



## REQUEST FOR PROPOSAL – COMPREHENSIVE AMC OF HP SERVERS & STORAGE SETUP

### 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/2017-18/002
Date of issue of RFP document	Tuesday April 18, 2017
Last Date of submission of bid document	Tuesday May 09, 2017 on or before 12:00 PM
Address for submission of bids	Information Technology-HEAD 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 bids

This “Invitation for bids” is for “**Availing Comprehensive AMC of HP Servers and Storage Setup**” at SSL’s Mahape Navi Mumbai office

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

IT-HEAD, 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 May 09, 2017 on or before 12:00 PM

Ph. 61778634

Email ID: SSL.Tenders@shcilservices.com

### 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.

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**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
- (B) Requirement with (SoW) / Service Level Agreement (SLA)
- (C) Terms and Conditions
- (D) Format for Technical and 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 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 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	Certificate of incorporation
2	The vendor (bidder) should have minimum 5 (Five) years of experience for Servers, Desktops maintenance and related Support Services under IT services	A self-declaration by the bidder
3	The vendor (bidder) should have executed at least (3) three orders of Servers, Desktop and Related Support Services 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	The vendor (bidder) should have min. Rs.05 Crore turnover and should be profitable in last two years	Certified copies of balance sheet for the last 2 years

**Format for Eligibility / Technical & Commercial Bid** are prescribed in the Annexure(s)  
Vendor (bidder) has to submit Technical and Commercial Bid separately in the sealed & stamped envelopes

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### (A) BID PREPARATION AND SUBMISSION

**Bidder should submit Two sealed envelope**

- 1. Technical Bid envelope**
- 2. Commercial Bid Envelop**

- The bidder will submit Technical and Commercial Bid separately in sealed & stamped envelopes by mentioning “**Technical Bid for Availing Comprehensive AMC of Server and Storage setup**” “**Commercial Bid for Availing Comprehensive AMC of Server and Storage setup**” on the envelope
- The bidder should quote only in the format given (Techno-Commercial Bid for Comprehensive AMC of Server and Storage setup)
- 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 Bids should be submitted in non-window envelopes. These envelopes should be submitted in one sealed cover, super scribing the envelope with the RFP reference number, due date, name of the bidder, etc. Technical & Commercial Bids 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)

## REQUEST FOR PROPOSAL – COMPREHENSIVE AMC OF HP SERVERS & STORAGE SETUP

SHCIL Services Limited (SSL) intends to avail Comprehensive AMC of Servers, and on-site Server and Related Support Services at SSL's Mahape Navi Mumbai, Mumbai offices. As part of requirement vendor will provide technically qualified (skilled) resources as described in the scope of work

Servers AMC : List of Servers & Storage as per Annexure-A

### (C) TERMS & CONDITIONS

1. Period of Service:

(a) Server AMC Period from 1<sup>st</sup> June 2017 to 31<sup>st</sup> May 2018.

2. Payment Terms:

- (a) Server 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)

3. Service Level Agreement:

a. For Server AMC

- i. Response Time: Within 2 Hours
- ii. Resolution Time: Within 12 Hours
- iii. 99% System Uptime
- iv. Penalty: Minimum 1% of the purchase order value per day subject to maximum of 5% of the purchase order value may be levied against non-adherence to resolution time as defined time frame as per clause i & ii per every instance of non-adherence.
- v. Maintenance activities will include apart from other activities, maintenance and troubleshooting.
- vi. The recording downtime shall commence at the time of registering the call with Vendor office or their local call centre.

If SSL Elects to continue the operation on server when part of the server gives problem, an event normally giving rise to downtime, the commencement of downtime shall be deferred until SSL releases the server or its items of server operating software respectively required by Vendor to do remedial maintenance. Machine Downtime shall end when the machine is made operational.

Downtime shall not be considered under the following conditions.

Time taken for pre-scheduled preventive maintenance and health check at a time convenient to SSL during agreed service hours. Time to reload O/S, and any applications and restore any old data if required Preventive maintenance, scheduled outages, cabling faults, or any other situation which is not attributable to failure of Vendor to exercise due care in performing their responsibilities.

b: Vendor will sign Non-Disclosure Agreement with SSL..

4. 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:

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- 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

5. 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

6. Contract Termination Clause:

- The agreement can be terminated with one month notice given by either party in writing for Comprehensive AMC of servers and Storage setup.
- 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 Official.
- The final payment will not be released till the vendor complies with proper handover.

**(D) Format for Technical Bid**

Description	Contents
Comprehensive AMC of Servers & Storage setup	BOM with Service Level Agreement
Criteria	Eligibility / Technical Criteria Document

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

Description	Payment (Rs.)
Comprehensive AMC of Servers & Storage setup	Item wise Charges per Year (Rs.) Excluding Taxes

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**Annexure-A**

Sr. No.	Description	CPU	No. of Processor	RAM	Hard Disk	HDD RPM	NIC Card	FC Card	Server Qty.
1	HP Proliant DL-360 G8 Server	E5-2607 ( 2.4GHz / 4-core / 10MB / 80W )	1	16 GB	450GB * 2	15 K	Integrated 4 ports 1GBPS NIC Ports	NIL	2
2	HP Proliant DL 360p G8 Server	E5-2665 ( 2.4GHz / 8-core / 20MB / 115W )	2	32 GB	300GB * 2	15 K	Integrated 8 ports 1GBPS NIC Ports	NIL	2
3	HP Proliant DL 360p G8 Server	E5-2665 ( 2.4GHz / 8-core / 20MB / 115W )	2	8 GB	300GB * 2	15 K	Integrated 4 ports 1GBPS NIC Ports	2nos. * Single Port 8 GBPS FC Cards	2
4	HP Proliant DL 380p G8 SERVER	E3-1220v2 ( 3.1GHz / 4-core / 8MB / 69W )	2	64 GB	600GB * 2	15 K	Integrated 4 ports 1GBPS NIC Ports	2nos. * Single Port 8 GBPS FC Cards	2
5	HP Proliant DL 320e G8 SERVER	E3-1220v2 ( 3.1GHz / 4-core / 8MB / 69W )	1	8 GB	300GB * 2	10 K	Integrated 2 ports 1GBPS NIC Ports	NIL	2
6	HP STORAGE	HP MSA 2040 Dual Controller FC SAN Storage with 24nos. * 600GB, 15K RPM SAS HDD	NIL	NIL	600GB * 24	15 K	NIL	NIL	1
7	HP SAN SWITCH	HP 8/20q FC 8-ports Active Switch	NIL	NIL	NIL	NIL	NIL	NIL	2
8	ATEN CONSOLE	17" LCD Console with Standard keyboard and Touch Pad Mouse	NIL	NIL	NIL	NIL	NIL	NIL	1
9	KVM SWITCH	RARITAN: 16 PORT KVM Switch along with Combo cables 16 Nos. Model: Exprezo	NIL	NIL	NIL	NIL	NIL	NIL	1
<b>TOTAL</b>									<b>15</b>