



REQUEST FOR PROPOSAL

Supply, Installation and support for Servers

RFP Notice No.: RFP/SBI DFHI/24-25/3

Date: 22-04-2024

**SBI DFHI LIMITED
5th Floor, Mistry Bhavan,
122, Dinshaw Vaccha Road,
Churchgate
Mumbai – 400 020.**

This document is meant for the exclusive purpose of bidding as per the Specifications Terms, Conditions and Scope indicated and shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.

RFP for Supply, Installation and Support for Servers

Dear All,

Request for Proposal (RFP) for Supply, Installation and Support for Servers at SBI DFHI Ltd, Head Office, Mumbai

We are planning to procure '3' servers ('1' at Mumbai and '2' at Navi Mumbai location) for the Company. The details of annexures are as below,

Annexure	Annexure Details
A	Terms and conditions
B	Qualification and Eligibility Criteria and Covering letter format
C	Technical Proposal Covering Letters (Format I, II, III)
D	Scope of Work
E	Commercial Proposal Covering and Bid Format (I, II)

- Interested parties are requested to submit their final Techno-Commercial proposals along with required annexures in separate password protected techno-commercial proposals over email with separate password for technical and commercial proposals. **Passwords not to be shared with the proposals or separate email, until requested.**
- Password protected proposals (with separate password for technical and commercial proposal), should be sent to systems@sbidfhi.com, headsystems@sbidfhi.com, headoperations@sbidfhi.com and headmidoffice@sbidfhi.com
- The technical bid should consist of Annexure A, B, C and D and other supporting documents required for bid evaluation.
- Commercial bid should consist of Annexure E.
- Contact Person: - Manish Sarang / Chinmay Chavan (systems@sbidfhi.com) Contact No: - 022-69334444/69334477/9867964170.**

Yours faithfully,

Head-Systems

ANNEXURE A - TERMS AND CONDITIONS

Supply, Installation and Support of Servers: The Company expects the vendor to Supply, Install and provide after-sales-support of '3' servers to the company as per the requirements of this RFP within maximum 2 weeks from the date of order placement. SBI DFHI LTD reserves the right to cancel the order.

1. Evaluation of Bid:

The SBI DFHI LTD shall evaluate the Technical Bids initially and based on Technical Bid evaluation shall undertake Commercial Bid evaluation of **the technically qualified proposals only**. SBI DFHI LTD reserves the right to further negotiate the contract price / terms with the selected vendor.

2. Purchase Order:

SBI DFHI LTD will reserve the right to issue a **full or partial purchase order** on a selected vendor. In case of inability from vendor to execute the order, SBI DFHI LTD will reserve rights to place an order with another bidder (vendor) of its choice. **SBI DFHI LTD is not bound to accept the lowest or any bid it may receive and will reserve the rights to scrap the entire process initiated through this RFP.**

3. Payment:

Payments for procurement of servers will be paid only after supply and installation and warranty status updated on OEM portal.

4. Miscellaneous:

- I. The vendor and its employees will strictly undertake not to communicate or allow to be communicated to any person or divulge in any way any information relating to the ideas, know-how, technique, data, facts, figures and any information whatsoever concerning or relating to the SBI DFHI LTD and its affairs to which the said employees have access in the course of the performance of the contract. Such employees shall also execute letters of fidelity and secrecy in such form as may be prescribed by the SBI DFHI LTD.
- II. All disputes and differences of any kind, whatever arising out of or in connection with the purchase order shall be referred to arbitration. The arbitrator may be appointed by both the parties or in case of disagreement, each party may appoint an arbitrator and the decision of the arbitrator(s) shall be final. Such arbitration is to be governed by the provisions of the Indian Arbitration Act.
- III. SBI DFHI LTD shall be under no obligation to accept the lowest bid or any other response to this tender notice including incomplete tenders / responses without assigning any reason whatsoever. SBI DFHI LTD reserve the right to modify / alter the full or partial terms and conditions of the tender / RFP / process and reissue fresh, if considered necessary, at point of time during process till placing purchase order.
- IV. Within the period of warranty/maintenance cover stipulated, SBI DFHI LTD would have the right to 1) Shift the systems to an alternate site at its choice. 2) Install electronic components such as memories, hard drivers, etc. to enhance the systems performance.
- V. Servers should strictly conform to the specifications stipulated by us. In case of any deviation, we reserve the right to reject the quotation. In case of any deviation is detected after acceptance, vendor should replace the identified system(s) free of cost.

