

Expression of Interest Empanelment of Vendor for IT Software Services

28/02 /2018

RESERVE BANK INFORMATION TECHNOLOGY PRIVATE LIMITED

MUMBAI - 400 705

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1. About ReBIT

ReBIT has been set up by the Reserve Bank of India (RBI), to take care of the IT requirements, including the cyber security needs of the Reserve Bank and its regulated entities. ReBIT will act as a catalyst for innovation, big systems and new ideas apart from having the capability to guide the regulated entities in the IT areas of their operations as also for the RBI's IT related functions and initiatives. Given the need for inter-operability and cross-institutional cooperation, ReBIT will effectively participate in setting up of standards to strengthen Reserve Bank's role as regulator.

2. Disclaimer & Disclosures

Reserve Bank Information Technology Private Limited (ReBIT), Mumbai, has prepared this document to give background information to the interested parties for participating in the Expression of Interest process for “Empanelment of Vendor for IT Software Services”. While ReBIT has taken due care in the preparation of this EOI document and believe it to be accurate, neither ReBIT nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so and they do not rely only on the information provided by ReBIT in submitting the bid. The information is provided on the basis that it is non-binding on ReBIT or any of its authorities or agencies or any of their respective officers, employees, agents or advisors. ReBIT reserves the right to alter / increase / decrease the scope of work requirements as well as add/reduce locations, as the case may be to meet ReBIT requirements at any point of time. ReBIT reserves the right not to proceed with the Expression of Interest and to alter the time table reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities expressing interest. ReBIT reserves the right to accept or reject, in full or in part, any or all the offers without assigning any reason whatsoever. ReBIT does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the Tender without assigning any reason whatsoever. ReBIT also has the right to re-issue the Tender without the Vendors having the right to object to such reissue.

The proposal in response to EOI should be signed and submitted by a person duly authorized to bind the bidder to the details submitted in the proposal. The signatory should give a declaration and through authenticated documentary evidence establish that he/she is empowered by the competent authority to sign the necessary documents and bind the bidding. All pages of the bid documents are to be signed by the authorized signatory.

3. Expression of Interest requirements

ReBIT is in process to strengthen its Project Management Vertical department by engaging with specialized service providers to provide IT Services in resource augmentation mode. In this regard, ReBIT wishes to identify and engage with suitable service providers having expertise, with respect to people, process and technology, in the field of IT Software services. ReBIT intends to consume the expertise as a service on resource augmentation model and the selected resources will be deployed in ReBIT or RBI office premises at Mumbai and Navi Mumbai location

The Bidder shall possess the professional and technical staff necessary to perform the information technology staff augmentation services required by this contract and the staff shall have sufficient skill and experience to perform the services assigned to them.

All of the information technology staff augmentation services to be furnished by the Bidder under this Expression of Interest shall meet the professional standard and quality that prevail among information technology professionals in the same discipline and of similar knowledge. The Bidder shall provide, at its own expense, training necessary for keeping Contractor staff abreast of industry advances and for maintaining proficiency in equipment and systems that are available on the commercial market.

The Bidder staff shall render services identified by the ReBIT and shall be paid on a mutually agreed upon basis.

The Bidder shall maintain during the term of the Contract all licenses, permits, qualifications, insurance and approvals of whatever nature that are legally required to perform the information technology staff augmentation services.

- This Expression of Interest is intended to empanel firms to provide Staff augmentation of IT Software Services to ReBIT.
- Selected bidders shall have high level of skills and qualifications necessary to conduct assigned task effectively.
- The parameter specified in evaluation sheet are the minimum parameter for empanelling firms and seeking their services on need basis.
- The selection process consists of the following two considerations:
 1. Pre-Qualification/Minimum Eligibility Criteria (Refer Section below)
 2. Technical Evaluation

Scope of Work

The primary scope of this Expression of Interest is to provide Staff augmentation services to ReBIT. The following Staff augmentation services are required by ReBIT on need basis and eligibility criteria is mentioned below for empanelment of Bidders. ReBIT reserves the right to decide on the Empanelled vendors and no participants for the Expression of Interest have the rights to question the selection of empanelled vendors.

