



REQUEST FOR PROPOSAL – AMC OF NETWORK SECURITY SYSTEM

DISCLAIMER

The information contained in this Request for Proposal (RFP) document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of SHCIL Services Limited (SSL), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by SSL to any parties other than the applicants who are qualified to submit the bids (“bidders”). The purpose of this RFP is to provide the bidder(s) within formation to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. SSL makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. SSL may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

RFP Document Details:

Name of Organisation	SHCIL Services Limited
RFP Reference No.	RFP/IT/2017-18/AMC/001
Date of issue of RFP document	18 th April 2017
Date of Pre-Bid Meeting	24 th April 2017 11.00 A.M. SSL Mahape Office
Last Date of submission of bid document	Tuesday 09 th May 2017 before 12:00 PM
Address for submission of bids	HEAD - Information Technology SHCIL Services Ltd., SHCIL House Plot No. P-51, T.T.C. Industrial Area M.I.D.C., Mahape, Navi Mumbai PIN 400710
This bid document is not transferable	

Invitation for close bids

This “Invitation for bids” is for “**Availing AMC of Network Security Setup**” at **Bangalore**

The Sealed Bids in accordance with this RFP should be submitted to:

HEAD - IT, SHCIL Services Limited

SHCIL House, Plot No. P-51, T.T.C. Industrial Area, M.I.D.C., Mahape, Kalyan-Shil Road,

Navi Mumbai PIN 400710 on or before 09th May 2017 before 12:00 PM

Ph. 61778634

Due Diligence:

The bidder is expected to examine all instructions, Forms, Terms, Conditions and Specifications in this RFP. Bids shall be deemed to have been made after careful study and examination of this RFP with full understanding of its Implications. The Bid should be precise, complete with all details required as per this RFP document. Failure to furnish all information required by this RFP or submission of Bid not as per RFP requirements will be at the bidder’s risk and may result in rejection of the bid and the decision of SSL in this regard will be final and conclusive and binding.

Cost of Bidding:

The bidder shall bear all costs associated with the preparation & submission of its bid and SSL will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

Contents of this RFP Document:

The requirements, bidding procedure, general terms & conditions are prescribed in this RFP document with various sections

(A) Bids Preparation and Submission Details

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- (B) Requirement with (SoW) / Service Level Agreement (SLA)
- (C) Terms and Conditions
- (D) Format for Commercial Bid

Clarifications regarding RFP Document:

- Before bidding, the bidders are requested to carefully examine the RFP Document and the Terms and Conditions specified therein, and if there appears to be any ambiguity, contradictions, gap(s) and/or discrepancy in the RFP Document, they should forthwith refer the matter to SSL for necessary clarifications.
- A bidder requiring any clarification on this RFP may be obtained via telephone / email
- SSL shall not be responsible for any external agency delays.
- SSL reserves the sole right for carrying out any amendments/modifications/changes in the bidding process including any addendum to this entire RFP
- At any time before the deadline for submission of bids / offers, SSL may, for any reason whatsoever, whether at its own initiative or in response to a clarification requested by bidders, modify this RFP Document.
- All bidders who have received this RFP document shall be notified of the amendment by phone or e-mail, and all such amendment(s) shall be binding on them
- SSL reserves the rights to extend the deadline for the submission of bids, if required. However, no request from the bidders for extending the deadline for submission of bids, shall be binding on SSL.
- SSL reserves the right to amend/cancel the RFP without assigning any reasons

Eligibility / Technical Criteria:

Sl.	Criteria	Documents to be submitted by vendor (bidder)
1	The vendor (bidder) should have office in Mumbai / Navi Mumbai / Bangalore	Certificate of incorporation
2	The vendor (bidder) should have minimum 3 (Three) years of experience for Network Security Setup (Firewall Checkpoint),	A self-declaration by the bidder
3	The vendor (bidder) should have executed at least (3) three orders of Network Security Setup maintenance costing not less than Rs.25 Lakhs per year within the last three years	A self-declaration by the bidder mentioning customer name and contact details.
4	The vendor (bidder) should have at least 3 clients preferably from financial sector	List of Customer Name, Address, Contact Person, Telephone Nos., E-mail Address
5	Acceptance of all the terms and conditions with Service Level Agreement	A self declaration by the bidder of this RFP

Format for Commercial Bid are prescribed in the Annexure(s)

