



Request for Proposal Project and Portfolio Management (PPM) Solution

24 / 04 / 2018

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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 RFP process for "Project and Portfolio Management Solution". While ReBIT has taken due care in the preparation of this RFP 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 hardware and software 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 Project or to change the configuration of the Project, 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 RFP 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 Purpose of Document

The bidders desirous of taking up the project for supply of Project and Portfolio Management (PPM) solution are invited to submit their proposals in response to this RFP. The criteria and the actual process for evaluation of the responses to this RFP and subsequent process for selection of the successful bidder will be entirely at ReBIT's discretion. This RFP seeks proposals from Bidders who have the necessary experience, capability and expertise to provide ReBIT a PPM Solution as per ReBIT's requirements outlined in this RFP.

This RFP is not an offer by ReBIT, but an invitation to receive responses from the Bidders. No contractual obligation shall arise from the RFP process unless and until a formal contract is signed and executed by the duly authorized official(s) of ReBIT with the selected Bidder.

ReBIT shall enter into a mutually agreeable contract with the Successful Bidder. The RFP will be a part of the contract.

4 RFP Timelines

The key timelines for this RFP are as below. In case of any change in below dates, ReBIT will issue clarification note in website (or) Email to the registered participants.

Sr No	Milestone	Target End Date
1.	Issue of RFP Document	24 th April 2018
2.	Last date and time for receipt of mail queries for clarification from bidders	2 nd May 2018 before 2:00 PM
3.	Registration for Pre-Bid Meeting	2 nd May 2018 before 2:00 PM
4.	Date and Time of Pre-Bid Meeting	3 rd May 2018 ,4:00 PM
5.	Last date for issue of any Corrigendum-cum-Addendum to the Bid Document	4 th May 2018
6.	Date & Time of Final Submission of Technical & Commercial Bids	11 th May 2018 before 5:00pm
7.	Date and Time of Technical Bid Opening	11 th May 2018 before 5:30pm
8.	Technical Presentation (POC) Before the Committee	Between 15 th May 2018 and 21 st May 2018 (Will be informed to Authorised Signatory by email)
9.	Commercial Bid opening	22 nd May 2018
10.	Award Contract	28 th May 2018

Table 1 : RFP Timelines

- Registration for Pre-Bid Meeting is mandatory. Only one representative from each Bidder will be allowed to participate in the Pre-Bid Meeting.
- Interested Bidders needs to register for Pre-Bid meeting by emailing to Procurement@rebit.org.in with “RFP for PPM Solution-Pre-Bid Registration” in the subject line.
- For the Technical Bid Presentation, the bidder should be available in a day’s notice by email.

5 Requirements for PPM Solution

ReBIT to evaluate, implement and maintain the Project and Portfolio Management solution catering to the requirements mentioned below.

- The purpose behind issuing this RFP is to invite pre-qualification, technical and commercial bids from the eligible bidders and selection of bidder for the above purpose.

5.1 PPM Functional Requirements

The PPM Solution should meet the following high-level functional requirements (but not limited to):

1. Program Management

The solution should allow grouping of work into programs for aggregation and analysis purposes. The programs should include:

- i. Ideas
- ii. Projects
- iii. Program
- iv. Products
- v. Assets
- vi. Applications
- vii. Other work, and
- viii. Services

The solution should have capability of managing interrelated projects and streamline program level activities, cross project dependencies, track progress and collaborate with team to manage project/ program level risk and issues.

2. Agile Methodology

- The solution should have feature to create, manage and track projects using Agile Methodology.
- The solution should provide Sprint or Kanban Sheet/ Board for managing epics, user stories, and tasks.
- The solution should provide planning board for managing and planning releases and Sprints.
- The Solution should provide Sprint velocity, Release velocity and other agile related metrics.

3. Waterfall Methodology

- The solution should provide feature to create, manage and track projects using Waterfall Methodology.
- The solution should have the capability to create work breakdown structure, add dependencies and assign resources to manage work and track progress.
- The solution should be able to track Milestones, Issues, Risks, Defects, and Change Requests.
- The solution should provide metrics such as Schedule and Effort metrics, Planned vs Actuals Metrics and Earned Value Management.
- The solution should have capability to configure and generate status reports.
- Other desired features include project template creation, notifications and escalations generation, audit trail and integration capabilities.

4. Time Reporting

- The solution should provide timesheets to allow team members to track time against project and non-project activities and it should also support workflow approval.
- The solution should provide multiple dashboard and reporting view on resource allocations.

5. Issues & Risk Management

- The solution should be able to provide a high level risk assessment as well as detailed risk registry.
- The solution should be capable enough to highlight issues and risks at the portfolio, program and project level and should be able to track mitigation, contingency and action plans.
- It should have a Quantitative risk management feature.

6. Planning, Budgeting and Forecasting

- The solution should provide provision to undertake Top - Down and Bottom - Up IT budgeting exercise as per the frequency decided by ReBIT.
- The system should provide the ability to allow user to enter budget or forecast performance data under IT-CAPEX (Capital Expenses) and IT-OPEX (Operating Expenses) categories.

- The solution should give provision to transfer budgets between heads/subheads and also between departments (as per rules approved by appropriate authority).
- System should not allow any sanctions without availability of IT Budget and any payments without approved sanctions.

7. Demand Management

- The solution should provide framework to capture, classify, evaluate, and resolve all sources of demand. Solution should provide following demand classifications: Idea for a new product, service, or strategic initiative .

8. SLA Management

- The solution should provide the framework to develop and automate business processes based on requirements.
- The solution should provide configurable SLA framework with the ability to define SLA metrics, map them to workflows and set the goal values.

9. Vendor Management

- The solution should have capability of capturing vendor details at organisation and project level.
- Solution should have capability to assign tasks and projects with vendor, track vendor performance with required metrics, tracking of vendor related issues, risks, action plans and escalations.

10. Business Intelligence & Reporting

- The solution should provide out of box and customizable Reports and Dashboards to provide visibility and decision support to proactively manage projects, programs, and portfolios.
- The solution should have capability to integrate with other third-party BI tools.

11. Quality Management

- The Proposed system should able to define Quality Metrics at project level and provide facility to manage projects in Metrics Based Management way.

- The solution should provide capabilities to Monitor Project wise KPI against multiple metrics, enable enterprise wise standardize reporting that helps to analyze project performance.
- The solution should provide capability to configure KPI related performance metrics.

12. Financial Management

- The solution should support capturing of financial details at Project level. These can include, Labour costs, Non-Labour costs, Travel and other categories if any.
- The solution should support configuration and generation of Planned vs Actuals financial reports from the system and publishing of same to various levels with proper access, roll-up and drill down capability.

13. Resource Management

- The system should be capable enough to maintain resource details along with their skills and costs.
- Provision to allocate resources to projects based on parameters such as roles, skills, strategy and availability, capability to generate resource utilization and resource loading reports.

14. Schedule Management

- The solution should help in creating detailed level program or project plans, define the interdependencies within and across projects, effort estimation and assign named resources or skill based resources.
- Solution should offers features to drive critical path and do earned value management.

15. Email Reporting, automatic alerts and reminders

- The solution should have the capacity to configure email ids of users in the system and trigger reports or notifications as per the business rules defined. The contents of the notifications should be configurable as well.
- The solution should provide notifications based on assignments or task for upcoming task, delayed/ overdue assignment, task submission, approvals or pending reviews.

16. Idea Management

- The solution should have idea management framework which includes features such as idea submission, rating, assessments, discussions, prioritization, evaluation and promoting ideas as proposals.

