: none"> - Relevant Experience – 4 years - Degree/Diploma in Computer Engineering, MCSE Certified, CCNA, RHCE and 2-3 years hands-on experience in similar platform /environment. - Hands on experience of maintaining a LAN/WAN environment, essaging Solutions - Knowledge of ITIL processes, ITIL Certification preferred - Experience maintaining Virtualization platforms - Working knowledge of Firewall devices, VLAN, Proxy - Reporting skills & good interpretation skills - Excellent communication skills - Good knowledge of Windows 2008, 13, ADS, XP, TCP/IP, Network equipment - Experience in a brokering firm and hands on experience on terminals connected to NSE-BSE will be an added advantage - Experience in Email Servers – MS Exchange - Linux (Ubuntu, Red Hat) support - Cisco/Brocade, Virtualization (Server & Desktop) -Ready to work in shift 	Corporate Office
IT Support at Vikhroli	2	<ul style="list-style-type: none"> - Desktop/Laptop on-site and phone support - Printer/Scanner support - Backup system support- Updating current infrastructure - Deploying new equipment - Provide investigation, diagnosis, resolution and recovery for hardware/software problems - When unable to resolve, escalate to higher level in accordance with Help Desk escalation processes - Maintain overall ownership of user's issue & service ensuring that they receive resolution within a stipulated timeframe - Provide initial assessment of urgency and business impact on all support calls. Manage service requests, software installations, new computer setups, upgrades, etc. - Record incident resolutions in the Help Desk tool. - Provide enhancement request feedback to IT regarding technology environment and customer needs through the defined processes. - Support the following technologies: Windows 2008/XP, Microsoft Office products – Outlook, Word, Excel, Access, Internet Explorer, Trading applications - NSE (NEAT), BSE (Bolt), Omnisys etc. desktops, laptops, printers, networked copiers,basic LAN/WAN connectivity and others as assigned. - Monitor daily backups. - Ability to work independently and in a team Environment. 	<ul style="list-style-type: none"> - Minimum 3 years of relevant Experience - Desktop and Network Troubleshooting - Installing and configuring Operating Systems (Windows7,8.1, Linux) Installing and configuring Application Software (MS Office, Open Office, .net and Java, email clients, etc.) - Installation and configuration of all trading related applications Configuration of printers, scanners, projectors - Experience in a broking firm and hands on experience on terminals connected to NSE-BSE will be an added Advantage -Ready to work in shift 	Vikhroli (Mumbai)
DR Support	1	<ul style="list-style-type: none"> - Installation, configuration, monitoring of servers & 	<ul style="list-style-type: none"> - Travelling to branches within 	Hyderabad



		<p>Network Devices at the DR facility Assist in performing DR Drills - IT Support for nearby Branches of SSL - Patch & Antivirus updating for DR Servers - Complete backup of Data and Device configurations - Identification and resolution of individual and system issues which result in or potentially result in disruption to services provided - Participate in internal and external projects, reactive and proactive maintenance, sustaining, and break-fix activities</p>	<p>the Region would be involved with this position - Relevant Experience – 4 years - Degree/Diploma in Computer Engineering, MCSE Certified, CCNA, RHCE - 2+ years' experience with network and datacenter. - Wide range trouble shooting skills involving, Active Directory, storage, security, DNS/DHCP, DFS, printers, etc - Xen Desktop 6 and 7 & - XenApp 6.5 - Experience hypervisors and desktop provisioning- Experience with Blade or Rack mounted workstations, - Experience with thin clients (setup, configuration, and management) - Experience with Microsoft Active Directory and Windows Server - Knowledge of storage technologies -Ready to work in shift</p>	
Regional Branch Support***	4	<p>- Desktop/Laptop on-site and phone support - Printer/Scanner support - Provide IT Support for nearby branches in the region - Backup system support- Updating current Infrastructure - Deploying new equipment - Provide investigation, diagnosis, resolution and recovery for hardware/software problems - When unable to resolve, escalate to higher level in accordance with Help Desk escalation processes - Maintain overall ownership of user's issue & service ensuring that they receive resolution within a stipulated timeframe - Provide initial assessment of urgency and business impact on all support calls. Manage service requests, software installations, new computer setups, upgrades, etc. - Record incident resolutions in the Help Desk tool. - Provide enhancement request feedback to IT regarding technology environment and customer needs through the defined processes. - Support the following technologies: Windows 2008/XP, Microsoft Office 2007/2010 products – Outlook, Word, Excel, Access, Internet Explorer, Trading applications - NSE (NEAT), BSE (Bolt), Omnisys etc. desktops, laptops, printers, networked copiers, basic LAN/WAN connectivity and others as assigned. - Monitor daily backups. - Ability to work independently and in a team environment. - Ability to communicate well with internal and external contacts. - Knowledge of ITIL processes, ITIL Certification preferred</p>	<p>- Travelling to SSL branches / Vendor sites within the region would be involved with this position - Minimum 3 years of relevant experience - Desktop and Network Troubleshooting - Installing and configuring Operating Systems (Windows, Linux) Installing and configuring Application Software (MS Office, Open Office, .net and Java, email clients, etc.) - Installation and configuration of all trading related applications Configuration of printers, scanners, projectors - Experience in a broking firm and hands on experience on terminals connected to NSE- BSE will be an added Advantage -Ready to work in shift</p>	Delhi, Pondicherry, southern region and Kolkata each

*** Quoted rates for “Regional Branch Support” must be valid for a similar kind of resource(s) in any SSL branch across Metro Cities in India. These rates must be valid for the 3 year contract period.



