

REQUEST FOR PROPOSAL

**SUPPLY, INSTALLATION AND OPERATIONS OF NETWORK ACCESS CONTROL
(NAC) SOLUTION FOR SBI LIFE**

LAST DATE OF SUBMISSION: 4th Dec 2018

Reference No: SBIL/IT Infra/ NAC/ 2018- 15th Nov 2018



1. REQUEST FOR PROPOSAL

This Request for Proposal is issued by SBI Life Insurance Co Ltd (hereinafter referred to as SBIL) inviting proposals (technical and commercial) for Network Access Control (NAC) Solution at DC and DR.

SBI Life Insurance Company Limited ("SBI Life"/ "the Company"), established in 2001, is a joint venture between State Bank of India and BNP Paribas Cardif S.A. and is one of the leading life Insurance companies in India. SBI Life has an authorized capital of Rs. 20.0 billion and a paid up capital of Rs. 10.0 billion.

SBI Life offers a comprehensive range of life insurance and pension products at competitive prices, ensuring high standards of customer service and world class operating efficiency. The Company offers individual and group products which include savings and protection plans to address the insurance needs of diverse customer segments.

SBI Life has a multi-channel distribution network comprising of an expansive Bancassurance channel with SBI, which has an unrivalled strength of over 22,000 branches across the country. SBI Life also has a large and productive agent network comprising of 112,119 agents, as on June 30, 2018. The Company's other distribution channels include direct sales and sales through corporate agents, brokers, insurance marketing firms and other intermediaries. As on June 30, 2018, the Company has a widespread network of 837 offices across the Country to address customer needs effectively and efficiently. The Company had an AUM of Rs. 1,202.8 billion as of June 30, 2018.

The Company is listed on National Stock Exchange ("NSE") and The Bombay Stock Exchange ("BSE"). For more details, please visit: <https://www.sbilife.co.in/>

The purpose of this RFP is to invite bids on Network Access Control (NAC) Solution from prospective bidders/OEM's/ System Integrator/ Authorised Partner under the scope, Terms & Conditions defined in this RFP document to supply, install and operate for the period of 5 years.

Schedule of RFP:

RFP Document published in SBI Life's corporate web site	15/Nov/2018
Collection of Full RFP post submission of NDA	23/ Nov/2018
Last date for query submission by email	26/Nov/2018
Reply to Queries over email	27/Nov/2018
Last date of submission of bids	04/Dec/2018
Opening of Technical Bids	Will be informed
Reverse Auction	Will be informed

2. Disclaimer

This RFP is neither an agreement nor an offer and is only an invitation by SBI Life to the interested System Integrators for submission of bids. The purpose of this RFP is to provide the System Integrator(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each System Integrator may require. Each System Integrator 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 advices/clarifications. SBI Life 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 shall arise from the RFP process until a formal contract is signed and executed by duly authorized officers of SBI Life with the selected System Integrator.

SBI Life, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or System Integrator under any law, statute, rules or regulations or tort, principles of restitution or 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 RFP 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.

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

The issue of this RFP does not imply that SBI Life is bound to select a System Integrator or to appoint the Selected System Integrator or Concessionaire, as the case may be, for the Project and SBI Life reserves the right to reject all or any of the System Integrators or Bids without assigning any reason whatsoever.

The System Integrator shall 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 SBI Life or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the System Integrator and SBI Life shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by the System Integrator in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