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- VI. Vendor should certify the brand of components/sub-assemblies used in manufacturing the systems. SBI DFHI LTD would, prior to installation, open and inspect the systems, to confirm the certification.
- VII. Bidders should not quote any part/component reaching End of Life and/or End of Support during the mentioned warranty period from the date of purchase.

5. Delivery:

'1' server should be delivered at Head Office Mumbai and '2' servers should be delivered at Navi Mumbai. Delivery addresses will be shared with the selected bidder.

Schedule of the Event

Following is an indicative timeframe for the overall selection process under this RFP.

Sr. No.	Particulars	Dates and Timeline
01	Date of issue of the RFP	22.04.2024
02	Last Date and Time for submission of bids (technical and commercial) along with supporting documents	30.04.2024
03	Address for communication	Head-Systems, SBI DFHI LTD 5th Floor, Mistry Bhavan, 122, Dinshaw Vaccha Road, Churchgate, Mumbai – 400 020
04	E-mail id and contact for any queries / Comments /clarification regarding RFP / process	Manish Sarang/ Chinmay Chavan / Email - systems@sbidfhi.com / headsistemas@sbidfhi.com Contact No: - 022-2269334477 9867964170 /8976294142
<ol style="list-style-type: none">1. Bidders are expected to adhere to the timelines mentioned above. However, SBI DFHI Limited reserves the right to change the aforementioned timelines.2. If there are any changes in the above schedule, the same will be communicated to all applicable bidders through notice / email.3. All costs and expenses incurred by Bidder in any way associated with the development, preparation, and submission of their responses to the RFP, including but not limited to attendance at meetings, discussions, presentations, demonstrations, Proof of Concept etc. and providing any additional information required by SBIDFHI, will be borne entirely and exclusively by the Bidder.		

ANNEXURE - B

FORMAT - I

Technical Proposal Covering Letter (On Company Letter Head)

To,
Head-Systems,
SBI DFHI LTD
5th Floor, Mistry Bhavan,
122, Dinshaw Vaccha Road,
Churchgate, Mumbai – 400 020

Dear Sir/ Madam(s),

Sub: Technical Proposal for RFP for Supply, Installation and Support for Servers

Having examined the Request For Proposal (RFP) _____ Documents dated _____ the receipt of which is hereby duly acknowledged, we, the undersigned, offer to **supply, installation and support for servers** required capabilities in terms of functional and technical expertise for servers including all licenses required (other than mentioned in complete RFP document) and implement for in conformity with the said RFP Documents and hereby undertake that we accept all the conditions of the RFP and will provide the complete services as per the Scope of Work.

We undertake to state that we have submitted all the necessary documents / responses as per the technical proposal of this RFP.

We agree to abide by this bid for the bid validity period specified in RFP and it shall remain binding upon us and may be accepted at any time before the expiry of that period.

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

Enclosure,

1. Technical Bid as per Annexure/s (A, B, C and D) and required supporting documents.

Yours faithfully,

Date:

Signature of the Authorized Person

Name of the Authorized Signatory:

Place:

Designation:

Name of the Organization:

Seal:

FORMAT - II

Conformity Letter (On Company Letter Head)

To,
Head-Systems,
SBI DFHI LTD
5th Floor, Mistry Bhavan,
122, Dinshaw Vaccha Road,
Churchgate, Mumbai – 400 020

Sir/Madam,

Sub: Conformity for RFP for Supply, Installation and Support for Servers

Further to our proposal dated _____, in response to the Request for Proposal (RFP No. _____ hereinafter referred to as “RFP”) issued by SBI DFHI Ltd. (“SBIDFHI”) we hereby covenant, warrant and confirm as follows:

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

We also hereby confirm that our prices as specified in the Annexure/s Commercial Bid are as per the Payment terms specified in the Tender / RFP document. We agree to abide by this Tender /RFP Offer for **180 days** from the date of the Tender / RFP (Commercial Bid) opening, and our offer shall remain binding on us and may be accepted by SBIDFHI any time before expiry of the offer.