16. ANNEXURE VII-BIDDER ELIGIBILITY CRITERIA FORM

- Bidder should check on (YES/NO) whichever is applicable
- SSL expects bidders to fulfill the Eligibility Criterion to be able to qualify for the Technical Evaluation round.
- Although all the clauses in this Annexure are required, any deviation would be discussed internally by the selection committee and action would be taken accordingly.

BIDDER (COMPANY) NAME

--

1. The bidder is a Company/firm registered in India

Copy of incorporation certificate required

YES

NO

2. The bidder has good reputation in the market and their clientele include banks, FIs, Government Undertakings and other reputed concerns.

Client list from various industries required

YES

NO

3. The bidder has experience of at least 5 years in Annual Maintenance of computer hardware and Facilities Management Services of IT infrastructure.

Undertaking and client list required

YES

NO

4. The bidder has annual revenue of Rs. 100 Crore or more in the last audited financial year.

YES

NO

5. The Bidder has ISO 27001(security) & 20000(service delivery) Certified NOC & SOC in India

Certification copies required.

YES

NO

Only ISO 27001

Only ISO 27000



6. The bidder shall bid directly without any consortium and no third party outsourcing will be allowed for FMS services

Undertaking required from bidder

Note: Third-party Outsourcing/Subcontracting for FMS services and resources shall not be allowed

- YES (Third-party / sub-contracting not involved at all)
- NO (Third-party / sub-contracting will be involved)
- Third-party / sub-contracting will be involved for AMC services across remote locations only.

7. The bidder has minimum 5 customers with more than 1000 nodes in the AMC and FMS.

- YES
- NO

No. of customers with more than 1000 nodes serviced for AMC and FMS:

8. The Bidder has not been Black listed from any SBI group/ventures or any Government firms in India

'YES' in case of not black listed, 'NO' is case of black listed.

- YES
- NO

In case of 'NO' (black listed), please provide more details: _____

9. Bidder has minimum of Five years of domestic experience in providing IT Services with at least 10 Corporate Clients of equal or higher sized enterprise

Customer testimonial required on customer letter heads

- YES
- NO

No. of corporate clients and years of experience in servicing them: _____

10. Bidder is a company registered under the Companies Act, 1956 since last 10 years as on 31st March 2015

Copy of 'Certificate of Incorporation' required

- YES
- NO

11. Bidder has an overall IT staff strength at least 1000 personnel as on 31-03-2018

Self-declaration stating same must be provided by bidder

- YES
- NO

No. of overall IT staff strength as on 31-03-2018: _____



12. Bidder is an established player in computer maintenance market and should be currently servicing at least three AMC/FMS/ Assets contracts / IT services having more than 1000 nodes

- YES
- NO

Details of top three clients with more than 1000 nodes with above mentioned services: _____

13. The bidder has experience in managing IT /Managed IT Services for reputed Companies for Live Trader Terminals (Connecting to Exchanges like NSE, BSE and CDSL), PCs, Servers, Printers, laptops, Scanners, x86 based Servers, Microsoft Exchange Server, DMZ environment, Security firewall, Desktop Virtualization, Server Virtualization etc. and maintaining CAT 5, CAT 6 and fiber optic structured cabling, leased lines / VSAT with the accessories like ROUTERS, LOAD BALANCERS, HUBS, Switches, Racks, Online UPS systems etc.

Please furnish details about services provided for broking customers

- YES
- NO

14. Bidder is capable of handling AMC and FMS for all brands and makes of computer systems and peripherals and is able to provide AMC - FMS for all leading brands of computer hardware items and support for Operating Systems/ Systems Software.

Bidder is capable of managing services/applications including, but not limited to:

- Operating System – Windows 2008 servers and above, Linux [Red Hat & SUSE]
- Microsoft Active Directory
- Microsoft Exchange
- VPN Client Software / Voice Logger / IVR Solution
- RDBMS/Oracle (9i/11g/12c and above) /MS SQL Server 2008 and above.
- Anti-virus Server
- Back-up, restoration & recovery of data
- Imaging / Scanning software
- Proxy Server
- NEAT Terminals for NSE, BOLT for BSE, and third party trading applications.
- Virtualization [Server , Desktop]
- System & Network Monitoring
- Server Hardening
- Service Desk
- Datacenter Support

- YES
- NO

Details of Experience in servicing above applications/services: _____



15. Bidder has extensive experience in ITIL based IT Management tools and processes

Details of ITIL projects and client references required

YES

NO

Share details about implementation of ITIL based tools and processes at various client locations: _____

16. The bidder has on its roll adequate number of technically qualified engineers with necessary hands on exposure on the mentioned platforms.

Details requested in page 21 of RFP (5.1. TECHNICAL EXPERTISE) would be referred here.

YES

NO

17. Bidder has appropriate support relationship (channel partner, service partner, etc.) with OEMs of the items mentioned in Annexure I so as to ensure that priority support level from OEM will be available to bidder for problem resolution. These arrangements should be from DELL, WIPRO, IBM, Lenovo, HP, Acer, Checkpoint, EMC and HCL in our case.

Bidders must produce documentary evidence towards these arrangements.

YES

NO

Company Seal & Signatory

Date: