

STATE BANK OF INDIA

CMP Centre

Request for Proposal (RFP)

For

SECURED H2H CONNECTIVITY SOLUTION

FOR

BUSINESS TO BUSINESS INTERFACE (B2Bi)



Last date for receipt of bids	:	18.02.2010at 1200 Hours
Opening of bid	:	18.02.2010 at 1230 Hours
Technical Presentation from the Bidders	:	To be individually intimated to the bidders at the time of opening of bids.
Earnest Money Deposit (EMD) with technical bid	:	Rs.50,000/-

RFP for Secured Host-to-Host (H2H) Connectivity Solution for Business to Business Interface

Sr.	Particulars	Details
1	ADDRESS FOR RECEIPT /SUBMISSION OF BID	Deputy General Manager, State Bank of India CMP Centre 31, Mahal Industrial Estate Off Mahakali Caves Road Andheri (E), Mumbai – 400 093 Tel: 91-22-2681 4844 / 4803 Fax: 91-22-2687 5060 / 5061 Email: agmsys.cmp@sbi.co.in
2	BID SUBMISSION	BIDS AS PER RFP TERMS TO BE SUBMITTED IN 2 DIFFERENT SEALED ENVELOPES SUPERSCRIBED: a) "TECHNICAL BID FOR Secured H2H CONNECTIVITY Solution FOR STATE BANK OF INDIA" b) "INDICATIVE PRICE BID for Secured H2H CONNECTIVITY Solution FOR STATE BANK OF INDIA".
3	LAST DATE & TIME FOR SUBMISSION OF BOTH TECHNICAL AND INDICATIVE PRICE BIDS	18.02.2010 at 1200 Hours
4	BID SECURITY	Earnest Money Deposit (EMD) IN THE FORM OF: Account payee Demand Draft (DD)/ Bankers Cheque for INR 50,000/- (INR Fifty Thousand Only) only in favour of State Bank of India drawn on any Scheduled Bank and payable at Mumbai. The EMD will not carry any interest.
5	BID OPENING DATE FOR TECHNICAL BID	18.02.2010 at 1230 Hours at address mentioned at Sr. No.1
6	OPENING OF INDICATIVE PRICE BIDS	Indicative price bids of only those bidders who have qualified in the technical evaluation shall be opened. The date and time of the opening of indicative price bids shall be advised after completion of evaluation of the technical bids.

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Section 1: 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 State Bank of India (SBI), 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 is neither an agreement nor an offer and is only an invitation by SBI to the interested parties for submission of bids. The purpose of this RFP is to provide the bidder(s) with information 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. SBI 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. SBI may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

Section 2: Introduction

The CMP Centre has currently rolled out the Internet Portal application to offer the CMP related web-based customized services for collections as well as payment products to the selected corporate and mid-corporate clients using web, application and database servers, connected to the Internet after compliance with IS security policies of the Bank.

H2H connectivity is an enterprise-wide file transfer facility used to exchange sensitive data files in a secure, reliable, automated and seamless manner between two designated server systems placed on the Internet identified by their respective Public IP addresses. The Bank desires to have a H2H (Host-to-Host) Connectivity software solution for interface with its client / aggregators / others. Solution should support multi-protocol file transfers with guaranteed delivery over standard protocols like HTTP,HTTPS, FTP, FTPS (FT/SSL), and SSH based protocols (SFTP and SCP) ensuring security, authentication, non-repudiation and authorization of secure and encrypted transfer of payment, collection and other sensitive data files and document files (which may be digitally signed) as also image files between the business entities over internet/ public networks. The solution is to be deployed in the Bank's infrastructure in the DMZ area behind the Bank's firewall presently configured with public IP and URL with VeriSign Digital Server Certificate (128 bit - and may be upgraded in future). The solution should provide multi factor authentication to support verification of digital certificates being used by the client / aggregator / others' end.

Section 3: Eligibility Criteria

Only those Vendors who fulfill the following criteria are eligible to respond to the RFP. Offers received from the vendors who do not fulfill one or more of the following eligibility criteria are liable to be rejected.

Business Eligibility

The bidder shall be eligible to bid in the RFP only if it meets all of the following eligibility criteria:

1. The bidder should be an Indian company with existence in India for a minimum of 3 (three) years as on 1/1/2010.
2. Bidder should have experience of having implemented and supported both multi-factor authentication and secure communication solutions over the web, during last 3 years.
3. The proposed solution should have been implemented and integrated with the banking systems of at least one public sector / major private sector bank having branches across various states in India.
4. Bidder should have support operations in India with a **minimum** of 40 professionals working out of their offices in India (please provide details such as Addresses of the offices and number of professionals working from each office).
5. The Bidder shall submit a letter of undertaking that they have not been blacklisted at any time by the Central/ any of the State Governments in India or any Public Financial Institution in India.
6. Photocopies of relevant documents / certificates should be submitted as proof in support of the claims made. The Bank reserves the right to verify / evaluate the claims made by the vendor independently.
7. Complete details about reference customer name and contact information shall be provided to the Bank for reference check.
8. The bidder shall submit a solvency certificate from their bankers indicating solvency of the Company.

Note: The vendor must comply with all the above mentioned business criteria. Non-compliance of any of the criteria will entail rejection of the offer summarily. The requirements mentioned above are mandatory.

Section 4: Bid Process

4.1 Submission Of Bids

1. The bid shall be submitted in two parts as under :
 - i) A Technical Bid
 - ii) A Commercial (Indicative Price) Bid
2. The Technical and Commercial (Indicative Price) Bids shall be submitted in two separate envelopes which will be superscribed as under :

- i) The envelope comprising of documents for Technical Proposal shall be superscribed as **“TECHNICAL BID FOR SECURED H2H CONNECTIVITY SOLUTION FOR STATE BANK OF INDIA”**.
- ii) The envelope comprising of documents for Commercial Proposal (Indicative Price Bid) shall be superscribed as **“INDICATIVE PRICE BID FOR SECURED H2H CONNECTIVITY SOLUTION FOR STATE BANK OF INDIA”**.
3. The Technical Bids shall be opened as per the schedule indicated elsewhere in this RFP in the presence of authorised representatives of the bidders, if they so desire.
4. The opening of the Technical Bid shall be followed by the presentation of the features of the solution proposed by each bidder so as to ascertain that the solution offered meets the specifications as per RFP. The representatives of the bidders may offer clarifications as may be sought by the Bank during the presentations.
5. The Indicative Price Bids of the Bidders found qualified on all terms of technical bids shall only be opened.
6. The Bank is at liberty to use internet based reverse bidding from those bidders who have qualified on business and technical eligibility criteria and whose indicative price bids are found acceptable to select a single vendor.
7. The internet based reverse bidding process requires that the bidders possess digital certificate of at least class 2.
8. The rules for conduct of the internet based reverse bidding process shall be provided to the eligible bidders well before the conduct of the reverse bidding.

4.2 Documents Comprising the Bid

4.2.1 Technical Bids

1. Documentary evidence to be submitted for establishing business eligibility is as under:
 - i. A self certified copy of the registration certificate of the bidder company
 - ii. A self certified copy of Purchase Order / Evidence of implementation of solution at other customer's locations during last three years.
 - iii. Evidence to be provided for having implemented a similar solution in a public sector bank or major private sector bank having branches across various states in India.
 - iv. Evidence that the bidder has a minimum of 40 technical support personnel in India, at any point of time to provide continuous support.
 - v. An undertaking that the bidder has not been blacklisted at any time by central/ state government or any public financial institution in India.
 - vi. A letter by the bidder undertaking to facilitate verification of claims made by the vendor at their existing customer's location.
 - vii. Complete details including name, address and other contact information of the reference customer shall be provided for independent check by SBI.
 - viii. A solvency certificate from the bidder's bankers indicating solvency of the Company.

2. Documentary evidence establishing that the software product/solution, systems and the ancillary services to be supplied by the Bidder are eligible products and services and conform to the requirements as stated in the RFP.
 - i. A full description of the Technical solution which must provide an acceptable solution to the business requirement described herein.
 - ii. Bid Security deposit of INR. 50,000/- (INR Fifty Thousand only) as specified (DD/BC No. _____ dated _____ drawn on _____ Bank and Branch _____).
 - iii. Service Support Details
 - iv. Letter accepting Warranty period of One Year from the date of implementation sign-off on successful commissioning.
3. The Technical Bid should contain the documents in the following 3 sections in the same order:
 1. A formal Bid Letter addressed to the Bank duly signed by the authorised signatory of the bidder company and bearing the company seal.
 2. Bid Security (DD/ BC)
 3. Business Eligibility documents in the order specified under para “Business Eligibility”.
 4. Technical Eligibility documents in the order specified under para 2.i through 2.iv under para 4.2.

Any Technical Proposal not containing the above will be rejected. The Technical Proposal should not contain any price information, such proposals will be rejected.