We also confirm that the soft-copies of the proposal submitted by us in response to the RFP and the related addendums and other documents issued by SBIDFHI, conform to and are identical with the hard-copies of aforesaid proposal submitted by us, in all respects.

Yours faithfully,

Date:

Signature of the Authorized Person

Name of the Authorized Signatory:

Place:

Designation:

Name of the Organization:

Seal:

FORMAT - III

Confirmation of Genuineness of hardware (On Company Letter Head)

To,
Head-Systems,
SBI DFHI LTD
5th Floor, Mistry Bhavan,
122, Dinshaw Vaccha Road,
Churchgate, Mumbai – 400 020

Dear Sir/ Madam(s),

Sub: Confirmation of Supply Genuineness of hardware for RFP for Supply, Installation and Support for Servers

Further to our proposal dated _____, in response to the Request for Proposal (RFP) _____ dated _____ issued by SBI DFHI Ltd., we hereby confirm that all the components / parts / assembly / software used in the said project to be supplied shall be original new components / parts / assembly / software(s) from Original Equipment Manufacturer and that no refurbished / duplicate / second hand components / parts / assembly / software(s) shall be supplied or shall be used. We shall also produce a certificate from the Original Equipment Manufacturers in support of the above statement.

We also confirm that in respect of licensed operating systems and other software utilities to be supplied, the same will be procured from authorized sources and supplied with Authorized License Certificate such as Paper Licenses, Product Keys etc.

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

Yours faithfully,

Date:

Signature of the Authorized Person

Name of the Authorized Signatory:

Place:

Designation:

Name of the Organization:

Seal:

ANNEXURE C

Minimum Eligibility Criteria Covering Letter (On Company Letter Head)

To,
Head-Systems,
SBI DFHI LTD
5th Floor, Mistry Bhavan,
122, Dinshaw Vaccha Road,
Churchgate, Mumbai – 400 020

Dear Sir/ Madam(s),

Sub: Minimum Eligibility for RFP for Supply, Installation and Support for Servers

Having examined the Request for Proposal (RFP) Documents _____ dated ____ the receipt of which is hereby duly acknowledged, we, the undersigned, undertake that we fulfill the Minimum Eligibility Criteria requirements.

We further undertake to state that we have enclosed / submitted all the necessary documents and details as per the "Minimum Eligibility Criteria" requirements of the said RFP.

Yours faithfully,

Date:

Signature of the Authorized Person

Name of the Authorized Signatory:

Place:

Designation:

Name of the Organization:

Seal:

QUALIFICATION CRITERIA (On Company Letter Head)

Note/Ref:

1. Bidders are requested to strictly adhere to the format given in this document.
2. Bidders are required to sign & stamp on Eligibility Criteria.

Criteria	Bidders Comments	Documents required
The bidder must be an Indian firm/ Company / Organization registered under Companies Act/Partnership Act/LLP Act etc. or a foreign company, registered under applicable laws & regulations, with Sales and Support arrangement in India.	YES/NO	Copy of the Certificate of Incorporation issued by Registrar of Companies and full address of the registered office. Proof of Partnership / LLP. Foreign companies also to provide declaration with details of sales and support arrangement in India.
The Bidder should not be blacklisted / debarred / negative list by any Statutory or public sector bank or Regulatory Authorities	YES/NO	Self-Declaration by authorized signatory.
The Bidder should have engaged in minimum two similar project services (as mentioned in RFP)	YES/NO	Project Completion Certificate from Client / Relevant document showing proof and Client contact details / self-declaration.
The Bidder should be minimum authorized partner with OEM for the proposed make/model.	YES/NO	Valid OEM partnership certificate / Authorization Letter from OEM
The Bidder should be profitable organization on the basis of profit before tax (PBT) for at least 02 (two) out of last 03 (three) financial years.	YES/NO	Certificate from the statutory auditor
The bidder should be ISO-27001 Certified Company, and the certificate should be valid as on date of bid submission and should also cover the proposed product/solution. Note: this point is applicable to critical products/ applications / support services.	YES/NO	Copy of ISO-27001 certificate
The bidder should have a fraud monitoring system in place.	YES/NO	Self-Declaration by authorized signatory.