3. Bidder's Eligibility Criteria

Eligibility Criteria	Compliance	Document Required
Submission of NDA to SBI Life to become eligible to receive full RFP through email (NDA format enclosed)	Y/N	Submission of NDA on ₹ 500 Stamp paper.
The System Integrator should be a current legal entity with a minimum 5 years of experience in India.	Y/N	Appropriate Supporting Document
Financial statements i.e. Audited Balance sheet and Profit & Loss accounts for last three years(FY2015-16, FY2016-17 and FY2017-18)	Y/N	Audited Balance Sheet or CA certificate.
Minimum Annual Turnover should be ₹ 25 Crores in each of the Preceding three financial years.	Y/N	Audited Balance Sheet or CA certificate.
The participant should be a profit making entity. It should not have incurred / reported losses during any of the last three financial years.	Y/N	Appropriate Supporting Document
Certificate from the Banker certifying that the System Integrator is not an NPA account holder.	Y/N	Certificate from Bank
The System Integrator should have permanent office in Mumbai and Hyderabad	Y/N	Appropriate Supporting Document
The System Integrator should have supplied and Maintaining Network Access Control Solution to at least two clients during the last 2 financial years, at least one of which should preferably be in the BFSI. Kindly furnish details of the same in the Technical Proposal. Size of NAC deployment must be similar or larger than SBI Life	Y/N	Copies of Purchase Orders
The participant should produce a declaration that it has not been blacklisted by any public sector organization. (Self signed /undertaking declaration to be submitted).	Y/N	Supporting Document
An undertaking that, no penalties/fines have been imposed on their entities by any Regulator or Govt Agency or any Authority for breach of any Regulations or Laws.	Y/N	Supporting Document
Performance Bank guarantees amounting to 10% of selected bid value to be submitted by the selected System Integrator valid for a period of three year from a Scheduled Bank other than SBI and its Associates. BG should be submitted by successful System Integrator only upon issuance of PO. Payment of last milestone of 10% will be kept on hold and will be release against BG.	Y/N	BG will be required to be submitted after issuance of PO to successful bidder
The System Integrator should have adequate experience, expertise, capabilities, and skilled personnel comprising experts in NAC and IT Security Product which will enable the System Integrator to execute and perform the jobs specified in the SOW, efficiently and effectively.	Y/N	Supporting Document
Acceptable Make are Cisco-ICE, Fore Scout, HP – Clear Pass and Pulse Secure only	Y/N	Submit MAF of OEM

4. Brief of Requirement and Scope of Work

1. Supply of all hardware, software, components etc. for NAC Solution (hardware, software, license, firmware etc.) along with operating system and other peripherals and its integration with SBI Life's existing/future applications & network infrastructure (15000 Users and Devices but solution should be scalable to handle 25000 users/devices without additional cost to SBI Life), details of features, requirement and solution will be email once NDA is submitted . Entire project solution to be supplied, tested and commissioned within overall 12 weeks from the date of purchase order.
All the equipment must be dual stack (IPv4 plus IPv6) compliant and should be able to support both IPv4 plus IPv6 without any upgrades. As the NAC solution is required for enterprise-class access for branch/office applications/devices, bidders must quote a suitable solution, meeting all the technical specifications, meant for specified number of users/devices, from their product portfolio which is meant for enterprise category.
2. To provide all necessary hardware and software required to make the solution work strictly as per technical specifications. The specifications given as minimum requirement however system Integrators can quote equivalent or higher technical specifications to meet SBI Life's requirements. However no weightage would be given for higher configurations.
3. System Integrator shall ensure that during various phases of implementation, the performance, security, etc. of the existing network setup is not compromised.
4. The NAC Solution shall include all components and subcomponents like cables (e.g. as power cables), Hardware & Software Licenses, Accessories and other components (required for commissioning of the solution as a part of RFP) should be supplied by the System Integrator at no extra cost to SBI Life.
5. System Integrator has to provide equipment & peripherals with rack mounting kit to accommodate all components in the rack space provided in SBI Life's Data Centers.
6. All necessary entitlements papers of license for both hardware and software should be provided to SBI Life.
7. The Selected System Integrator shall arrange to provide one time exhaustive training at OEM's lab (Prior to implementation or as per the schedule given by SBI Life) to SBI Life's nominated persons. Training plan, scope and duration of the same to be shared with SBI Life and has to be mutually agreed before finalizing the training/refresher course. Refresher course should be provided every year and as when demanded by SBI Life.
8. The selected System Integrator must have adequate number of qualified technical staff with certification from the respective OEMs to understand and provide quick resolution to the technical problems. Selected System Integrator needs to appoint adequate number of onsite project managers for supervising the implementation/roll out in coordination with the IT Networking Department of SBI Life -Belapur.
9. The selected System Integrator should provide CV of Project Managers that demonstrates proven experience in executing projects similar in scope and complexity. SBI Life reserves the right to ask for a change in the Project Manager, depending upon qualification/experience etc.
10. Selected System Integrator has to submit escalation matrix and keep SBI Life informed, if any changes take place.

11. The selected System Integrator will supply, install, configure & maintain the complete NAC solution for the period of 5 years, including OEM warranty support, configuration support, lodging calls, RMA etc.
12. The Selected System Integrator should provide one skilled resource onsite in general shift from Monday to Saturday for 8 hours shift during operations to manage day to day operational calls of NAC solution from the date of handover of project till 5 years during contract period.
13. Sub contracting of any activity under this project is not permitted. An undertaking to this effect shall be submitted by the System Integrator.
14. The selected System Integrator should provide support with its own resources which are on its permanent pay roll during Project implementation and Operations of NAC.
15. The selected System Integrator should inform SBI Life about all release / version change of patches / upgrades / updates of Hardware / software / OS / Middleware etc. as and when released by the Selected OEM. Implementation will be done by the selected System Integrator.
16. All products updates, upgrades & patches should be provided by the Selected System Integrator free of cost during warranty and AMC support period of five Years.
17. The Selected System Integrator should keep the SBI Life explicitly informed about the end of support dates on related products / hardware and should ensure support during five years warranty & AMC period.
18. The Selected System Integrator should supply, install, configure and commission the proposed NAC (Network Access Control) solution with 3 years of comprehensive warranty and technical support, as per mentioned support Terms & Conditions and AMC with comprehensive support for 4th & 5th year.

19. RFP Collection

The bidder has to submit a signed NDA agreement as per the **Annexure-1** on a Rs 500 stamp paper (Excepted for those who are already empanelled with SBI Life) . On submission of NDA the RFP document will be mailed to the Bidder.

Failure of submission NDA will result in non issuance of RFP to the bidder. Bidder has to submit this to the following as per the schedule mentioned above and collect the RFP from the same:

SVP & Head IT Infrastructure
SBI Life Insurance Co Ltd,
1st Floor, Kapas Bhavan, Plot 3A, Sector 10,
CBD Belapur - 400614
Navi Mumbai
Or

Alternatively to save time you may allowed to first send scan and signed copy of NDA to below email ID and then submit original copy through courier or personally visiting above officials office.

nac.rfp@sbilife.co.in

Annexure-1 – (NON- DISCLOSURE AGREEMENT)

This Nondisclosure Agreement ("NDA") is made and entered into this ___ day of ___ Month in the year Two thousand Eighteen (2018)

BY AND BETWEEN

SBI Life Insurance Co Ltd., a company incorporated under the laws of India Companies Act 1956 and having its registered office at

SBI Life Insurance company Ltd
"Natraj" Corporate Office
M.V. Road and Western Express Highway Junction
Andheri (East) , Mumbai- 400 069.

AND

(Company name & address)

SBI Life Insurance Co Ltd. and _____ shall be individually referred to herein as a "Party" and collectively as the "Parties".

WHEREAS, the Parties propose to exchange certain proprietary information, concerning Technically and commercially detailed information regarding their respective products & service offerings, organization, decision processes, technical infrastructure, working processes and delegation of responsibilities, project management and planning methods, reports, plans and status including but not limited to technical manuals, specifications, product features, customer list, specializations, documents, financial statements and business/development plans ("Proprietary Information").

WHEREAS, each Party agrees to receive the proprietary information from the other party and treat all such information confidential information. Such information will be treated confidential if it is in tangible form or is summarized by the disclosing Party ("Disclosing Party") in tangible form orally or visually. It is expected that such information will bear a legend or label of "Confidential" or other similar designation manifesting intent that the information is confidential ("Confidential Information").

NOW, THEREFORE, in consideration of the recitals set forth above and the covenants set forth herein, the Parties agree that:

1. Recipient agrees to hold all Confidential Information received from the Disclosing Party under this agreement forever even after the termination of this agreement, from the receipt of the Confidential Information. Recipient will use such Confidential Information only for the purpose of business arrangements between the Parties; restrict disclosure of such Confidential Information to its employees and employees of its affiliated companies with a need to know and inform such employees of the obligations assumed herein. Recipient will not disclose such Confidential Information to any third party without the prior written approval of the Disclosing Party.