17. Additional functional requirements:

- The Solution should offer integration with Microsoft Project Planner to import and export tasks and manage them effectively
- The solution should offer ready to use Project Template for different methodology like Waterfall, Agile Methodology and ITIL adoption
- Need based user access and user management module.
- All the activities should be custom workflow based, according to the ReBIT defined hierarchy for dataflow.
- The application should be scalable as per future changes/requirements and should be able to process business rules meticulously .
- Provision to add and modify departments, projects, services and related details (configurable templates) for IT budget planning, forecasting and chargeback purposes.
- The solution to be integrated/interfaced with ReBIT's existing applications without disrupting the existing landscape.
- KPI driven Dashboards with graphical MIS & reports (monthly/quarterly/annual) as per the ReBIT's requirements, which can be accessed and downloaded in various formats (word, excel, pdf, web browser) and mobile /iPad compatible.
- It should provide the ability to do slice and dice, drag and drop to analyze the data.
- There should be periodical forecasting, by examining historical data and should be updated regularly with change in parameters or operations.
- Provision to calculate the ROI of any IT Project/investment, with minimal manual inputs (manual only where data is not available in any source systems).
- Alerts, Customized notifications to the stakeholders and integration with outlook.

Proposed Solution should be compatible with different browsers like Internet Explorer, Google Chrome, Mozilla Firefox as well as device agnostic.

5.2 Hardware Requirements:

- The Bidder should provide the details of Infrastructure needs for this deployment. It should be as detailed including OS, Hardware Configurations etc.
- The Bidder needs to submit the relevant 3rd party licenses required for this implementation as part of the technical Proposal.

5.3 External user login mechanism

- The proposed solution should allow external person to login and submit their efforts and track the project progress. The system should be secure and should support this functionality.
- The proposed solution must be able to integrate and work seamlessly on different platforms and devices, such as Mobile and IPad.

5.4 User Experience

- The Bidder shall be responsible for creating the UI/UX & Customer Journey maps for the PPM Solution.
- The Bidder shall create and design methodology/propositions that will increase usability.

5.5 Resources

- All the personnel deployed for implementation of the solution should be OEM certified or should have sufficient levels of experience in implementing the solution for various clients.

5.6 Training

Selected Bidder should provide training to ReBIT's personnel as described below:

- The training should include the architecture, hardware, software, integration, and customization, policy installation, troubleshooting reporting and other aspects of the solution.
- The Bidder should train ReBIT personnel for independent operation, creation of policies/rules, generation of reports, and analysis of the reports, Troubleshooting and familiarization of features and functionalities, policy configuration, alert monitoring, etc. post implementation
- The Bidder should prepare the end-user manuals, FAQs and Admin Manuals.
- The Bidder should submit detailed course content and provisional agenda along with the Bid.

5.7 Security Requirements

- Provide security in compliance with ReBIT security requirements to protect the confidentiality, integrity, and availability of the information systems
- Develop, implement, maintain and use best in class industry proven safeguards that prevents the misuse of information systems and appropriately protect the confidentiality, integrity, and availability of information systems. Follow industry standards like OWASP, CERT etc. during design and development phase
- Maintain a security plan that complies with industry accepted security requirements. Security Plan should be embedded within the Project Plan & approved by ReBIT Information Security Officer (ISO).
- The solution proposed should be developed based on secure software coding standards and OWASP Top ten vulnerabilities. Code should be developed as per secure coding practices and peer reviewed (or through tool) to ensure the same. Source code access should be authenticated and logged for authorized users only which will ensure integrity and confidentiality of code
- ReBIT will perform a security risk assessment of the proposed solution and any risks identified should be remediated by the vendor at their own cost.
- Static & Dynamic application security testing should be conducted by the vendor. All gaps identified will be fixed by vendor prior to go-live. A development manager of vendor must certify in writing to ReBIT that a security review has been conducted and risks that are open is shared with ReBIT for

acceptance before release of final code. The penetration testing report shall be shared with ReBIT.

- Vendor shall disclose the origin of all software components used in the product including any open source or 3rd party licensed components.
- Developer shall implement measures to protect the source code (if development is done on their premises), ReBIT reserves the right to review the measures.
- ReBIT reserves the right to conduct further security testing of the system by either ReBIT personnel or another party. Any gaps identified during this testing will be fixed by vendor at their own cost.
- The solution shall not be considered accepted until an independent review by ReBIT is complete and all security issues have been closed or assigned to a mutually agreed upon remediation roadmap.
- Ensure access granted to any agent, including a vendor or subcontractor, agrees to the same restrictions and conditions that apply through the Agreement. These access levels ensures to implement reasonable and appropriate safeguards to ensure the confidentiality, integrity, and availability of the information systems.
- Vendor will not copy any data obtained while performing services under this RFP to any media, including hard drives, flash drives, or other electronic device, other than as expressly approved by ReBIT
- Standards Benchmark - To ensure that all parties have a common understanding of any security issues uncovered, the independent organization that conducts the VAPT shall provide vulnerability rating's (preferably) based on industry standards as defined by First's Common Vulnerability Scoring System (CVSS) and Mitre's Common Weakness Enumeration (CWE)
- Vendor should develop a disaster recovery plan for restoration of the system in the event of a disaster or major incident. The Disaster Recovery Plan will be tested prior to the go-live to verify DR readiness.
- Ensure the promotion of the build to production environment is done in a secure manner and the production environment is ready for the system go-live.
- The solution should have proper encryption and secure transmission of data and information throughout the application.

- Two-factor authentication feature to login into application.
- The solution can allow version maintenance of documents.
- Information Security will be enforced when moving production data into non-prod environments e.g. masking sensitive data during the cloning process etc. Audits will be conducted by ReBIT to ensure security, any gaps identified will be remediated by the vendors
- Vendor should maintain audit logs for all monitoring and events according to ReBIT policy and provide this information upon request. These audit logs must be secure and stored as per defined retention policy
- ReBIT will conduct static & dynamic application security testing for major/moderate critical changes before production implementation. All gaps identified will be fixed by vendor prior to go-live.
- All exceptions to be documented and signed off by ReBIT personnel, as defined in ReBIT policy
- Additional guidelines would be provided based on the support scenario that's decided between vendor and ReBIT.

5.8 Warranty and Annual Maintenance Contract (AMC) support

The proposed bidder should support this application for a period of 3 years from the date of operationalization of the system to the satisfaction of ReBIT.

1. The Bidder should have 1 onsite (Resident Engineer) Engineer supporting the application as per ReBIT Working days
2. The resident engineer should have the following responsibilities and not limited to
 - To Manage Service, Incidents & Change Request as per ReBIT direction
 - To update latest solution software, patches, hot fixes and service packs at no cost to ReBIT.
 - L2 and above support from OEM
 - Replacement of failed hardware (if applicable) within 24hrs from the time call is lodged.
 - Comprehensive on-site support from bidder for day to day operational issues as and when arises.

5.9 Phase wise Deliverables

Milestone /Phase	Deliverable
Issue of purchase order	
Signing of Agreement	
Requirements & Design Phase	System Specification Document includes mapping of system functionality to ReBIT's processes. Technical solution document with Solution Architecture, security features and best practices to be followed
Implementation Phase	User and technical documentation including Installation, Commissioning, Implementation, security check Manuals
Testing & Production Deployment	SIT & UAT Test plans and test cases SIT & UAT Test Results
Creation of training content Creation of Education tutorials & Uploading on Production Server	Content creation and upload (pdf, video - in English) Training feedback from ReBIT Employees
Go-Live	Client Training Feedback from ReBIT Employees PPM solution available for use for all stakeholders

Table 2 : Key Milestones

6 Scope of Services

6.1 Introduction

Description of the envisaged scope of services is enumerated in the subsequent sections.

1. Based on the contents of the RFP, the Bidder shall be required to propose a solution, which is suitable for the organization, after taking into consideration the effort estimated for implementation of the same and the resource requirements.
2. The Bidder has to envisage all necessary services to be provided and ensure the same is delivered.
3. ReBIT will not accept any plea of the Bidder at a later date for omission of critical services on the pretext that the same was not explicitly mentioned in the RFP.

