Request for Proposal (RFP)
For
SOS Berlin Job Scheduler Renewals

RFP # IT-26-27-86
Date : 20-11-2026

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Introduction

The Multi Commodity Exchange of India Limited (MCX), India's first listed exchange, is a state-of-the-art, electronic commodity futures exchange that facilitates online trading. MCX has multi-layer architecture trading and network hardware which has maximum scalability based on market demand.

1. Objective

The objective of this RFP is to get Renewals for SOS Berlin Job Scheduler from OEM

Details as mentioned in **Annexure-A.**

2. Service Level Agreement (SLA) and Scope of Bidders:

The BIDDER should share service contact details with escalation matrix.

1. The BIDDER should share the back to back (OEM) contract details / copy, original software licenses copies, etc. (If applicable).
2. Ongoing support & maintenance for support period

Uptime – 99.99% on monthly basis
uptime for for any jobs and workflows operated with JobScheduler provided that system resources are available.
Standard Support – Monday to Friday 10AM – 8PM IST Time Zone
Support priorities and response times –
production standstill : 1 hour
Minor and major issues : upto 12 hours

24/7 Support – Extended service hours Monday to Friday 12AM -10AM and 8PM – 12PM IST Time Zone,
Sat – Sun 12AM – 12PM IST Time Zone
Support priorities and response times –
production standstill : 1 hour
Minor and major issues : upto 12 hours

The Exchange reserves the right to amend or modify the contents of RFP at any time before date of bids submission. The decision of the Management Committee of MCX shall be final

3. **Location of services:**
   - Multi Commodity exchange of India limited Mumbai
   - If you meet mentioned eligibility criteria / scope, please send confirmation mail and expression of interest to:

Mr. Dinesh Lall - Dinesh.lall@mcxindia.com - 91677 20870

4. **Payment terms:**

80% upfront net 45 at begin of software period, 20% Net 45 at the end of support period
Submission of necessary documents (Form 10F, etc.), pertaining to taxation as required by MCX to process invoices.

5. **Notification**

MCX may in its absolute discretion apply selection criteria specified in the document for evaluation of proposals for short listing / selecting the eligible Bidder. MCX is not obliged to provide any reasons for any such acceptance or rejection as evaluation process in entirely internal. Submission of proposal notifies deemed acceptation of terms as mentioned in this RFP by Bidder. All Quoted Commercial Values should comprise of values only up to 2 decimal places. MCX for evaluation purpose will consider values only up to two decimal places for all calculations & ignore all figures beyond two decimal places.

6. **Confidentiality** : The RFP document is strictly confidential and is not to be disclosed, reproduced, published in any manner, transmitted, or otherwise made available by the Recipient to any other party. MCX may update or revise the RFP document or any part of it at its sole discretion. The Recipient acknowledges that any such revised or amended document received by it, shall be subject to the same terms and conditions as this original and subject to the same confidentiality undertaking. All Information pertaining to the Exchange obtained by the Solution Provider as a result of participation in this RFP / project is confidential and must not be disclosed without prior written authorization from the Exchange

7. **Termination Clause:** If the product / solution / services are not found to be satisfactory or if any non-compliance in product / service with respect to RFP or breach of delivery terms, SLA, uptime then MCX reserves the right to terminate the contract / Purchase Order (PO) giving notice to the bidder. Bidder should refund the payment done by MCX, if any.
   If delivery / installation not completed within 6 months of PO date, MCX reserves right to terminate the PO. Bidder should refund the payment done by MCX, if any.

CII clause protection & Backdoor clauses

- The Vendor understands and acknowledges that certain systems/computer resources/equipment/setups of MCX are identified as a Critical Information Infrastructure ("CII"). Therefore, All the Laws/ rules/ regulations and guidelines applicable to CII's and Protected Systems including the *"Information Technology Act, 2000"* and *"Information Security Practices and Procedures for Protected Systems",* set out in Gazette notification dated 22nd May 2018, shall be applicable to MCX.

The Vendor represents and warrants that: (1) the Vendor and/or its personnels shall always comply with the required laws, regulations and guidelines, applicable to the them, to ensure safety and security of MCX's CII's and Protected Systems; (2) the Vendor and/or its personnels shall not damage/harm MCX's systems/computer resources/equipment/setups; (3) the Vendor and/or its personnels shall not try to obtain unauthorised access to MCX's systems/computer resources/equipment/setups; (4) Vendor and/or its personnels shall not plant or place any harmful code, virus, self-propagating program, Trojan horse, trap door, backdoors or any other kind of harmful code or program in MCX's systems/computer resources/equipment/setups; (5) The Vendor and its personnel shall not leak and/or misuse the information stored and available on MCX's systems/computer resources/equipment/setups. Furthermore, the Vendor agrees to indemnify and keep indemnified, hold harmless and defend MCX against any/all loss, claims damage and penalty, that may be incurred by MCX, due to breach of VENDOR/OEM/SI's representations and warranties, as mentioned in this provision. In addition to the above Vendor may also be liable for the punishment and/or penalty prescribed under the applicable laws (including of Information Technology Act, 2000).

Annexure A

Standard Support for Product Maintenance "M" in production environment
Standard Support for Product Maintenance "S" in non production environments
24 x 7 Support for "M" AND "S"
(BOQ as per last PO Issued)

SOS Berlin Job Scheduler Standard Support for Product Maintenance "M" in Production environments Period - 17th Dec 2026 to 16th Dec 2027

Standard Suppport for Non Production for Product Maintenance "S" for non production - 17th Dec 2026 to 16th Dec 2027

24 x 7 support for license package "M" in production Period - 17th Dec 2026 to 16th Dec 2027

Commercials for Year 2 and Year 3 to be fixed