4.3 Indicative Price Bids

Documents comprising of commercial (Indicative Price) Proposal shall be submitted in an envelope superscribed as “INDICATIVE PRICE BID FOR Secured H2H CONNECTIVITY FOR STATE BANK OF INDIA” and contain:

- a) A Full Price Schedule of the Solution indicating all the components (including sub modules) of the solution and services with prices in one separate closed sealed cover.
- b) The total price quoted must be inclusive of cost of providing software solution and services for installation, testing and commissioning of the solution and the Warranty inclusive of all applicable taxes, duties, levies, charges etc. except Octroi, where applicable, which shall be payable on actual basis on submission of the original receipts.
- c) The cost of annual maintenance service on yearly basis for a period of 3 years, exclusive of applicable service tax, after expiry of warranty period.
- d) Prices quoted as above shall be valid for a minimum period of 90 days from last date of submission of bid.

4.4 Clarification of Bidding Document/s

A prospective Bidder requiring any clarification of the Bidding Document may notify the Bank in writing or by Fax at the address / fax number / e-mail indicated in Invitation to Bid. The Bank will respond at the earliest any request for clarification of the Bidding Document received upto one day before the last submission date, but without any responsibility for delayed response. Relaxation in any of the terms contained in the Bid, in general, will not be permitted, but if granted, the same will be posted on the Bank's website.

4.5 Amendment of Bidding Document/s

1. At any time prior to the deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Bidding Document/s, by amendment which shall be posted on the Bank's website.
2. In order to allow prospective Bidders reasonable time in which to take the amendment into account in preparing their Bids, the Bank, at its discretion, may extend the deadline for the submission of Bids which shall be posted on the Bank's website.

Section 5: Scope of Work

5.1 Objectives

1. The Bank intends to provide to its customers / customers of State Bank Group, the services which are based on **Secured H2H Connectivity** for transfer of data, documents and images. The Bank shall be entitled to use the solution without nay restriction on the number of customers/clients to whom the solution may be offered

2. Bank understands the importance of secured connectivity and protection of sensitive information during communications over internet/ public infrastructure. For meeting the above objective, the Bank intends to acquire software applications, components, products, licenses, etc. to be owned by the bank/ licensed to the Bank in terms of this bid.

2. The Bidder will have to provide the following solutions with warranty of one (1) year and **AMC** services for a period of three (3) years post warranty as per the scope given below:

- i. The selected vendor should provide its solution on the Bank's existing web server (Currently on Sun Solaris10) and secured clients, which are platform independent for its customers.
- ii. The selected vendor should take care of all aspects of Installation on existing set-up, De-Installation, Configuration, Re-configuration, enhancements, updates, upgrades, problem analysis, on – site, as well as off - site including DR site support located at Hyderabad.

- iii. The solution must encompass installation, integration and customization of the solutions with the existing Banking application of the Bank without hampering the routine operations of the bank.
- iv. The selected vendor will have to ensure the troubleshooting at Bank's end as well as customer's end for five (5) customers before implementation sign-off. The customers may be located outside Mumbai also. For customers located outside Mumbai, air travel cost between Mumbai and SBI customer location by economy class for a maximum of two officials shall be reimbursed separately on actual receipt basis.
- v. The selected vendor shall provide monitoring & management aspects and support services 24*7*365, of the H2H Connectivity solution.
- vi. The selected vendor should provide SLA based services and the SLA tracking system for maintaining un-interrupted operations.
- vii. The scope of the services is to be provided for the period of 3 years from the date of initiation of respective service / solution (Services will be deemed to have been commissioned from the date of implementation sign-off by the Bank).
- viii. The selected vendor should comply with all the security aspects, banking application architecture and administration specifications as specified in the technical requirements.

5.2 Technical Requirements

The proposed solution shall meet the following technical requirements:

1. The solution should have a secured gateway server with the following capabilities:
 - a. **Mutual Authentication Services:** Solution should provide mutual authentication of the client to the server and server to the client at the protocol level
 - b. **Dynamic Authentication Credentials:** The solution should provide dynamic change in identity credentials of both the secured server and the secured client at every session
 - c. **Communication services:** Solution should support multi-protocol file transfers with guaranteed delivery over standard protocols like HTTP,HTTPS, FTP, FTPS (FT/SSL), and SSH – Based protocols (SFTP) ensuring security, authentication, non-repudiation and authorization of data transfers between the business entities over internet/ public networks.
 - d. **Security Services:** Solution should provide user authentication, end-to-end encryption of data with encryption for data at rest in DMZ.
 - e. **Management Services:** Solution should provide centralised Web-based administration and User account management.
 - f. **Data Orchestration:** Automation, scheduling, folder monitoring, and event based transfers, auto-archiving of file, integration and customisation.
 - g. **Audit trails/ Reports:** Extensive audit trails, signed audit records including alert messages (SMS or SMTP e-mail).
2. The solution should permit integration and customisation into the bank's application, existing and future.