6.2 Proposed Software Requirements

1. The Bidder should furnish a comprehensive list of the licenses (application and support) that the Bidder proposes to use to implement the proposed solution
2. The licenses should not be restrictive in nature for example licensing based on turnover, number of customers, etc.

6.3 Customisation

1. The Bidder shall suggest solution architecture and rollout sequence with a detailed rationale for the same, ReBIT shall suggest changes to the same to meet desired milestones.
2. The Bidder shall give a detailed documentation on the customization/development in the software and customization required. The document should contain both the technical and the functional details along with the timeline of the customization required.
3. The document shall also cover product details, required configuration and the customization required in PPM to meet ReBIT requirements.

4. All gaps identified during the testing should be resolved by customizing/ developing the proposed solution by way of modifications/ enhancements, as necessary to the Bidder's products with no extra commercial charge on ReBIT.
5. The Bidder should carry out all modifications, customization at no additional cost. The customization effort is to be estimated and included within the scope of the project by the Bidder in their technical and commercial proposals.
6. The Bidder should ensure that while applying software patches and in the version migration, the developed/ customized software is also properly migrated to such higher versions or extended versions. It is the Bidder's responsibility to ensure that any customization is compatible with upgraded applications / modules.

6.4 Implementation

1. The rollout shall consist of implementing the proposed ReBIT application, including the customizations and other solutions covered within the scope of the project. It also includes relevant training to all users and submission of manuals.
2. The Bidder for this purpose shall be responsible to set up the production server.
3. The implementation phase shall be deemed as completed in all respects only after
 - All applications and services are implemented as per the intent of this RFP;
 - All functionalities mentioned in this RFP have gone live; and
 - All the related trainings are completed and post training assessment carried out by the ReBIT

6.5 Testing

1. The bidder's resources will be required onsite during the testing phase
2. UAT testing will be carried out by the ReBIT's team. The testing activities shall include but not limited to the Functional, Performance, Technical and Penetration testing.
3. The bidder is expected to fix any gaps identified during testing phase

4. All security issues identified will have to be either resolved or a mutually accepted remediation should be agreed upon between ReBIT and successful bidder review
5. The bidder shall provide test cases and test results
6. ReBIT shall commence the User Acceptance Testing only after a formal confirmation that the system is ready for UAT is submitted to ReBIT.
7. Any deviations/ discrepancies/ errors observed during the testing phase will have to be resolved by the Bidder. Any exceptions will have to be documented and signed off by ReBIT.
8. VAPT exercise shall be conducted by ReBIT, it shall be the bidder's responsibility to rectify the gaps unearthed during the VAPT at no additional cost to ReBIT during the contract period.

6.6 Deployment & Roll out

1. The solution will be deployed in On Premise and Bidder needs to deploy in Production and DR environment
2. Before the final rollout the Bidder has to complete the development/ customization of PPM as per the Functional and Technical Specifications agreed with ReBIT.
3. The rollout is an end-to-end responsibility with total planning, hand holding support as per the scope of work
4. During roll out, there should be no or minimum downtime on existing systems.
5. In case the Rollout is delayed by the Bidder, the financial Penalty as per ReBIT's discretion will be imposed on the Bidder at 5% of the total contract value per month of delay, to the maximum of 25% of the total contract value as per the agreement between ReBIT and the successful Bidder.

6.7 Post implementation

1. Post Implementation, the Vendor has to offer Hyper Care for a period of 3 months. During this period, all issues would be closed with no cost/stringent SLA.

2. The Bidder is required to develop a change management methodology to ensure all application changes and technical changes (after go-live), are reviewed, tested, approved, implemented, and verified post implementation.
3. ReBIT would initiate or invoke penalty clause in case of repeated roll-back of change request (more than 2 roll backs).
4. Any standard functionality available in the proposed PPM would not form part of the Change Request submitted by the Bidder.
5. The change request time estimation would be computed using Function Point Analysis methodology. This rate would be valid for the entire period of 3 years.
6. The bidder will need to deploy 1 support or resident engineer for the support activities, the location would be updated by ReBIT. The resident engineer will act as nodal point for all PPM related queries.

7 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 on or before the deadlines given in [Table 1: RFP Timelines](#). All responses from ReBIT to all inquiries shall be addressed during the bidders conference scheduled.

7.1 Inquiries and questions

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 in the format as provided in [Annexure 9.8](#). All responses from ReBIT to all inquiries shall be sent via email as per timelines mentioned in [Table 1: RFP Timelines](#) with the subject line “**RFP for PPM - Inquiries**”.

7.2 Submittal Instructions

1. **Technical proposal** must be submitted in a sealed envelope, clearly marked as “**RFP for PPM Solution – Technical Proposal**” posted to address given below.
2. **Commercial bid**, must be submitted in a sealed envelope, clearly marked as “**RFP for PPM Solution – Commercial Proposal**”.
3. Technical and Commercial Bid should be submitted in separate sealed envelopes.
4. Postal Address for receiving Technical and Commercial Bid:

Procurement, Reserve Bank Information Technology Pvt Ltd,
18th Floor, CyberOne,
Opposite CIDCO Exhibition Center,
Sector 30, Vashi,
Navi Mumbai 400703

5. Submittals sent to any other box will NOT be forwarded or accepted
6. Technical and Commercial Bid should be submitted on or before the deadline given in [Table 1: RFP Timelines](#).
7. Any responses received after due date and time are liable to be rejected.
8. Bidder is expected to respond to technical requirements along with descriptive response (including diagrams and tables as needed) as per the technical evaluation criteria.
9. Refer Annexure 9.7 for Technical and Commercial Bid submission checklist.

7.3 Pre-Qualification/Minimum Eligibility Criteria

1. The bidder must have prior experience in this specific and has successfully delivered across 5 different industry verticals.
2. Company - The Bidder should be a Registered Indian entity under the respective Acts of India. The Bidder should not be currently blacklisted by any institution in India or abroad.
3. The bidder should be authorised partner of OEM and should be having back to back support of Original Equipment Manufacturers (OEM) for the equipment included in the proposed solution. The back to back Support agreement with OEM should include the activities such as Technical Assistance support, Spares support, Software upgrade support.
4. The bidder must warrant that there is no legal action being taken against it for any cause in any legal jurisdiction. If such an action exists and the bidder considers that it does not affect its ability to deliver the requirements as per the Tender, it shall provide details of the action(s).
5. The Bidder should be a positive net worth and profit (after tax) making company .Bidder should attach Audited financial statements indicating the net profit and the net worth as required set forth in the eligibility criteria. OR Auditor / Chartered Accountant Certificate for past 2 years.

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.

7.4 Terms and Conditions for Request for Proposal

- Proposers are expected to examine the specifications, schedule of delivery, and all instructions. Failure to do so will be at the proposer's risk.
- Each proposer shall furnish the information required in the RFP.
- The Contract/Purchase Order will be awarded to that responsible proposer whose submittal, conforming to the Request for Proposals, will be most advantageous to the ReBIT, price and other factors considered.

- 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.
- A signed purchase order or contract furnished to the successful proposer results in a binding contract without further action by either party.
- 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 RFP 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(s) to ensure that replies to RFP 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 the Bidders.
- ReBIT may, in its absolute discretion, engage in discussion or negotiation with any Bidder (or simultaneously with more than one Bidder) after the RFP 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 RFP. ReBIT is not obliged to provide any reasons for any such acceptance or rejection.

7.5 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.

7.6 General Submission Requirements

1. The Commercial bid should be in accordance with the following:
 - a) The bidder should quote the commercial value as mentioned in TCO template given in [Annexure 9.8](#).
 - b) The bidder should indicate unit price of each and every component proposed by them.
 - c) The prices quoted by the bidder shall be in Indian Rupees and no escalation in price within the period of one year from the date at which L1 is declared.
 - d) Further, subsequent to the orders being placed/agreement executed, the successful bidder shall pass on to ReBIT all fiscal benefits arising out of reductions in Government levies viz. sales tax, excise duty, custom duty, etc.
2. Contract / license agreement: Submit a copy of any contract / license agreement you will require to be executed at time of award.
3. Non-Disclosure Agreements: Submit a copy of any non-disclosure contracts you would require to be executed as part of the evaluation process.
4. Bidders are not permitted to submit more than one bid and any alternate product. 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.
5. 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.
6. Bids shall remain valid for a period of 180 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 180 days as non-responsive, without any correspondence.
7. The bid shall be in English Language.
8. All prices shall be expressed in Indian Rupees only.

9. 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.
10. 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.

7.7 Warranty and AMC pay-outs

The annual amount payable towards Warranty and AMC would be divided into equal instalments, to be paid every year on a quarterly basis following successful implementation of PPM. The invoice should be submitted at the end of each quarter along with satisfaction report from the concerned users/office for each location.

7.8 Taxes and Duties

Prices should be inclusive of all taxes, duties, charges and levies of State or Central Governments as applicable, VAT/Sales Tax, service taxes etc. Octroi, if any, shall be reimbursed to supplier by ReBIT at actual on production of original receipt. The benefits realized by supplier due to lower rates of taxes, duties, charges and levies shall be passed on by the Supplier to ReBIT.

7.9 Subcontracting

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

7.10 Penalties for delay in implementation

If the bidder fails to deliver, install and implement the requisite solution within timeline of the confirmed purchase order, then a sum equivalent to one percent

(1 %) of the total order value shall be deducted from the payment for each calendar week of delay or part thereof.

Delay in excess will be sufficient to cause for termination of the contract.

- The inability of the Bidder to provide the requirements as per the scope or to meet the deadlines as specified would be treated as breach of contract and invoke the Penalty Clause.

7.11 Period of validity of bids / Responses

- Prices and other terms offered by Bidders must be firm for an acceptance period of 360 days from date of closure of this RFP.
- In exceptional circumstances ReBIT may solicit the Bidders consent to an extension of the period of validity. The request and response thereto shall be made in writing.
- ReBIT, however, reserves the right to call for fresh quotes at any time during the period, if considered necessary.

7.12 Force Majeure

Neither Party shall be responsible for any failure to perform due to unforeseen circumstances or due to causes beyond the defaulting Party's control even after exertion of best efforts to prevent such failure, which failure may include, but not be limited to, acts of God, war, riots, embargoes, strikes, lockouts, acts of any Government authority, delays in obtaining licenses or rejection of applications under the Statutes, fire or floods.

7.13 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.

7.14 Correction of Errors

Arithmetic errors in bids will be treated as follows:

- Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern;
- Where there is a discrepancy between the part-wise quoted amounts and the total quoted amount, the part-wise rate will govern.
- If there is a discrepancy between percentage and amount, the amount calculated as per the stipulated percentage basis shall prevail
- If there is discrepancy between unit price and total price, the unit price shall prevail for calculation of the total price
- If there is a discrepancy in the total, the correct total shall be arrived at by ReBIT
- The amount stated in the bid form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall bid price to rise, in which case ReBIT will be free to accept the Total Bid amount as mentioned in the field “Total Cost of Ownership (TCO)” in relevant Annex.

7.15 Limitation of liability

Neither party shall, in any event, regardless of the form of claim, be liable for any indirect. Special, punitive, exemplary, speculative or consequential damages, including, but not limited to any loss of data, business interruption, and loss of income or profits, irrespective of whether it had an advance notice of the possibility of any such damages. Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum liability, of selected bidder (vendor) and purchaser (ReBIT) shall be, regardless of the form of claim, restricted to the total of bill of material received by vendor from Purchaser for the event that gave rise to such liability, as of the date such liability arose, during contract period.

7.16 Other Terms and Conditions

- The solution should provision the High Availability / Disaster Recovery scenarios.
- The bidder will work under the guidance of ReBIT team. The total solution will have to be delivered, installed and configured at ReBIT premises without disturbing any existing system. If deemed necessary, the bidder is required to give presentation on the systems offered.
- The Bidder should provide clear licensing terms & conditions, for all the products offered to the complete satisfaction of ReBIT. If any discrepancies are found later with the licensing terms in the total solution, then such additional cost will be borne by the bidder.
- The bidder is expected to finalize the unit price for additional licenses that ReBIT may procure. It is also expected that the unit price of additional licenses is of lower value as against the initial procurement of 50 licenses.
- If ReBIT wishes to get additional licenses, cost should not change from initial bidding amount for the licenses.
- The Bidder should specify the exact versions and releases that are proposed in the solution for every component (Software, Hardware & System software) and should also provide the life time of the solution and availability of the proposed versions
- All the proposals / declarations / assertions made by Bidder should be on their letter head.
- ReBIT reserves the right to advise the bidder to demonstrate how various features are integrated in proposed system during the technical evaluation. The bidder shall also demonstrate how these will function at committed performance. ReBIT, at its discretion, may visit OEM's LAB and conduct the performance testing of the proposed equipment in order to validate the quoted performance levels.
- Establishing and providing uninterrupted performance throughout the implementation and afterwards will be the responsibility of the bidder.
- The successful bidder will have to bear all the legal charges like cost of Stamp duty etc. at the time of signing Purchase Agreement/Service Level Agreement.
- Bidder should be willing to accept payment through Electronic Payment System (RTGS or NEFT)

- The bidder shall be responsible for generation and submission of necessary documentation required during various phases of project viz. planning, installation, commissioning, roll out, acceptance and periodic reporting. Documentation shall be approved by ReBIT.
- The bidder is required to get prior approval of all the project plans and processes from ReBIT before commencement of the project. This will be reviewed from time to time based on the agreed milestones. Reports on progress of the project should be submitted by the Project Manager of the Bidder once a week to ReBIT till the completion of the project.
- ReBIT reserves the right to accept or reject any bid or scraps the Tender without assigning any reason thereof and ReBIT’s decision in this regard will be treated as final.
- **Ownership of this RFP:** The content of this RFP is a copy right material of ReBIT. No part or material of this RFP document should be published in paper or electronic media without prior written permission from ReBIT.
- Neither the contract nor any rights granted under the contract may be sold, leased, assigned, or otherwise transferred, in whole or in part, by the Vendor without advance written consent of ReBIT and any such sale, lease, assignment or transfer otherwise made by the Vendor shall be void and of no effect.

7.17 Payment Terms and Milestones

The component wise payment will be as mentioned below. The below payment milestones are on the implementation costs.

Sr. No.	Milestone	Payment*
1	Completion of Requirements & Design Phase, customization/ development of solution and implementation	20 %
2	Completion of User Acceptance Testing Creation of training content, Train The Trainer and customer education content	25%
3	Complete Implementation and “Go-live” of the project	45%
4	Receipt of Acceptance of Completion from ReBIT (post 90 days of achieving Go-Live)	10%

*including the Software Licencing Cost

7.18 Earnest Money Deposit

1. Bidder may submit the Earnest Money Deposit (EMD) value in INR currency through a Demand Draft. The value of the EMD is INR 3, 00, 00, 00
 - a. The DD should be in favor of
“Reserve Bank Information Technology Pvt Ltd”
 - b. The EMD/DD should be valid for the period of one year from the last date of submission of bid. The non-submission of EMD/DD will lead to rejection of the bid. The irrevocable DD issued by a scheduled commercial bank only, shall be acceptable to the ReBIT.
 - c. The physical copy of Demand Draft must be submitted before the technical bid opening.
2. If the EMD is received after the designated date and time for submission of the Bid, ReBIT, at its discretion may reject the bid.
3. EMD of unsuccessful Bidders shall be returned within 30 days from the final result of the bidding process and declaration of the Successful Bidder
4. EMD of the successful bidder will be returned on submission of the Performance Bank Guarantee of 10% of the contract price as per relevant Annex “Performance Bank Guarantee Proforma”. The EMD will not carry any interest.
5. Offers made without the Earnest money deposit will be rejected.
6. The amount of Earnest money deposit would be forfeited in the following scenarios:
 - a. In case the Bidder withdraws the bid prior to validity period of the bid without providing any satisfactory reason;
 - b. In case the successful Bidder fails to accept and sign the contract as specified in this document without any satisfactory reason; or
 - c. In case the successful Bidder fails to provide the performance bank guarantee within 30 working days from the date of signing of the agreement without any satisfactory reason.