Vendor (bidder) has to submit Commercial Bid submitted in the sealed & stamped envelope

(A) BID PREPARATION AND SUBMISSION

Bidder should submit One sealed envelope containing 2 sealed envelopes (1) Eligibility Criteria / Technical (2) Commercial Bid

1. Techno- Commercial Bid envelope

- The bidder will submit Technical and Commercial Bids in separate sealed & stamped envelope by mentioning “Technical Bid” & “Commercial Bid” on the envelopes

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- The bidder should quote only in the format given (Technical and Commercial Bid for Network Security Appliances AMC)
- There should not be any hidden / conditional costs in the bids and in the event of their presence in the bid, the bid is liable to be rejected.
- No indications pertaining to price or commercial terms should be made on the envelopes. If any price indications are made, then the bids may be rejected.
- No open ended / conditional bid shall be entertained and are liable for rejection.
- The bidder will submit their support locations with escalation matrix.

Submission of Bid

- The Technical and Commercial Bid should be submitted in non-window envelope. This envelope should be submitted in one sealed cover, super scribing the envelope with the RFP reference number, due date, name of the bidder, etc. Technical and Commercial Bid should be complete in all respects and contain all information asked for.
- The offer should be valid for a period of at least 90 days from the date of submission of bid
- The vendor (bidder) shall fulfill all statutory requirements as described by the law and Government notices. The vendor (bidder) shall be solely responsible for any failure to fulfill the statutory obligations and shall indemnify SSL against all such liabilities, which are likely to arise out of the agency's failure to fulfill such statutory obligations
- The vendor (bidder) shall be solely responsible either for any injury, damage, accident to the workman employed by the vendor (bidder) for any loss or damage to the equipment/property in the areas of work as a result of negligence/carelessness of its deployed resources.
- No request for any further extension of the above deadline shall be entertained. Delayed and/or incomplete bid shall not be considered.
- All employees engaged by the vendor (bidder) shall be comprehensively insured for accidents and injuries by the vendor (bidder) at his cost

Evaluation of Bid

SSL will evaluate the bid submitted by the bidders under this RFP. It is SSL's discretion to decide at the relevant point of time. The eligibility bid submitted by the vendor (bidder) will be evaluated against the Eligibility criteria set forth in the RFP. The vendor (bidder) needs to comply with all the eligibility criteria mentioned in the RFP to be evaluated for evaluation. Non-compliance to any of the mentioned criteria would result in outright rejection of the bidder's proposal. The decision of SSL would be final and binding on all the bidders to this document. SSL may accept or reject an offer without assigning any reason what so ever. The bidder is required to comply with the requirement mentioned in the RFP. Non-compliance to this may lead to disqualification of a bidder, which would be at the discretion of SSL.

(B) REQUIREMENT WITH (SOW) / SERVICE LEVEL AGREEMENT (SLA)

SHCIL Services Limited (SSL) intends to avail Comprehensive AMC of Network Security appliance at our Bangalore office.

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Network Security AMC: List of Network Security appliances as follows:

Sr. No.	Account ID	Product	Description	Certificate Key	Support Level
A	Hardware Firewalls				
1	00064 76716	NBB0560000	IP560 Base System Bundle	93071400188	ESNT
2	00064 76716	NBB0560000	IP560 Base System Bundle	93064500656	ESNT
	Total A	Total-2 (Hardware)			
B	Software Gateways				
3	00062 10848	CPSG-P204U-CPSM-P1007-F	Check Point Security bundle - including	35E85D7BE 552	CPCES-CO-STANDARD
			SG204U and SM1007 (FW, VPN,ACCL, AND, NPM, EPM, LOGS, MNTR, MPTL, UDIR & PRVS		
4	00062 10848	CPSG-P204U-HA-F	Secondary Check Point	5EE1A4E12 02E	CPCES-CO-STANDARD
			Security Gateway pre-defined system		
			including container for 2 cores and 4 blades		
			(FW, VPN, ACCL and ADN)		
	Total B	Total-2 (Software)			
	Total A+B				