Date:

Signature of the Authorized Person

Name of the Authorized Signatory:

Place:

Designation:

Name of the Organization:

Seal:

ANNEXURE D

Scope of Work for Supply, Installation and Support for Servers

The broad categories of the activities that are to be carried out for “**Supply, Installation and Support for Servers**” are to provide Server Hardware, Installation of Servers, to provide After-Sales-Support require to maintain healthy IT infrastructure.

SBIDFHI is in planning to procure ‘2’ servers at Navi Mumbai and ‘1’ server at Mumbai location with specifications as mentioned in below table. In order to do this, we invite proposals from competent and eligible bidders to supply, install and support the servers with buyback of ‘3’ servers.

1. Servers at Navi Mumbai & Mumbai locations are going to be used to install Disk Based Applications.
2. Vendors should supply, install and provide onsite support for the said servers.
3. The Server OS License is not expected, it will be procured and provided by SBIDFHI separately.
4. The bidder will install all necessary hardware and software as per the requirement including RAID configuration in server and rack mounting. Server OS media will be provided by SBI DFHI.
5. Server OS to be installed along with installation of required drives, drive mapping.
6. After OS installation system testing to be facilitated/performed by the bidder at both Navi Mumbai and Mumbai location, as per system requirements of SBI DFHI Limited.
7. Bidder will create first image backup for the servers which should be usable in case of server crash.
8. Vendors may suggest any change in any specifications. SBI DFHI LTD may or may not accept the suggestions. If accepted, accordingly bids need to be revised.

TECHNICAL DETAILS FOR SERVER MODEL (3 Qty.)				
Sr. No	Parameters	Parameters	Whether Complied (Yes/No)	Deviations if any
1	Make/Model	Delivery and Support Location – ‘1’ at Mumbai, ‘2’ at Navi Mumbai		
2	Server Type	2 U Rack mountable- 64-bit Server		
3	Processor	Intel Xeon-Gold 6142 (2.6GHz/16-core/150W) Processor Kit and should have thermal design power of 150W		
4	Number of Processors	1 (Dual Processor if needed)		
5	Cache Memory	L3 cache Minimum 20 MB		
6	Processor Sockets	2 Processor Sockets		
7	Chipset	Server Class Intel		
8	Memory	96 GB 2666MHz ECC (3 X 32 GB) DDR4 DIMMs, Memory to be provided of Server OEM Brand only.		
9	Maximum Memory Support	Maximum 756 GB,DDR4 Smart Memory DIMMs at speed up to		

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10	Minimum Memory slots	12		
11	Internal Storage	Qty: 3 X 2 TB SAS SFF or LFF with minimum 8 bays		
12	Storage Capacity-Support	Server should support SAS and SSD		
13	Storage Controller for RAID Support	16 Gb dual port Fibre Channel Host Bus Adapter should be compatible with Microsoft Server OS 2022 Std. Bidder should provide necessary hardware and install license software necessary for RAID 5 configuration. Proposed storage controller should cover all ports of hard disks bays to provide RAID facility.		
14	Optical Drive	Internal slim line DVD-ROM Drive		
15	Network ports	Minimum 2 port Gigabit (10/100/1000Mbps) Network Interface ports)		
17	Expansion I/O Slots	I/O Slots-Support for up to 3 x PCIe 3.0		
18	Redundant Hot Plug Power Supply	Yes (Dual fault tolerant Power Supply), 500W or 550W		
19	Power Cables India Standard	Yes. Power cable should be compatible with proposed server Power Supply		
20	Redundant Hot Plug Fans	Yes		
21	I/O Interfaces	1 x Serial, 1 x Graphics, 2 x RJ45 Network, 1xdedicated remote management RJ45 Port, 5 x USB Ports (2 Front, 2 Rear, 1 internal)		
22	OS Certification	The system offered is to be certified to run on the latest versions of Microsoft® Windows Server® 2022, 2019-64 bit includes VMware® vSphere™ Version 8.0, Hyper –V Host Windows Version 10.0		
23	Server Features	Integrated Management on system board, Automatic Server Recovery, ROM based Setup Utility, Status LEDs including system health		