7.19 Performance Bank Guarantee

1. The successful Bidder shall at his own expense deposit with the

“Reserve Bank Information Technology Pvt Ltd”
18th Floor, CyberOne,
Opposite CIDCO Exhibition Center,
Sector 30, Vashi, Navi Mumbai 400703

within thirty (30) working days of the date of notice of award of the bid, a Performance Bank Guarantee from a scheduled commercial bank, payable on demand in terms of relevant Annex Bank Guarantee format, for an amount equivalent to ten percent (10%) of the contract price for the due performance and fulfilment of the contract by the Bidder.

2. Without prejudice to the other rights of the Purchaser under the Contract in the matter, the proceeds of the performance bank guarantee shall be payable to ReBIT as compensation for any loss resulting from the Bidder’s failure to complete its obligations under the Contract. ReBIT shall notify the Bidder in writing of the invocation of its right to receive such compensation, indicating the contractual obligation(s) for which the Bidder is in default.
3. The Performance Bank Guarantee may be discharged upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. The Performance Bank Guarantee shall be valid till the end of the contract.
4. The Performance Bank Guarantee shall be returned after satisfactory performance post 180 days of rollout.
5. The performance bank guarantee shall be denominated in Indian Rupees (INR) and shall be by bank guarantee.
6. The performance bank guarantee will be valid till the end of the contract. Failure of the successful Bidder to comply with the above requirement, or failure of the Bidder to enter into a contract within 15 working days from the issue of the purchase order or within such extended period, as may be specified by ReBIT shall constitute sufficient grounds, among others.
7. In case of breach, there shall be a cure period of 5 calendar days. In case, if the issues are not resolved, the Performance Bank Guarantee would be invoked anytime thereafter as per the discretion of ReBIT.

8 Method of selection

The objective of the evaluation process is to evaluate the bids to select an effective and best fit solution in a fair and transparent manner and ReBIT would be guided by following principles in carrying out the evaluation of bids. The decision of ReBIT shall be considered final.

- For the purpose of the evaluation and selection of Bidder for PPM implementation project, a two-staged evaluation process will be followed. If a Bidder does not meet the eligibility criteria, the Bidder will be disqualified. For the Bidders who satisfy the eligibility criteria, the 'Technical Bids' will be opened on the date mentioned in RFP timelines and subsequently evaluated. In order to be shortlisted for opening of financial bids, it is mandatory for a bidder to score a minimum cut-off in each of the Scoring Parameters (as mentioned in the Scoring table) as well as the overall cut-off score which is 75% of the total 70 marks allocated for the Technical evaluation. The Bidder scoring the highest technical score will be ranked as T1. Bidders who do not achieve the cut-off on any of the bidding parameters or the overall cut-off score will be disqualified from the bidding process and their commercial bids will not be opened.
- Commercials will be opened by the RFP panel, post technical evaluation and the vendors will be rated as per the pre-defined assessment criteria.
- While the technical score carries a weight of 70 percent, the commercial score carries a weight of 30 percent. The Techno-Commercial scores (70:30) will be arrived at for each shortlisted Bidder and the Bidder with the highest score will be declared as the successful Bidder.

8.1 Technical Bid Evaluation Process

The scoring methodology for technical bid components is explained in the following paragraphs of this section.

The PPM implementation involves various components including supply of licenses for and implementation of PPM Application Software and other necessary modules / software or development from grounds up, development of interfaces and customizations where necessary, setting up of all necessary applications in the Disaster Recovery Centre for the PPM roll-out, training of end users, providing implementation services, and rolling out the PPM application in

other offices of ReBIT and provide maintenance services for 3 years of warranty and maintenance support post go-live.

The proposal submitted by the Bidders shall, therefore, be evaluated on the following parameters:

1. Functional Solution (FS)
2. Technical Solution (TS) + Architecture + Security measures + Optimal Sizing
3. Past experience and Reference Sites (RS)
4. Presentation-includes the following:
 - a) Use case presentation-Use cases will be shared only with registered bidders
 - b) Product Walkthrough (PW)
 - c) Understanding of solution & requirements and approach
 - d) Employee strength in India & Team Composition (TC)
 - e) Proposed Implementation Timeline

Each parameter has been assigned a weight. The weighted scores shall be summed up to determine the technical scores of the Bidders. The Bidder with the highest technical score shall be ranked as T1 and shall be considered as T_{High} for the techno-commercial score.

8.2 Scoring Methodology for Functional Requirements

8.2.1 Criticality of requirements

Functional requirements are segregated into three categories determined by the criticality of the requirement. These categories are as follows:

1. Knockout (K): Knockout Requirements are those requirements which are extremely critical to the achievement of ReBIT's objectives and are

to be met in their entirety in the precise manner as documented in the requirements.

2. Business Critical (B): Business Critical Requirements are those requirements which are extremely critical for the proper functioning of ReBIT but can be met by the Bidder in any form that the Bidder deems most suitable. The objective of the activity, however, should be necessarily met as documented in the requirements.
3. Desirable (D): Desirable Requirements are those requirements that are desired by ReBIT, but are not critical for the operations.

8.2.2 Response Options

The Bidder should provide a response to each of the requirements, which could be any one from the following categories:

- Available: Features available in the product; readily available for deployment.
 - Workaround: The function would require modification of system not amounting to customisation of the system, by the Bidder's programming staff, and the Bidder shall provide these features at no additional costs.
 - Customization: The function since not available in the product as it is would require customization by the Bidder's programming staff and the Bidder shall provide these features at no additional cost.
 - Not Available: The function is not available in the product and would require a paid customization.
1. It may be noted that if any functionality termed as Available by the Bidder in the response is found to be a workaround or customization at a later stage, then the scores of the Bidder will be reduced retrospectively.

2. The Bidder has to evaluate the product vis-à-vis the functionality required and then has to provide all the requirements which have been stipulated as “Mandatory Requirement” and “Business Critical”.
3. The response should be given by marking under the category, which shall apply to the requirement. Where a response requires explanation, the Bidder has to provide the explanation in the COMMENTS column or on a separate page, if necessary, with reference to the requirement number.
4. In case of Standard features the Bidder necessarily has to provide details of the Menu / Parameterization / System option of the said feature in the application software in a separate column.
5. Any requirement where the Bidder has not marked a response will not be scored.
6. The responses of the Bidders to the requirements shall be scored as given below in the table below:

Functional Requirements Scoring Mechanism for bidders

Requirement Bidder Response	Mandatory Requirements (M)	Business Critical (B)	Desirable Requirements (D)
Available (A)	9	7	3
Workaround (W)	7	5	2
Customization (C)	3	2	1
Not Available	0	0	0

The Bidder should provide 100% of requirements as either Standard Fit or Workaround or Customization or Not available in the functional requirements. ReBIT reserves the right to reject the bid if the Bidder does not respond / leaves the response field blank for any of the requirements. The responses provided by the bidder will be scored with appropriate weightage for calculation of the bidder’s score.

8.3 Scoring Methodology for Technical Solution

1. The Technical requirements cover the Hardware and Software components that are proposed by the Bidder as a part of the solution.
2. The Bidder is expected to provide, as a part of the technical bid, a detailed document that explains the general solution architecture including aspects such as solution design & architecture, IT security feature etc for the PPM proposed by the Bidder. The response should also include details of the hardware and software proposed.
3. The Bidder would be invited to ReBIT to make a presentation pertaining to the proposed Total Solution Sizing which would be evaluated by the ReBIT's expert committee (may comprise of external as well as internal personnel).
4. ReBIT at its discretion may reject the proposal of the Bidder without giving any reason whatsoever, if in the ReBIT's opinion, the Solution Sizing was not made appropriately to meet the performance criteria as stipulated by ReBIT.

8.4 Scoring Methodology for Reference Sites

1. The Bidder should provide the details of implementations involving modules proposed by the Bidder for the scope as defined in above including detailed Scope of Project, rollout strategy and plan, etc. It is expected that the Bidder provides the details for each of the implementations separately covering the complete scope of work.
2. The references provided will be rated by the ReBIT depending on the below parameters:
 - a. Applicability of the reference to the desired solution
 - b. Number of references provided

Sr. No.	Number of References	Rating
1	3-5	5.25
2	6-7	6
3	8 and above	7

3. All relevant references will be rated as per the table above
4. ReBIT at its discretion may reject the proposal of the Bidder (SI and/ or OEM) without giving any reasons whatsoever, in case the references received do not pertain to the solution required by ReBIT.

8.5 Scoring Methodology for Product Walkthrough

1. The Bidder is required to arrange for a Structured Walkthrough of the solution offered in response to RFP in a place where all the functionality can be demonstrated to the satisfaction of ReBIT's team.
2. During the structured walkthrough, ReBIT may seek explanations on various technical and other requirements.
3. The cost for set up for the structured walkthrough will be borne by the Bidder. ReBIT will not bear the expenses incidental to conducting the Structured Walkthrough by the Bidder and his team.
4. Each question in the questionnaires would be verified by the officials of ReBIT and appropriate response will be recorded. Any workarounds suggested by the Bidder for functionality may be considered by ReBIT personnel and details recorded.
5. Additionally ReBIT team will verify the overall functionalities and technical architecture of the proposed solution and record the observations.
6. The responses provided by the Bidder in response to functional and technical requirements of RFP will also be verified and marked during the structured walkthrough process.
7. ReBIT will not release any structured questionnaires for the product walkthrough.
8. The structured walkthrough questionnaires for each of the Bidders will be dependent on the solution proposed by them.
9. ReBIT at its discretion may reject the proposal of the Bidder without giving any reason whatsoever, if in ReBIT's opinion, the Bidder could not present or demonstrate the proposed solution as described in the proposal.

8.6 Scoring Methodology for Requirement Understanding, Approach and Methodology

8.6.1 Overview

1. The Bidder is expected to provide, as a part of the technical bid, a detailed document that explains the solution architecture, approach and methodology proposed by the Bidder for the implementation of the proposed solution.
2. The bidder is expected to provide his understanding of our requirements for PPM and how they map to the proposed solution
3. The bidder would be required to make presentation to ReBIT's Expert Committee (may consist of external as well as internal personnel)
4. The "Approach and Methodology" adopted for the Implementation would be evaluated by ReBIT and would at the minimum cover
 - a. Development/ Customisation for the defined requirements
 - b. Roll-Out Strategy & Training
 - c. Project Management

8.6.2 Training

The bidder is expected to define the approach that will be taken to train the resources on the functional and technical aspects of the solution as per the details mentioned earlier. The quality of the Bidder's approach to training shall form an integral part of the final evaluation and selection of the Bidder.

8.6.3 Project Management

1. The bidder must submit a detailed Project plan covering all the activities required for go-live of the PPM solution.
2. The Bidder should provide explanation on the Project Management process that is proposed for ReBIT including details of how the same was applied in a similar project.

8.6.4 Consolidated Score in Technical Bid Evaluation

1. The overall score for evaluating the Bidder would be 100 marks, out of which 70 marks is for the Technical evaluation and 30 marks is for Commercial bid.

Score breakup for Bidder Evaluation

Technical Evaluation	Commercial Bid	Overall Score
70	30	100

2. The breakup for the 70 marks which is allocated for the Technical Evaluation is given in the table below:

Technical Score breakup for Bidder Evaluation

Scoring Parameters	Weightage	Total Marks out of 70	Cut-Off Marks
Functional Requirements (FR)	30%	21	15.75
Technical Solution (includes aspects such as solution design & architecture, IT security features etc.)	25%	17.5	13.125
Product Walkthrough (PW)(Qualitative)	35%	24.5	18.375
Past Experience & Reference Sites (RS)	10%	7	5.25
Total	100%	70	52.5

3. The Bidder should note that it is mandatory to score a minimum cut-off ,i.e. 75% in each of the Scoring Parameters as well as the overall cut-off score which is 75% of the total 70 marks allocated for the Technical evaluation.
4. Top 5 bidders who clears 75% cut-off in Functional Solution, Technical Solution and in past experience score evaluation will only be invited for Product walkthrough.
5. It should be noted that ReBIT reserves right to change the cut-off score to make sure there is at least 5 bidders available for Product walk through.
6. The Bidder with the highest technical score shall be declared as T1.
7. ReBIT shall disqualify any Bidder who does not achieve the cut-off on any of above mentioned bidding parameters from the bidding process.

8.6.5 Disqualification Parameters in Technical Bid Evaluation

1. If only one Bidder qualifies on technical parameters, ReBIT at its discretion may select more than one bidder for commercial evaluation or ReBIT, at its discretion, may choose to open the commercial bid of the only Bidder who qualifies.
2. The Bidder should provide 100% of Functional requirements as per the checklist, to be shared at later stage as either Standard Fit or Workaround or Customization or Not Available to be considered for evaluation. ReBIT reserves the right to reject the bid if the Bidder does not respond / leaves the response field blank for any of the requirements.
3. ReBIT will reject the bids of bidders who did not achieve either the minimum cut-off for the parameters as per the scoring table or the overall cut-off of 75%.
4. ReBIT at its discretion may reject the proposal of the Bidder, in case the responses received from the reference sites are negative.
5. Bidders who do not qualify in the Eligibility criteria.
6. ReBIT reserves the right to disqualify any bidder, who is involved in any form of lobbying/ influencing/ canvassing etc., in the evaluation / selection process.

8.7 Commercial Bid Evaluation

1. The Bidder is expected to submit the Commercial bid inclusive of all applicable taxes. Octroi will be paid on actuals.
2. The payments shall be done as per the costs quoted by the Bidder when the corresponding services are provided and such payments become due.
3. The technical scores of the Bidders who qualify technical evaluation shall be disclosed to the qualified Bidders. ReBIT will not send any communication to the disqualified bidders.
4. The Technically Qualified Bidder with the lowest Commercial Bid after scrutiny would be declared as C_{LOW} .

8.8 Techno Commercial Bid Evaluation

1. The Bidders will have to submit the Commercial bid in relevant format mentioned in the concerned Annex.
2. The Bidder is expected to submit the Commercial bid inclusive of all applicable taxes and taxes /levies must be indicated separately.
3. The payments shall be done as per the costs quoted by the Bidder when the corresponding services are provided and such payments become due.
4. The technical scores of the Bidders who qualify technical evaluation shall be disclosed to the qualified Bidders. ReBIT will not send any communication to the disqualified bidders.
5. The Technically Qualified Bidder with the lowest Commercial Bid after scrutiny would be declared as C_{LOW} .
6. The techno-commercial score shall be calculated as follows:

$$\text{Total Score} = (C_{LOW} / C) * 0.3 + (T / T_{HIGH}) * 0.7.$$

Here C and T are the commercial and technical scores of the respective Bidders.

7. The bidder with the highest total score will be selected as the successful bidder. In case of a tie of Total Score between two or more Bidders, the Bid with higher technical score would be chosen as the successful Bidder.
8. ReBIT will notify the name of the Successful Bidder.

9. Commercial bid valuation shall be considered as below in case of any kind of discrepancy in total cost calculation:
 - a. If there is a discrepancy between words and figures, the amount in words shall prevail
 - b. If there is a discrepancy between percentage and amount, the amount calculated as per the stipulated percentage basis shall prevail for calculating Total cost
 - c. If there is discrepancy between unit price and total price, the unit price shall prevail
 - d. If there is a discrepancy in the total, the correct arithmetic total shall be arrived at by ReBIT Compensation

No payment of any kind will be provided to the submitting vendor, or parties they represent, for obtaining any of the information solicited. Procurement of all equipment and services will be in accordance with subsequent contractual action.

8.9 Commitments

All quotes should be submitted initially on the most complete basis and with the most favourable financial terms available. The selected vendor's proposal may, at ReBIT option, be made part of the final purchase contract and all representations in the vendor's proposal may be considered commitments to supply the system as described.

8.10 RFP Revisions

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

8.11 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 RFP 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.
- No cost chargeable to the proposed contract may be incurred before the vendor has received a fully executed contract.
- ReBIT will not reimburse the vendor for non-business hour work (weekends and evenings), travel, lodging, meals or other business costs. Ensure these costs are included in your RFP response.

8.12 Confidentiality

- The Bidder shall treat all documents, information, data and communication of and with Purchaser as privileged and confidential and shall be bound by the terms and conditions of the Non-Disclosure Agreement. The Bidder shall sign and execute this Non-Disclosure Agreement before the execution of this Contract.
- The Bidder shall not, without Purchaser's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, sample or information or data or drawings / designs furnished by or on behalf of Purchaser in connection therewith, to any person other than a person employed by the Bidder in the performance of the Contract. Disclosure to any

such employed person shall be made in utmost confidence and shall extend only so far as may be necessary and relevant for purpose of such performance and shall be subject to the terms and conditions of the Non-Disclosure Agreement.

- The Bidder shall not, without Purchaser's prior written consent, make use of any document, data or information etc., enumerated in this Bid Documents save and except for due performance and observance of the Contract.
- Any document, other than the Contract itself, enumerated in this Bid Documents shall remain the property of Purchaser and shall be returned (in all copies) to Purchaser on completion of the Bidder's performance under and in accordance with the Contract, if so required by Purchaser.

8.13 Ownership of documents, data and hardware

- ReBIT shall own the documents, prepared by or for the Bidder arising out of or in connection with this Contract.
- Forthwith upon expiry or earlier termination of this Contract and at any other time on demand by ReBIT, the Bidder shall deliver to ReBIT all documents provided by or originating from ReBIT and all documents produced by or from or for the Bidder in the course of performing the Services, unless otherwise directed in writing by ReBIT at no additional cost.
- The Bidder shall not, without the prior written consent of ReBIT, store, copy, distribute or retain any such documents

8.14 Non-Disclosure Agreement

The bidder will have to sign a NDA agreement with ReBIT in the prescribed format on a Stamp paper. This NDA should be sent to ReBIT along with submission of technical Bid.

9 Annexure

Proposal from the Bidders providing a response for said requirements must respond to every specification below.

9.1 Architecture

- Provide optimum hardware requirements for implementation of solution for 50 users to start with. The hardware requirements must support the scalability up to 200 users.
- Provide an overview of the architectural solution being proposed.
- At a minimum, the overview should include the significant hardware and software environments.
- Include system diagrams and formal documentation as appropriate.
- Specify if the solution can be implemented as standalone. If one or more components cannot be implemented as standalone, provide a detailed explanation of the interdependencies.

9.2 Disaster Recovery and Business Continuity Plan

Describe High availability and Business Continuity options, including, but not limited to:

- High availability within one data center
- Business Continuity with multiple data centers
- Physical hardware design and architecture of the solution

9.3 Service Level Agreement

- Provide Service Level Agreements (SLA's).
- Describe the proposed solution(s)' High Availability (HA) strategy including fault tolerance and fail-over.
- Describe approach to ensure system and data integrity.
- Provide details of coverage maintenance, updates etc.

9.4 Implementation

Provide a detailed plan for installation and implementation along with estimated hours for both your company and ReBIT staff to complete the installation, deliverables and milestones.

9.5 Training

Provide a detailed overview of the training to the ReBIT Employees for both system administrators and end-users to operate the solution.

9.6 Technical Evaluation Checklist

Description	Features	Category
Program Management	Capability of managing interrelated projects and streamline program level activities, Cross project dependencies and Track progress	Knockout
	Collaborate with team to manage project/ program level risk and issues	Business Critical
Agile Methodology	Feature to create, manage and track projects using Agile Methodology.	Knockout
	Sprint or Kanban Sheet/ Board for managing epics, user stories, and tasks.	Knockout
	Planning board for managing and planning releases and Sprints.	Knockout
	Sprint velocity, Release velocity and other agile related metrics.	Business Critical
Waterfall Methodology	Feature to create, manage and track projects using Waterfall Methodology.	Knockout
	Capability to create work breakdown structure, add dependencies and assign resources to manage work and track progress.	Business Critical
	Track Milestones, Issues, Risks, Defects, and Change Requests	Business Critical
	Availability of metrics such as Schedule and Effort metrics, Planned vs Actuals Metrics, Earned Value Management	Business Critical
	Capability to configure and generate status reports	Business Critical
Time Reporting	Provision for project template creation, notifications and escalations generation, audit trail and integration capabilities	Business Critical
	Timesheets to allow team members to track time against project and non-project activities and it should also support workflow approval.	Knockout
Issues & Risk Management	Multiple dashboard and reporting view on resource allocations	Desirable
	High level risk assessment as well as detailed risk registry.	Knockout
Planning, Budgeting and Forecasting	Capability to highlight issues and risks at the portfolio, program and project level and should be able to track mitigation, contingency and action plans.	Business Critical
	Quantitative risk management feature	Desirable
	Provision to undertake Top - Down and Bottom - Up IT budgeting exercise as per the frequency decided by ReBIT	Knockout
Demand Management	Ability to allow user to enter budget or forecast performance data under IT-CAPEX (Capital Expenses) and IT-OPEX (Operating Expenses) categories	Business Critical
	Provision to transfer budgets between heads/subheads and also between departments (as per rules approved by appropriate authority)	Business Critical
	System should not allow any sanctions without availability of IT Budget and any payments without approved sanctions	Desirable
SLA Management	Framework to capture, classify, evaluate, and resolve all sources of demand	Business Critical
	Provision to Classify demand as Idea for a new product, service, or strategic initiative	Business Critical
Vendor Management	The framework to develop and automate business processes based on requirements	Desirable
	Configurable SLA framework with the ability to define SLA metrics and map them to workflows and set the goal values is supported	Desirable
Vendor Management	Capability of capturing vendor details at organisation and project level	Business Critical
	Capability to assign tasks and projects with vendor, track vendor performance with required metrics, tracking of vendor related Issues, risks, action plans and escalations	Business Critical