3. The solution should have web-based application user interface for centralized administration, managing and monitoring of its services.
4. The solution has to support transfer of digitally signed documents.
5. The solution has to prevent upload of malicious files and malware.
6. The solution has to be scalable to allow transfer of multiple files at a time.
7. The solution has to be compatible on all major operating system platforms. The solution has to support transfer of image files.
8. The solution should have a secured client capable of mutual authentication and secure encrypted communications with the following features:
 - a. It should support major platforms with advanced capabilities including restart of interrupted file transfers,
 - b. It should have in-built functionality to protect against key-loggers, screen-scrapers and similar malicious programs
 - c. It should have in-built hardened / sandboxed browser protected against man-in-the-browser applications and other internet based risks
 - d. It should have command line support as well as graphical user interface, and
 - e. It should have an in-built scheduler utility or any event based triggers for initiating the various applications in an automated and seamless manner

Note: The requirements mentioned above are mandatory. Non-compliance of any of the criteria will entail rejection of the bid summarily.

5.3 Supply, Installation and Integration

Selected vendor must supply, install and integrate all the hardware, tools, software, storage, media, documentation and other material as per the terms and conditions agreed by the Bank. Space and infrastructure to install the system will be provided to the selected vendor. The Bank's team shall be associated in the process such that they are able to understand the details of the system and process.

Section 6: Terms and Conditions

6.1 Bid Security

- a) The bidder shall furnish, as part of its Bid, a Bid security in the form of a demand draft/ banker's cheque drawn on any scheduled bank, payable at Mumbai, for an amount of INR.50,000(INR Fifty Thousand only).
- b) Any Bid not secured, as above, will be rejected by the Bank, as non-responsive.
- c) Un-successful Bidders' Bid security will be returned as promptly as possible not later than sixty (60) days after the expiration of the period of Bid validity.
- d) The successful Bidder's Bid security will be returned upon Bidder signing the Contract and furnishing the performance guarantee.
- e) The Bid security may be forfeited:

If a bidder withdraws its Bid during the period of Bid validity specified by the Bank;

or

if a bidder makes any statement or encloses any form which turns out to be false/ incorrect at any time prior to signing of Contract;

or

in the case of a successful Bidder, if the bidder fails to sign the Contract;

or

to furnish Performance Guarantee

6.2 Performance Guarantee

- a) The selected vendor shall be required to furnish performance guarantee within 7 days from Date of receipt of Purchase Order. The performance guarantee shall be issued by any Bank other than State Bank of India or its Associates. The bank guarantee shall be for an amount equivalent of 20% of the total order value valid for Two Years.
- b) The proceeds of the performance guarantee shall be payable to the Bank as compensation for any loss resulting from the Vendor's failure to complete its obligations under the Contract.

- c) The performance guarantee will be discharged by the Bank and returned to the Vendor not later than the 30 days, following the date of completion of the supplier's performance obligations under the Contract, including any warranty obligations under the contract.
- d) In the event of any contract amendment, the Vendor shall, within the 30 days period after receipt of such amendment, furnish the amendment to the Performance guarantee, rendering the same valid for the duration of the Contract, as amended. In the event of any correction of defects or replacement of defective software/products/equipment/system during the warranty period, the warranty for the corrected / replaced software/products/equipment/system shall be extended to a further period. The performance guarantee for a proportionate value shall be extended by the period over and above the extended warranty period.

6.3 For the System & other Software, the following will apply:

In case the primary vendor is coming with software which is not his proprietary software then the primary vendor must submit evidence in the form of agreement he has entered into with the software vendor which includes support from the software vendor for the proposed software for the full period required by the Bank.

6.4 Acceptance Procedure:

The acceptance criteria for the H2H connectivity solution is given as under:

1. The software solution shall be subjected to security evaluation and testing including source code review by the Bank of Bank's information security consultants and this activity shall be facilitated by the selected vendor so as to comply with Bank's Information Security (IS) policy.
2. The selected vendor shall comply with all the requirements of the Bank's information security policy, other than the evaluation and testing by the Bank or Bank's IS consultants.
3. On successful completion of installation, commissioning, integration, customization, testing, acceptability test, receipt of deliverables, etc., and after the solution runs successfully for 5 customers and/or two months, whichever is earlier, after going live and Bank is satisfied with the working on the system, the acceptance certificate (as mutually decided and approved by the Bank) signed by the Vendor and the representative of the Bank will be issued. The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the proposed solution.

6.5 Delivery

1. Time, being an essential feature of the contract, the Selected vendor is expected to deliver install and implement the systems within 2 weeks time from the date of receipt of Purchase order and acceptance of the purchase order whichever is earlier..

2. Before the products / solution are taken over by the Bank, the Vendor shall supply technical and user Manuals for the software solution supplied and for the required interfaces. Operation and maintenance Manuals for all the systems and applications covering the operations needed to start, run, day-begin, day-end, other operations, transfer to fall back system / site including business continuity plan to be provided by the vendor. User manuals for Administrative Office / Zones / branches for all the modules shall be provided by the vendor. The manuals shall be in English.
3. Unless and otherwise agreed the products and equipment shall not be considered to be completed for the purpose of taking over until such manuals have been supplied to the bank.
4. The Supplier shall provide one set of Design Manual, System Manual, User manual and Security Manual for the Application Software. The Vendor shall also provide one soft copy of each of the manuals. Soft and hard Copy Manuals shall commensurate with number of installations of Products in the Bank.
5. The vendor shall provide training on the deployed solution to Bank's team of system officials for installation, administration, maintenance and support of the solution at the bank's end as well as the customer.
6. The vendor shall provide training to the identified officials of Bank's first 5 selected customers.

6.6 Warranty

- a) The minimum warranty period shall be of twelve months from the date of implementation sign-off.
- b) The Bank shall promptly notify the Vendor in writing of any claims arising under this warranty.
- c) Upon receipt of such notice the Vendor shall within 3 business working days, repair or replace the defective products or part thereof without cost to the Bank.
 - d) If the Vendor, having been notified, fails to remedy the defect(s) within the above period, the Bank may proceed to take such remedial action as may be necessary, at the Vendor's risk and expense and without prejudice to any other rights, which the Bank may have against the vendor under the Contract.
- e) Warranty / Uptime
 - i) During Warranty Period, Vendor guarantees an Uptime of 99.5 % on quarterly basis for the entire/core solution proposed. Accordingly it is expected that necessary redundancy is built into the proposed solution for all critical components whether software or hardware.
 - ii) Warranty for Hardware/System Software/off-the-shelf Software will be provided to the Bank as per the general conditions of sale of such software.

- iii) Minimum Warranty for the solution provided by the Bidder and customised to Bank's requirements, shall be for minimum period after it is delivered, installed and commissioned.
- * Any bugs in such software shall be rectified free of cost
 - * Any requirements changes/modifications required by bank will have to be carried out by the identified vendor.
 - * The maximum response time for a support/complaint from the site of installation (i.e. time required for Supplier's maintenance engineers to report to the installations after a request call / fax /e-mail is made or letter is written) shall not exceed 3 (three) hours.
 - * Supplier/his representative shall resolve the software problem within maximum 6 (six) hours of reporting of the problem by the Bank to the Supplier's nearest office by phone, fax, e-mail or letter.
 - * Any rectification required in the Application Software due to inherent bugs in the System Software / off-the-shelf software shall also be rectified by the Supplier free of cost, within a reasonable period.
- v. The Bank may require the selected vendor for deposit of the software code with a third party in India or abroad in an Escrow arrangement at Bank's cost.

6.7 Legality Of Software

The selected vendors shall have the absolute ownership of the software and products to be supplied to the Bank. The selected vendors shall explicitly absolve the bank of any liability to third parties for violation of intellectual property rights, patent rights or any other rights by whatever name described. The selected vendor shall also be liable for all losses, charges and expenses incurred by the Bank in the event any third party makes claim on intellectual property rights etc.

6.8 Payment Terms

The selected vendor shall be paid the price agreed to by the Bank as under:

- i. 80% of the agreed price on Implementation sign off by the Bank;
- ii. 20% of the agreed price after one year of the implementation sign off or on furnishing of a performance guarantee for equivalent amount from their Bankers other than State Bank Of India and its Associates Banks.

6.9 Other Conditions

- 1. No correspondence or soliciting or canvassing in any manner whatsoever will be entertained and any one trying to do so will be disqualified from participating in the bidding procedure.

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2. State Bank also reserves the sole right to withdraw this RFP without assigning any reasons at any stage before placing a binding Purchase Order.
3. The decision of the Bank in all matters shall be final and binding on all participants.