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24	Server Management	<p>a) Should help provide proactive notification of actual or impending component failure alerts on critical components like CPU, Memory and HDD. Should support automatic event handling that allows configuring policies to notify failures via e-mail, or SMS gateway or automatic execution of scripts.</p> <p>b) Should help to proactively identify out-of-date BIOS, drivers, and Server Management agents and enable the remote update of system software/firmware components.</p> <p>c) The Server Management Software should be of the same brand as of the server supplier.</p>		
25	Comprehensive Warranty	3 Years support (NBD on call, Next-Business-Day for hardware replacement) Technical Support & Assistance for IT Staff: Comprehensive Server Installation Service with Rack Mounting		
26	Cables	All necessary cables required for installation should be included		
27	Rack Mounting Kit	Rack Railing Slide kit with all necessary accessories should be provided to mount the Server in Server Rack and should be compatible with proposed server model.		
28	Delivery Timeline	All necessary material to be delivered within 4 weeks after issuing purchase order.		
29	Delivery	Material to be delivered at the respective location directly. Mumbai and Navi Mumbai shipping address with contact person will be given in the purchase order.		
30	Buyback of Servers	'2' IBM X3650 Server (Intel E5410, 4 GB RAM) Sr. and '1' IBM X3650 M2 server to be given in buyback. (No storage material like HDDs will be given in buyback)		

Bidder should arrange for all necessary parts and accessories require for given server configuration through OEM during warranty period and Engineer should replace parts at the customer location as per the support window and bring server to operating condition. For any server problems, the primary method is to run diagnostic tools for faulty systems, to analyze exact issues. After reporting hardware issue or raise trouble ticket, support engineer should reach to office within the stipulated time of support window. The bidder will arrange firmware upgradation for the server (if any) during the warranty period.

Help Desk Management: All Call Log details are to be managed and maintained by the selected vendor. Online access of all Issues/Tickets with as on date status (centralized helpdesk) to be maintained.

Annexure E

Commercial Proposal Covering Letter Format -I (On Company Letter Head)

To,
Head-Systems
SBI DFHI LTD
5th Floor, Mistry Bhavan,
122, Dinshaw Vaccha Road,
Churchgate, Mumbai – 400 020

Dear Sir/ Madam(s),

Sub: Commercial Proposal for RFP for Supply, Installation and Support for Servers

Having examined the Request For Proposal (RFP) Documents _____ dated _____ the receipt of which is hereby duly acknowledged, we, the undersigned, offer our services, as mentioned, conformance with the scope of work of said RFP documents and as per the attached Commercial Proposal and hereby undertake that we accept all the terms and conditions of the RFP.

We further undertake, if our bid is accepted, to deliver the services in accordance with the delivery schedule finalized.

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

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

Enclosure-

1. Commercial Bid

Yours faithfully,

Date:

Signature of the Authorized Person

Name of the Authorized Signatory:

Place:

Designation:

Name of the Organization:

Seal:

ANNEXURE-E

Commercial Proposal bid Format – II (On Company Letter Head)

Commercial Proposal for RFP Supply, Installation and Support of Servers

Commercial Bid Format (On Company Letter Head)

ITEM	Make/PART No./Model no.	No of units	TOTAL PRICE (Excl. of Taxes)
Servers with three years comprehensive warranty Locations: Navi Mumbai (Qty:2) & Mumbai (Qty:1) (as per scope of work and specifications mentioned in Annexure D)		3	
One Time Installation and Configuration Charges		1	
Buyback price for '2' IBM X3650 SERVER and '1' IBM X3650 M2 Server			
	GRAND TOTAL		

Date:

Signature of the Authorized Person

Price Valid Till: -

Name of the Authorized Signatory:

Designation:

Name of the Organization:

Seal: