

Reference Number: 01SBIS20240418



REQUEST FOR PROPOSAL

PROCUREMENT OF CISCO SMART NET TOTAL CARE

Reference Number: 01SBIS20240418

**State Bank of India, IT & Systems Department,
#27-01, 80 Robinson Road, Singapore, 068898**

SECTION 1: INVITATION TO QUOTE

State Bank of India (hereinafter referred to as SBI / the Bank) is having its Corporate Centre at Mumbai, India. It has a global presence with offices in various cities across India and in other countries.

In order to meet the Information Technology requirements of State Bank of India, Singapore Office, the Bank proposes to invite tenders from established organizations (hereinafter referred to as “bidder”) to undertake activity as listed in ‘Section 3’ of this document.

The bidding document carrying details related to RFP may be obtained from the Bank as under or could be downloaded from Bank’s Website <https://sg.statebank/home> under the ‘Procurement Section’. The encrypted bids should be submitted to the Bank only as per Section 7 of this document.

<https://sg.statebank/home> --> Procurement

Direct link :

<https://sg.statebank/en/web/sg/procurement>

- ❖ Bank reserves the right to change at any time, the dates mentioned in this document, which will be communicated to the bidders through our Website only.
- ❖ SBI reserves the right to amend, rescind or reissue this RFP and all amendments will be advised to the bidders through our website only and such amendments, if any, will be binding on them.
- ❖ Information provided by the bidders in response to this document will become the property of SBI and will not be returned.
- ❖ Quotes received before or after the aforesaid date and time may not be entertained for evaluation and shortlisting.
- ❖ Unsigned/ Incomplete Quote, Unstamped Quote and those which are not signed by authorized signatory may not be entertained for evaluation and shortlisting.
- ❖ Bank reserves the right to withdraw this RFP anytime without any prior notice.
- ❖ All further communication and clarification to be sought ONLY through email to “ ittender@sbising.com” quoting the Reference number and subject of this document.

SCHEDULE OF EVENTS

Bid details availability	Document carrying the details about the RFP and bidding can be downloaded from website from 07:30 PM on 18.04.2024 until 1:00 PM on 02.05.2024
Last date for requesting clarification.	Up to 1:00 PM on 02.05.2024 All communications regarding points / queries requiring clarifications shall by e-mail to “ ittender@sbising.com ”
Date and Time for submission of bid	All bids are to be mandatorily submitted via email to “ ittender@sbising.com ” in between 03:00 PM - 5:00 PM only on 02.05.2024 (Refer section 7).
Contact Details	
Address for communication	Head (IT & Systems), IT Department, State Bank of India, #27-01, 80 Robinson Road, Singapore, 068898
Telephone	+65-6222 2033
All correspondence relating to this RFP should be sent to following email id.	ittender@sbising.com

SECTION – 2 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/email by or on behalf of State Bank of India (Bank), is subjected to the terms and conditions set out in this document and to 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 the Bank to the interested parties for submission of bids. Purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their quotes. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigation & analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary, obtain independent advices/clarifications. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. No contractual obligation whatsoever will arise from the RFP process until a formal contract is signed and executed by duly authorized officers of the Bank with the selected bidder.

Bank, its employees and advisors make no representation or warranty and will have no liability to any person or firm, including any applicant or bidder under any law, statute, rules, regulations, tort, Principles of Restitution, unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFQ and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way for participation in this bid stage.

Bank also accepts no liability of any nature, whether resulting from negligence or otherwise, howsoever caused, arising from reliance of any bidder upon the statements contained in this RFP.

The issue of this RFP does not imply that the Bank is bound to select a bidder or to appoint the selected bidder or Concessionaire, as the case may be, for the Project. Bank reserves the right to reject all or any of the bidders or bids without assigning any reason whatsoever.

The bidder will bear all its costs associated with or relating to the preparation and submission of its bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Bank or any other costs incurred in connection with or relating to its bid. All such costs and expenses will remain with the bidder and the Bank will not be liable in any manner whatsoever, for the same or for any other costs or other expenses incurred by a bidder in preparation or submission of the bid, regardless of the conduct or outcome of the bidding process.

SECTION 3: BROAD SCOPE OF WORK

To provide Smart Net Total Care (SNTC) 8*5* Next Business Day support of following routers and switches for a period of 2 years (01.06.2024 – 31.05.2026).

S.No	Device	Model	Serial Number
1	Router	ISR4351-SEC/K9	FDO2152A21D
2	Router	ISR4351-SEC/K9	FDO2117A0U3
3	Router	ISR4351-SEC/K9	FDO2152A22L
4	Router	ISR4351-SEC/K9	FDO2211A1SY
5	Router	ISR4351-SEC/K9	FDO2152A269
6	Router	ISR4351-SEC/K9	FDO2152A268
7	Router	ISR4351-SEC/K9	FDO2326A2J8
8	Router	ISR4351-SEC/K9	FDO2326A2JA
9	Router	ISR4351-SEC/K9	FDO2152A266
10	Router	ISR4351-SEC/K9	FDO2152A267
11	Switch	WS-C2960X-24TS-L	FCW2142B1J1
12	Switch	WS-C2960X-24TS-L	FCW2142B1LY
13	Switch	WS-C2960X-24TS-L	FOC2209Y1NF
14	Switch	WS-C2960X-24TS-L	FOC2209Y1R4
15	Switch	WS-C2960X-24TS-L	FCW2142B1ND
16	Switch	WS-C2960X-24TS-L	FCW2142B1NX
17	Switch	WS-C2960X-24TS-L	FCW2142B1MN
18	Switch	WS-C2960X-24TS-L	FCW2142B1M7
19	Switch	WS-C2960X-24TS-L	FCW2142B1MZ
20	Switch	WS-C2960X-24TS-L	FCW2142B1N9
21	Switch	WS-C2960X-48TS-L	FCW2149A08F
22	Switch	WS-C2960X-48TS-L	FOC2210T326
23	Switch	WS-C2960X-48TS-L	FOC2111S02L
24	Switch	WS-C2960X-48TS-L	FCW2124A12K
25	Switch	WS-C2960X-48TS-L	FCW2212A3ZF
26	Switch	WS-C2960X-24TS-L	FCW2324B1XF
27	Switch	WS-C2960X-24TS-L	FOC2318T05N
28	Switch	WS-C2960X-24TS-L	FCW2320A09Z
29	Switch	C9200-24P	JAE234302T6

SECTION 4: ELIGIBILITY CRITERIA

- 4.1 Vendors interested for submitting quote should meet following criteria:
- i. Must be in the line of business for more than 3 years in Singapore.
 - ii. Should be certified to perform the activity / or to supply the items required.
 - iii. Should have executed at least one project of similar scope within the last 12 months; applicable in case of bids other than those related to supply of physical items.

SECTION 5: BID PRICES

- 5.1 Prices are to be quoted in **Singapore Dollar** only.

Prices quoted should be inclusive of all Government levies, Excise duty, Custom duty etc. and incidental services such as transportation, insurance etc **but exclusive of Goods & Service Tax (GST) payable.**

SECTION 6: DELIVERY SCHEDULE AND PENALTY

- 6.1 Delivery/Project should be completed within requested timelines. Any delay will be viewed seriously and penalties levied.
- 6.2 Bank reserves the right to cancel the Purchase Order. In the event of such cancellation, vendor will not be entitled for any compensation.

SECTION 7: SUBMISSION OF BID

- 7.1. Bidders should submit the password protected quotes via **email** to “ ittender@sbising.com ” in between **03:00 PM - 5:00 PM on 02.05.2024 only (Singapore Standard Time)** :

Financial Bid File: Carrying the detailed costing.

In case of bids where more than one service/item is intended to be procured, break up of cost may be given.

- 7.2. Password of the aforementioned files should be shared via **email** to “

ittender@sbising.com” in between **05:00 PM - 7:00 PM on 02.05.2024 only (Singapore Standard Time)**.

- 7.3. Quotes received before or after the aforesaid date and time may not be entertained for evaluation and shortlisting.
- 7.4. Unsigned/ Incomplete/Unstamped Quote, and those submitted without password may not be entertained for evaluation and shortlisting. Final decision in this regard will lie with the bank.
- 7.5 All further communication and clarification to be sought ONLY through email to “ ittender@sbising.com” quoting the Reference number stated above.

SECTION 8: DEADLINE FOR SUBMISSION OF BID

- 8.1 Signed and complete bid/quote must be received by the Bank at the through mail at the specified mail address, no later than the date & time specified in the ‘Schedule of Events’ in invitation to bid and as specified in ‘Section - 7’ of this document.

SECTION 9: CONTACTING THE BANK

- 9.1 No bidder should contact the Bank on any matter related to this bid, from the time of submission of bid to the time Contract is awarded.
- 9.2 Any effort by a bidder to influence Bank in its decision on bid evaluation, bid comparison or on award of contract may result in the rejection of the bidder’s bid and consequent black listing for future contracts for a period of no less than 3 years.

SECTION 10: AWARD CRITERIA

- 10.1 Bank will award the Contract to the bidder who has been determined to qualify to perform the Contract satisfactorily and whose bid has been determined to be responsive. It may or may not be the lowest evaluated bid.

SECTION 11: BANK’S RIGHT TO ACCEPT OR TO REJECT ANY OR ALL BIDS

Bank reserves the right to accept or reject any bid in part or in full or to cancel the bidding process and to reject all bids at any time prior to award of contract, without incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidders of the grounds for the Bank’s action.

SECTION 12: NOTIFICATION OF AWARD

- 12.1 Prior to expiration of the period of bid validity, Bank will notify the successful bidder in writing or by e-mail, on acceptance of the bid.
- 12.2 The selected bidder should convey acceptance of the proposed bid by returning duly signed and stamped duplicate copy of the award letter within 7 days of receipt of the communication or a through a confirmation/acknowledgement email.
- 12.3 No notification will be sent to the unsuccessful bidders.

SECTION 13: INSPECTION AND QUALITY CONTROL TEST

- 13.1 Bank reserves the right to carry out inspection at Vendor's office either through a team of Bank officials or an external agency hired by Bank exclusively for the purpose. Bank may demand a demonstration of the solution proposed on a representative model in bidder's office or in Bank's premises.

SECTION 14: PAYMENT TERMS

- 14.1 Payment will be made in Singapore Dollar. 100% amount will be released only on satisfactory completion of work / delivery of physical items.

SECTION 15: PRICES

- 15.1 Price payable to the vendor, as stated in the Contract will be firm and not subject to adjustment during performance of the contract, irrespective of reasons whatsoever, including exchange rate fluctuations, change in taxes, duties, levies, charges etc.
- 15.2 Bank reserves the right to re-negotiate the price in event of change in international market prices of such services or change in scope of work.

SECTION 16: CHANGE ORDERS

- 16.1 Bank may, at any time, by a written order given to the vendor, make change within the general scope of the Contract, in any or in entire scope before delivery of service.
- 16.2 If any such change causes an increase or decrease in the cost of, in the time required for the completion of any provision under the Contract, an

equitable adjustment will be made in the Contract price or in delivery schedule, or both, and the Contract will accordingly be amended. Any claim by the vendor for adjustment under this clause must be asserted within thirty (30) days from the date of vendor's receipt of Bank's change order.

SECTION 17: APPLICABLE LAW

- 17.1 Contract will be interpreted in accordance with laws of the Republic of Singapore and will be subjected to the exclusive jurisdiction of Courts at Singapore.

Address for Notices:

Bank's address:

State Bank of India, IT & Systems Department, #27-01, 80 Robinson Road, Singapore, 068898

or on the latest address as advised on SBI, Singapore Corporate Website.

Vendor's address:

'Registered address as available in ACRA / applicable registration document' on the date of notice.