The empaneled vendors needs to provide the required resources with in twenty days of time. The resources for any engagement will be selected based on **Interviews, Timeline for deployment and cost of Service offering** through Request for Quote. ReBIT reserves the right to change of Professional selected for the engagement, in case if the selected resource

does not meet the general industry standard and expectations of all stakeholders. The empanelled bidder needs to provide a replacement resource in a short span of time.

Application Development and Maintenance Services

- The bidder should have resources in Java / .NET / Oracle / SQL based technology development and maintenance projects
- The Bidder resources should have good experience in Waterfall, Agile and Iterative development cycles and develop estimations for their assigned work
- The bidder resources should excel in Incident, Problem Management and Change Management with exposure to preventive and adaptive maintenance. The service window (5X8, 24 X5 , 24 X7) for the support will be given in the RFP
- The bidders should able to provide resources with varying level of experience and able to fill in different roles like Project Manager to Software Developer based on the RFQ

Business Consulting Services:

- The bidder should have resources in Business consulting resources working in BFSI domain
- The Bidder resources should have good experience in Waterfall, Agile and Iterative development cycles and develop estimations for their assigned work
- The bidder resources should lead the development of requirements, business cases, estimations, Project Proposals and RFPs
- The bidders should able to provide resources with varying level of experience and able to fill in different roles like Project Manager to Software Developer based on the RFQ

Testing Services:

- The bidder should have resources in Functional, Automation, Performance testing, Penetration testing and other relevant testing areas as required
- The Bidder resources should have good experience in Waterfall, Agile and Iterative development cycles and develop estimations for their assigned work
- The bidders should able to provide resources with varying level of experience and able to fill in different roles like Project Manager to Software Developer based on the RFQ

Information Technology Infrastructure Services

- The bidder should have resources in Infrastructure services - Network, Active Directory, Load Balancers, Storage, Compute, Proxy Server and Firewalls, Network Admission Control (NAC), Physical Perimeter Security Solution / Access Control Solution, end-point DLP and MDM Solutions
- The Bidder resources should have good experience in Waterfall, Agile and Iterative development cycles and develop estimations for their assigned work
- The bidders should able to provide resources with varying level of experience and able to fill in different roles like Project Manager to Software Developer based on the RFQ

Enterprise Services

- The bidder should have resources in Enterprise wide tools like SAP, PeopleSoft, SAS, Project and Portfolio Management (PPM), Microsoft SharePoint tools
- The Bidder resources should have good experience in Waterfall, Agile and Iterative development cycles and develop estimations for their assigned work

- The bidders should be able to provide resources with varying level of experience and able to fill in different roles like Project Manager to Software Developer based on the RFQ

Data Science Services

- The bidder should have resources in Big Data (Hadoop), R, Python and Machine Learning algorithms, Business Intelligence Visualization tools (Tableau, Microsoft Power BI) and ETL Tools. Expertise and skillsets to set up Big Data Analytics CoE (Centre of Excellence) will be given appropriate weightage
- The Bidder resources should have good experience in Waterfall, Agile and Iterative development cycles and develop estimations for their assigned work
- The bidders should be able to provide resources with varying level of experience and able to fill in different roles like Project Manager to Software Developer based on the RFQ

BPO Services:

- The bidder should have resources in managing L1 support service/Help desk of any application maintenance projects and able to perform manual migration activities and other administrative activities
- The service window (5X8, 24 X5 , 24 X7) for the support will be given in the RFP
- The bidders should be able to provide resources with varying level of experience and able to fill in different roles like Operation Manager to support specialist based on the RFQ

Duration of Agreement

The agreement with the firm shall be valid for One year with a possibility of extension for additional One year subject to satisfactory performance of the firm.

4. Expression of Interest Details

Expression of Interest Timelines

The key timelines for this EOI are as below. However **ReBIT reserves the right to change the below dates**

Milestone	Target End Date
• Expression Of Interest release date	01-03-2018
• Vendors submit Expression Of Interest Questions to ReBIT (as needed)	08-03-2018
• Bidders Conference (All queries raised by bidders shall be addressed in this conference, in person)	15-03-2018
• Vendor Proposal to ReBIT	19-03-2018
• Short Listed Bidders Presentation to ReBIT	22-03-2018 to 27-03-2018
• Award of Empanelment Contract	29-03-2018

Inquiries and questions

Inquiries and questions regarding the Expression of Interest document, scope of services, or the terms and conditions shall be submitted via e-mail to procurement@rebit.org.in with **subject line “EOI – Empanelment of Vendor for IT Software Services”**

by the date and time mentioned above. All responses from ReBIT to all inquiries shall be sent via email as per above timelines.

Terms and Conditions for Expression of Interest

- Proposers are expected to examine the scope of work and all instructions mentioned in the EOI. Failure to do so will be at the proposer's risk.
- Each proposer shall furnish the information required in the EOI.
- The Contract Order will be awarded to bidders whose submittal, conforming to the EOI, will be most advantageous to the ReBIT.
- ReBIT reserves the right to reject any or all proposals and to waive informalities and minor irregularities in proposals received, and to accept any portion of or all items proposed if deemed in the best interest of ReBIT to do so.
- After technical evaluation, successful bidders will be entitled to enter into the agreement with ReBIT for a period of three years.
- Any interpretation, correction or change of the Proposal Documents will be made by Addendum. Interpretations, corrections and changes of the Proposal Documents made in any other manner will not be binding, and Proposer shall not rely upon such interpretations, corrections and changes. ReBIT will not be responsible for oral clarification.
- ReBIT may, in its absolute discretion, seek additional information or material from any of the Bidders after the EOI closes and all such information and material provided must be taken to form part of that Bidder's response.
- Bidders should provide details of their contact person, telephone, fax, email and full address(es) to ensure that replies to EOI could be conveyed promptly.
- If ReBIT, in its absolute discretion, deems that the originator of the question will gain an advantage by a response to a question, then ReBIT reserves the right to communicate such response to all Bidders.
- ReBIT may, in its absolute discretion, engage in discussion or negotiation with any Bidder (or simultaneously with more than one Bidder) after the EOI closes to improve or clarify any response.
- ReBIT will notify all short-listed Bidders in writing or by mail as soon as practicable about the outcome of their EOI. ReBIT is not obliged to provide any reasons for any such acceptance or rejection.

Confidential / Proprietary Information:

Any restrictions on the use or inspection of material contained within the proposal and any resulting contract shall be clearly stated in the proposal itself. Confidential/proprietary information must be readily identified, marked and separated/packaged from the rest of the proposal. Co-mingling of confidential / proprietary and other information is NOT acceptable. Neither a proposal, in its entirety, nor proposal price information will be considered confidential / proprietary. Any information that will be included in any resulting contract cannot be considered confidential.

Pre-Qualification/Minimum Eligibility Criteria

- Company - The bidder should be a registered company incorporated in India, registered under Company Act 1956. Copy of registration certificate to be enclosed.
- The Bidder should not be currently blacklisted by any bank / institution in India or abroad.
- The Bidder should be a Company / Entity incorporated in India. The bidder must warrant that it is a going concern /firm, financially solvent, i.e., able to meet all its debts as and when they fall due. The Bidder's net worth should be positive. Audited balance sheet and P&L statement of the bidder and supporting document for the previous three financial Years. Certificate from Chartered Accountant (CA) for financial solvency.
- The Bidder should be financially sound with positive net worth in the last three year. Bidders should furnish full details of their bankers and also furnish their audited and authenticated financial statements (balance sheet & Profit &Loss) for the last three accounting years. i.e., 2014-15, 2015-16 & 2016-17. The Bidder's net worth should be positive. Audited balance sheet and P&L statement of the bidder and supporting document for the previous three financial Years. Certificate from Chartered Accountant (CA) for financial solvency.
- The Bidder should not be involved in any legal case that may affect the solvency /existence of firm or in any other way affect the bidder's capability to provide/ continue the services to the Bank. The company should not be blacklisted by any Government agency in India. Self-declaration signed by Company Secretary or Board approved authorized Signatory.
- The Bidder must have done 5 or more similar services on above mentioned scope. At least 3 of these 5 implementations should be for Indian clients. Bidder must provide client references for these engagements

Note: The Bidder should submit relevant documentation supporting the above eligibility/ qualification criteria. In case of non-compliance with any of the eligibility criteria mentioned above, the bidder shall be liable to be disqualified without any notice and the bids of the bidder may not be processed further. Any additional / irrelevant document enclosed with the bid, may lead to disqualification.

General Instructions:

Inquiries and questions regarding the proposal document, scope of services, or the terms and conditions shall be submitted via e-mail to procurement@rebit.org.in by 4:00 PM, 08-03-2018 OR earlier. All responses from ReBIT to all inquiries shall be addressed during the bidders conference scheduled on **15-03-2018**. The bidder need to nominate only one person for pre bid meeting

The final technical proposal and other relevant documents needs to be submitted to the Postal address given below, for time and date recording on or **before 4:00 p.m. IST 19-03-2018.**

Postal Address:

Reserve Bank Information Technology Pvt Ltd (ReBIT), Cyber One, 18th Floor, Opp. to CIDCO Exhibition Centre, Sector 30A, Vashi, Navi Mumbai - 400703

General Submission Requirements

Please include the following information in your submission, in the order listed below.

1. Vendor Contact Information
 - Company Name, Address, Phone Number and Contact Information.
 - Name of contact person(s) for contract administration and technical liaison
 - Indicate your company's hours of business, off-hours contact and availability.
 - Suggest appropriate processes for ongoing communications between Vendors and ReBIT, e.g. email, website, phone, etc.)
2. Bidders are not permitted to submit more than one bid. The cost of bidding and submission of the bids is entirely the responsibility of the bidders, regardless of the conduct or outcome of the tendering process.
3. The bids are not submitted in the prescribed format or incomplete or after due date in any sense are liable to be rejected. ReBIT reserves the right to accept or reject any bids without assigning any reason and ReBIT's decision in this regard will be treated as final.
4. Each and every page of the bid documents should be properly stamped and signed by the authorised signatory. However, ReBIT may seek original hard copy of the document for verification
5. Bids shall remain valid for a period of 90 days after the date of bid opening or as may be extended from time to time. ReBIT holds the right to reject a bid valid for a period shorter than 90 days as non-responsive, without any correspondence.
6. The bid shall be in English Language.
7. Bids once submitted will be treated, as final and no further correspondence will be entertained on this. No bid will be modified after the deadline for submission of bids.
8. ReBIT reserves the right to accept or reject, in full or in part, any or all the offers without assigning any reason whatsoever. ReBIT does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the EOI without assigning any reason whatsoever. ReBIT also has the right to re-issue the EOI without the Vendors having the right to object to such reissue
9. Contacting ReBIT - From the time of bid opening to the time of Contract award, if any bidder wishes to contact ReBIT for seeking any clarification in any matter related to the bid, they should do so in writing by seeking such clarification/s from an authorized person. Any attempt to contact ReBIT with a view to canvas for a bid or put any pressure on any official of ReBIT may entail disqualification of the concerned bidder or its bid.

Terms of Payment

- Selected Bidders shall be empanelled with ReBIT for providing above mentioned services on need basis
- Whenever services are required, an RFQ shall be floated to invite quotations from the empanelled vendors for a specific service and contract would be awarded to the bidder submitting the most favourable quote for ReBIT.
- The payment milestone for the rendered services will be mutually decided by ReBIT and empanelled Vendor

Subcontracting

The selected Bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of ReBIT.

Arbitration

- In the event of any dispute or differences between the parties relating to the “Contract or LOI (Letter of Invitation) whichever is issued later” the same shall be referred to arbitration to be conducted in accordance with the Arbitration and Conciliation Act, 1996 and the venue of arbitration shall be at Mumbai, India.
- In the event of failure to resolve the differences through arbitration, either of the parties shall be free to undertake necessary further legal course with the Courts of Law in Mumbai who shall have jurisdiction for preventive, interlocutory and other incidental relief applied for by any party under or in relation to Agreement.