Business Intelligence & Reporting	Out of box and customizable Reports and Dashboards to provide visibility and decision support to proactively manage projects, programs, and portfolios	Business Critical
	Capability to integrate with other third-party BI tools	Desirable
Quality Mangement	The Proposed system should able to define Quality Metrics at project level and provide facility to manage projects in Metrics Based Management way.	Desirable
	Capabilities to Monitor Project wise KPI against multiple metrics, enable enterprise wise standardize reporting that helps to analyze project performance	Knockout
	Capability to configure KPI related performance metrics	Knockout
Financial Management	Capturing of financial details at Project level	Business Critical
	Configuration and generation of Planned vs Actuals financial reports from the system and publishing of same to various levels with proper access, roll-up and drill down capability	Business Critical
Resource Management	Capable to maintain resource details along with their skills and costs,	Desirable
	Provision to allocate resources to projects based on parameters such as roles, skills, strategy and availability, capability to generate resource utilization and resource loading reports	Business Critical
Schedule Management	Creating detailed level program or project plans	Knockout
	Define the interdependencies within and across projects	Knockout
	Effort estimation and assign named resources or skill based resources	Knockout
Email Reporting, automatic alerts and reminders	Capacity to configure email ids of users in the system and trigger reports or notifications as per the business rules defined. The contents of the notifications should be configurable as well	Business Critical
	Notifications based on assignments or task for upcoming task, delayed/ overdue assignment, task submission, approvals or pending reviews	Desirable
Idea Mangement	Should have idea management framework which includes features such as idea submission, rating, assessments, discussions, prioritization, evaluation and promoting ideas as proposals	Desirable
Other Desired Features	Custom workflow based, according to the ReBIT defined hierarchy for dataflow	Knockout
	Need based user access and user management module	Knockout
	Scalable as per future changes/requirements	Business Critical
	Provision to add and modify departments, projects, services and related details (configurable templates) for IT budget planning, forecasting and chargeback purposes	Knockout
	KPI driven Dashboards with graphical MIS & reports (monthly/quarterly/annual) as per the ReBIT's requirements, which can be accessed and downloaded in various formats (word, excel, pdf, web browser) and mobile /iPad compatible	Business Critical
	Ability to do slice and dice, drag and drop to analyze the data	Desirable
	Periodical forecasting, by examining historical data and should be updated regularly with change in parameters or operations	Desirable
	Provision to calculate the ROI of any IT Project/investment, with minimal manual inputs	Business Critical
	Alerts, Customized notifications to the stakeholders and integration with outlook	Desirable

Description	Requirements	Category
Version of Code	The solution should have been written in latest version of language	Knockout
Secured authentication	The solution should have secured authentication feature for login the application	Knockout
VAPT	The solution should be VA-PT tested.	Business Critical
Administrator based permissions	The solution should provide the facility for Admin to decide the user level access for features and files.	Knockout
Encryption and secure transmission of data	The solution should have proper encrypted and secured transmission of data and information	Business Critical
Device	The solution should be device agnostic	Business Critical
Browser	The solution should support compatible with different Browsers	Business Critical
Windows 8.1/Windows 10	The solution should support the platform -Windows 10/8.1	Knockout
Project Management	Bidder should provide a detail project plan with proper milestones	Knockout
Training	Bidder should provide training manual	Knockout
Architecture	Bidder should provide requirements understanding and mapping of requirements with product features	Knockout

9.7 Submission Checklist

Submission Checklist for Technical Bid

The bidder has to ensure that the following have been submitted as a part of the RFP submission process.

Failure to provide any of the documents as detailed below could lead to the disqualification of the bidder from the bid.

The following documents/items need to be submitted:

Items	Submitted (Bidder)	Verified (ReBIT)
Functional Solutions	<input type="checkbox"/>	<input type="checkbox"/>
Technical Solutions	<input type="checkbox"/>	<input type="checkbox"/>
Earnest Money Deposit	<input type="checkbox"/>	<input type="checkbox"/>
Technical Bid Form	<input type="checkbox"/>	<input type="checkbox"/>
Power of Attorney/ Board Resolution authorizing bidder's employee to become the authorised signatory	<input type="checkbox"/>	<input type="checkbox"/>
Proposed Team Profile	<input type="checkbox"/>	<input type="checkbox"/>
Statement of Deviation from RFP	<input type="checkbox"/>	<input type="checkbox"/>
Non-Disclosure Agreement	<input type="checkbox"/>	<input type="checkbox"/>

Submission Checklist for Commercial Bid

The following documents need to be provided by the Bidder for the Commercial Bid in a separately sealed cover.

Commercial Bid Documents	Submitted (Bidder)	Verified (ReBIT)

Commercial Bid	<input type="checkbox"/>	<input type="checkbox"/>
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9.8 Commercial Bid Format

The Bidder needs to submit the commercial Bid in the following format. The tentative Hardware cost needs to be mentioned. However, this will not be considered for any scoring

Sr No	Details	Amount in INR	Applicable Taxes
1	Project Cost (A) Includes all cost related to the implementation of PPM (exclusive of taxes)		
	1. Application Software License Cost (Based on 50 users, 100 Users, 200 Users)		
	2. Implementation Cost		
	3. Training Cost (Includes Technical & Functional training Costs)		
	4. Any other onetime costs		
	Sub Total (A)	-----	
2	Application Maintenance Cost (B) 1. On-Site support during Warranty period of 3 years post go-live. @	(1)x 3	
	Sub Total (B)	-----	
3	Total Cost of Ownership (TCO) (A + B)		
	Grand Total (TCO + Taxes)		

Total Cost of Ownership in Figures & Words (inclusive of Taxes)

9.10 Technical Bid Form

BIDDER DETAILS			
1	The registered name of the bidding company		
2	Business address for correspondence	Location	
		Street	
		Locality	
		City	
		Pin Code	
		Country	
		Telephone	
		Facsimile	
		Email	
	Other		
3	Name of the Bidder's Contact Person		
4	Contact's position with Bidder		
5	Contact addresses if different from above	Location	
		Street	
		Locality	
		City	
		Pin Code	
		Country	
		Telephone	
		Facsimile	
		Email	
	Other		
6	Business structure		
7	Bid Company's registered address		
8	Details of company registration		
9	Names of Directors	Chairman President/Managing Director Directors	
10	Include a structure chart reflecting the organization		
Experience in Similar Projects: (Give details about the following with respect to the methodology followed by you in projects of similar nature and complexity – a minimum of two projects.			

11	Project Name:	
12	Project Location:	
13	Client Name:	
14	Client address:	
15	Client contact/reference person(s):	Name
		Address - if different from above
		Telephone Facsimile
		Mobile Phone
		Email address
16	Project started (month/year):	
17	Project elapsed time - months- vis-à-vis Project schedule:	
18	Man-months effort:	
19	Name of senior project staff:	Project Director
		Project Manager
		Other
20	Nature of the Project:	
21	Role of the company, whether complete end-to-end involvement or for a particular module	
22	Project Detail (Broad details)	Hardware installed - make/model
		Operating system
		System Software
		Application software
		Network Topology
		Programming languages
		Disaster recovery technology
		Middleware
		Security features
Support/maintenance obligations		

23	Details of experience/knowledge possessed in the areas of Project Planning and management review, Resource Planning, Role and Responsibility definition, Co-ordination across multiple teams	
24	Details of the similar assignments on hand as on date (Time projected for execution of the assignment and documentary proofs from the Clients are to be furnished)	
28	Detailed Project Plan along with Estimated work plan and Time Schedules for providing services for assignment under this RFP	
29	Details of inputs, infrastructure requirements required by the bidder to execute this assignment.	
30	Full details of the bidder's proposed methodology/approach for providing implementation services to the Bank with specific reference to the scope of work.	
31	Details of deliverables, other than "Deliverables" specified by the Bank, the bidder proposes with specific reference to the scope of work.	

9.11 Deviation from RFP Statement

(On the letterhead of Bidder)

We certify that except for the following deviations, we agree to abide by all other clauses, terms, conditions and specifications mentioned in the RFP.

Main RFP / Annexure No.	Clause / Sub Clause No.	Deviation	Specific Page no. of the Response

Place:

Date:
Signatory with seal

Signature of Authorized