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(C) TERMS & CONDITIONS

1. Period of Service:
 - (a) **Network Security Setup AMC Period from 1st June 2017 to 31st May 2018.**
2. Payment Terms:
3.
 - (a) AMC charges will be paid on every quarter end on submission of quarterly report.
 - (b) All Applicable taxes payable extra at actual.
 - (c) Applicable TDS, Cess, etc. will be deducted from the payment(s)
4. Service Level Agreement:
 - a. **SOW, SLA and Deliverables for Nokia IP appliances and Checkpoint Software :**
 1. Vendor is responsible for ensuring that the ordered software subscriptions as per the P.O. are delivered within 15 days after releasing the P.O.
 2. Vendor shall hand over paper licenses of subscribed software's to SSL on delivery of the same.
 3. Subscription of the licenses will be install on the respective servers by the Vendor within 7 days by coordinating with SHCIL and SSL team placed at Bangalore after receiving the licenses.
 4. Any problems arising due to license up gradation / patch updation shall be taken care by the Vendor.
 5. Any issues occurring in the NOKIA appliances, Related Network Sensors, Site protector server / Checkpoint application related issues will be taken care by the respective Vendor during the renewal period.
 6. The Vendor should conduct preventive maintenance of Nokia appliances on quarterly basis.
 7. Whenever new patch / new versions / up gradation is released for Software upgrades Nokia IPSO IOS and Flash upgrades, Checkpoint application upgrades Vendor has to depute his engineer to install the necessary patches / version upgrades on the respective network security appliances and servers. Before deploying the patches / new versions Vendor will provide the technical briefing to SHCIL/SSL team placed at Bangalore in terms of impact and new features.
 8. All the Incidents on all the appliances will be reported to Vendor and it will be their responsibility to resolve the same. (Including escalations to principals and getting it resolved.)
 9. Vendor will do proper documentation during the renewal period of the entire process carried out in Nokia IP appliances, Checkpoint Softwares renewal / new version / patch up gradation. The same shall be handed over to SHCIL.
 10. As on need basis Vendor shall make necessary configuration changes on Nokia IP appliances as requested by us during renewal period.
 11. Vendor will provide 24*7 basis immediate response to all the calls (Telephonic support and escalations)Service window : 24 x 7

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13. The Vendor will provide support during network maintenance activities at Sify Bangalore premises as per schedule set by Sify Bangalore IDC.

14. Response and Repair Targets: Vendor will provide and abide by the following Mean time to repair (MTTR) targets for the Nokia appliances.

- (1) Two hours maximum response time for all the outages (Onsite engineer support)
- (2) Next business day replacement support in case of hardware part replacement.
- (3) Resolution will be on best effort basis where in which call has been logged directly with the principle.

(e) Vendor will sign Non-Disclosure Agreement with SSL.

5. Force Majeure:

The vendor will not be held responsible for breach of executing any obligation or delay in executing any obligations as per this order / contract under below given circumstances / conditions:

- War, Riots, Strike, Fire, Flood, Earthquake, Storm, Epidemic breakout, Power failure, Theft etc.
- Any Governmental priorities (Necessary proof for validation viz. Govt. Gazette notifications, Leading Newspaper reports, etc. should be made available)
- Sabotage or omission of SSL

6. Dispute Resolution:

In the event of any dispute arising out of or in connection with this Order, the parties shall use their best endeavor to resolve the same amicably AND if the dispute could not be settled amicably, the matter shall be settled in the court under Mumbai jurisdiction only. The final payment will be released only after the vendor complies with above-mentioned clause

7. Contract Termination Clause:

- The agreement can be terminated with two month notice given by either party in writing for AMC of Network Security Appliances.
- Upon completion of the duration of this agreement or within 7 days of termination of agreement, the vendor shall ensure proper handover to the SSL /StockHolding Official.

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(C) Format for Commercial Bid (Quote price excluding all applicable taxes)

Quotation should be item wise.

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1	00064 76716	NBB0560000	IP560 Base System Bundle	93071400188	ESNT	
2	00064 76716	NBB0560000	IP560 Base System Bundle	93064500656	ESNT	
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			SG204U and SM1007 (FW, VPN, ACCL, AND, NPM, EPM, LOGS, MNTR, MPTL, UDIR & PRVS			
4	00062 10848	CPSG-P204U-HA-F	Secondary Check Point	5EE1A4E1202E	CPCES-CO-STANDARD	
			Security Gateway pre-defined system			
			including container for 2 cores and 4 blades			
			(FW, VPN, ACCL and ADN)			
	Total B	Total-2 (Software)				
	Total A+B					