Vendor Evaluation Process and Criteria

The proposal received will be evaluated on the basis of below criteria:

Evaluation Category	Criteria Weightage	Remarks
Consolidated Score	100 Marks	
Organization	30	30
<ul style="list-style-type: none"> • Years for which vendor is in business of rendering IT Software Services (Attach relevant Proof) 	10	15 years > 10 Marks 10 Years > 5 Marks 5 Years > 2 Marks
<ul style="list-style-type: none"> • Number of clients in BFSI Domain / Other industries(Attach relevant Proof) 	10	8 Client >10 Marks 4-7 Client >5 Marks 1-3 Clients>2 Marks
<ul style="list-style-type: none"> • No of Clients (Govt Agencies/ Public sector institution) 	10	5 clients > 10 3 -4 Clients >5 1-2 Client >2
Consultants/Workforce	25	
<ul style="list-style-type: none"> • Number of <u>services offered to ReBIT</u> (Self Declaration) 	15	6-7 Services - 15 Marks 3-5 Services - 10 Marks 1-2 services - 5 Marks
<ul style="list-style-type: none"> • “Average experience of the experts that will be staffed on ReBIT Projects (Self Declaration) 	10	Above 10 Years - 10 5- 9 Years - 5 2-4 Years - 2 Marks
Industry body Certification	20	
<ul style="list-style-type: none"> • CMMI Level 5 Certification 	10	CMMI Certification (level 4-5) - 10 Marks Level - 5 Marks
<ul style="list-style-type: none"> • ISO Certification 	10	Certification - 10
References	5	
<ul style="list-style-type: none"> • Customer feedback about your services 	5	Average marks of your references on a scale of (1-5) - 5 being highest and 1 being lowest. Please provide at least 3 references with Email Id and Phone number

Value Adds/ Tools / Differentiators/Intellectual properly	20	<i>More than 20 (relevant for ReBIT) > 20 More than 10 (relevant for ReBIT) > 10</i>
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In case of tie in score, Bidder’s financial performance will be considered for selecting the Empanelled Vendor. ReBIT may decide to empanel a maximum of five Vendors. However, the decision of number of empanelled Vendor is purely based on Technical Evaluation Committee.

Compensation

No payment of any kind will be provided to the submitting vendor, or parties they represent, for obtaining any of the information solicited.

Expression Interest Revisions

ReBIT reserves the right to change the schedule or issue amendments to the EOI at any time. ReBIT also reserves the right to cancel or reissue the EOI at any time. Amendments or a notice of cancellation will be notified individually to each participating vendor.

Evaluation Phases

Phase I – Submission of Expression of Interest proposal

- Completeness and appropriateness of the document requested in EOI (Vendor Evaluation Process and Criteria & Minimum eligibility Criteria)

Phase I - Technical evaluations

Post initial assessment by ReBIT, top vendors will be asked to participate in Phase II. The goals of this phase are to:

- a. Allow ReBIT to understand tools, technologies and approach going to be used by firms to fulfil the requirement of ReBIT.
- b. Give the vendor a better understanding of ReBIT business practices and business rules.
- c. Provide insight into the services requirements.
- d. Bidders need to perform a presentation to ReBIT management

Note: The vendor is responsible for all expenses related to Phase I and II

Phase III: Contract Award and Execution

- ReBIT reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be initially submitted on the most favourable terms the vendors can offer. It is understood that the proposal will become a part of the official file on this matter without obligation to ReBIT.
- The general conditions and specifications of the EOI and the successful vendor’s response, as amended by agreement between ReBIT and the vendor, will become part of the contract documents. Additionally, ReBIT will verify vendor representations that appear in the proposal. Failure of the vendor’s products to meet the mandatory specifications may

result in elimination of the vendor from competition or in contract cancellation or termination.

- The vendor selected as the apparently successful vendor will be expected to enter into a contract with ReBIT. If the selected vendor fails to sign and return the contract within ten (10) business days of delivery of the final contract, ReBIT may elect to cancel the award and award the contract to the next-highest-ranked vendor.

Non-Disclosure Agreement

The selected vendor will have to sign a NDA agreement with ReBIT in the prescribed format on a Stamp paper.

5. Annex

FORMAT OF THE PROPOSAL

[on proposer`s letterhead]

Name of Organization/Firm	
Name of contact person for this proposal	
Address	
Phone	
Fax	
Email	

Section A: Documents related Minimum eligibility Criteria
Section B: Documents related Vendor Evaluation Process and Criteria