2. Recipient agrees to protect Confidential Information received from the Disclosing Party with at least the same degree of care as it normally exercises to protect its own proprietary information of a similar nature. Recipient agrees to promptly inform the Disclosing Party of any unauthorized disclosure of the Disclosing Party's Confidential Information.
3. The Recipient shall ensure that their employees will not disclose any information of the disclosing party even after they cease to be employees of the recipient. The recipient party shall ensure this by own internal agreements
4. The restrictions set forth in this NDA on the use or disclosure of Confidential Information shall not apply to any information:
 - a) Which is independently developed by the Recipient; or
 - b) Rightfully received free of restriction from another source having the right to so furnish such information; or
 - c) After it has rightfully become generally available to the public; or
 - d) Which at the time of disclosure to the Recipient was rightfully known to such party or its affiliated companies free of restriction as evidenced by documentation in its possessions; or
 - e) Which the Disclosing Party agrees in writing is free of such restrictions; or
 - f) If such information is required to be furnished to any authority, department, office or body by a decree, order or authorization of law.
5. No license to the Recipient, under any trade secret or any other intellectual property right, is either granted or implied by the disclosure of information to the Recipient. None of the information which may be disclosed or exchanged by the Parties shall constitute any representation, warranty, assurance, guarantee, or inducement by either Party to the other of any kind, and in particular, with respect to the non-infringement of trademarks, patents, copyrights, mask work rights, or any other intellectual property rights, or other rights of third persons or of either Party.
6. There are no warranties expressed or implied by this Agreement. Without limiting the foregoing, neither party makes any representations nor extend any warranties, express or implied, as to the adequacy or accuracy of Confidential Proprietary Information or any other information or data related thereto, or with respect to the use thereof by Recipient.
7. Neither this NDA nor the disclosure or receipt of information from either Party to the other Party, shall constitute or imply any promise or intention to pursue any business opportunity described in the Confidential Information or make any purchase of products or services by either Party or its affiliated companies or any commitment by either Party or its affiliated companies with respect to the present or future transaction between the parties.
8. All information shall remain the property of the Disclosing Party and shall be returned upon written request or upon the Recipient's determination that it no longer has a need for such information.
9. Confidential Information provided to one party does not and is not intended to represent an inducement by the other party or a commitment by the Disclosing Party to enter into any business relationship with the Recipient or with any other entity. If the parties desire to pursue business opportunities, the parties will execute a separate written agreement to govern such business relationship.
10. The Parties agree that during the existence of the term of this NDA and for a period of one year thereafter, neither Party shall solicit directly or indirectly the employees of the other Party.
11. The term of this NDA shall be Five years from the date of its execution by both Parties. Each Party agrees that all of its obligations undertaken herein as the Recipient shall survive and continue for the period specified in Paragraph 1 regardless of any prior termination of this NDA.
12. This NDA constitutes the entire understanding between the Parties hereto as to the information and merges all prior discussions between them relating thereto.

13. No amendment or modification of this NDA shall be valid or binding on the Parties unless made in writing and signed on behalf of each of the Parties by their respective authorized officers or representatives.
14. The Parties agree that the laws of India, other than its conflict of laws provisions, shall apply in any dispute arising out of this NDA.
15. Any dispute or claim arising out of or in connection herewith, or the breach, termination or invalidity thereof, shall be settled by arbitration in accordance with the provisions of Procedure of the Indian Arbitration & Conciliation Act, 1996. The arbitration tribunal shall be composed of a sole arbitrator, and the Parties shall appoint such arbitrator mutually. The place of arbitration shall be Mumbai, India and the arbitration proceedings shall take place in the English language.

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed as of the date set forth above.

SBI Life Insurance Co. Ltd.

(Company Name)

By : _____

By : _____

Name : _____

Name : _____

Title : _____

Title: _____

Date : _____

Date: _____

=====End of Document =====