

Request for proposal Secure Email solution

5 / 10 / 2017

RESERVE BANK INFORMATION TECHNOLOGY PRIVATE
LIMITED

MUMBAI - 400 705

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Table of Contents

1. About ReBIT.....	4
2. Disclaimer & Disclosures.....	4
3. RFP requirements.....	5
Scope of Work.....	5
Resources.....	6
Training	7
Warranty and Support	7
Annual Maintenance Contract (AMC).....	7
4. RFP Details	8
RFP Timelines.....	8
Inquiries and questions	8
Submittal Instructions	9
Terms and Conditions for Request for Proposal	9
Confidential / Proprietary Information:	10
Response Format and Contents	10
General Instructions:	11
General Submission Requirements	11
Terms of Payment	12
Taxes and Duties.....	13
Subcontracting	13
Penalties for delay in implementation:	13
Period of validity of bids / Responses	13
Force Majeure	13
Arbitration.....	14
Limitation of liability.....	14
Other Terms and Conditions.....	14
Vendor Evaluation Process and Criteria.....	16
Evaluation Phases	17
Confidentiality	18
Ownership of documents, data and hardware	19
Non-Disclosure Agreement.....	19
Contact.....	19
5. Annex	19

Architecture.....	19
Disaster Recovery and Business Continuity Plan	20
Email Security.....	20
Retrieval of the secured content.....	20
Reporting Capabilities.....	20
Administrative Capabilities.....	21
Service Level Agreement	21

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 "Secure Email 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. Clarification can be sought up to the date mentioned in the Section-I.

3. RFP requirements

RBI has engaged ReBIT to evaluate, implement and maintain the secure email solution catering to the system requirements mentioned below.

On behalf of RBI, ReBIT has detailed specifications for the RFP, and is provided in the Secure Email RFP Specifications workbook which shall be shared separately on request. The Bidder should note that:

- The technical specifications specified in Evaluation excel sheet are the minimum specifications for the solution.
- The purpose behind issuing this RFP is to invite pre-qualification, technical and commercial bids from the eligible bidders and selection of bidder(s) for the above purpose.
- The selection process consists of the following three considerations:
 1. Pre-Qualification/Minimum Eligibility Criteria (Refer Section below)
 2. Technical Evaluation
 3. Commercial Evaluation

Scope of Work

Following is the broad scope of work:

- Design, implement and maintain the secure email solution as an on premise solution at Reserve Bank of India (RBI).
- The solution must seamlessly integrate with existing RBI mail and messaging platform.
- The solution will be implemented by the selected partner under guidance of ReBIT team.
- The Bidder should provide an onsite resource for 3months to handhold the project post sign off.
- The secure email solution meets the following high-level requirements (but not limited to):
 - Proposed solution must support secure email communication (covering Internal and External recipients).
 - Proposed solution must support secure communication to public webmail domains such as Gmail, Hotmail, Yahoo etc.
 - Proposed solution must ensure email security for the email body and attachments.
 - The proposed solution must be able to integrate and work seamlessly on all possible access channels –
 - Endpoint Client (MS Outlook for exchange),
 - Webmail access
 - Smart devices – IOS, Android etc.

- Digital Signature (Non Repudiation) will be a 'good to have' functionality in the solution.
- The solution must also enable the administrator of the Secure Email solution to enforce default protection policies.
- Should there be a need, the bidder must be ready to do a Proof-of-concept (PoC).
- The solution must support High Availability (HA) and Disaster Recovery (DR) configuration setup.
- The implementation scope will be for 25 users, but may need to be scaled up to 200 users later. As the count of user licenses increase from 25 proportionate reduction in the per license cost is expected.
- The proposal from bidders must be in the format as given in [Annex](#) below
- The ownership of said licenses would be with RBI.
- The successful vendor will be expected to provide all the necessary software licenses, implement, train and handover the solution to ReBIT/ RBI IT or Vendor team. They would subsequently provide second and third level of support through bug fixes, updates and upgrades.
- Solution Implementation: The Vendor will be expected to utilize the information presented in this RFP and submit a proposal(s) that may include variations of hardware and software where allowed but that meets all requirements specified and yet will fulfil future expectations as articulated in this RFP or that are perceived by the Respondent. This includes all hardware and software required for implementing the Secure Email solution proposed.
- Full documentation of the project is to be included in the deliverables by the successful Vendor.
- The Vendor shall assign a project manager and associated support personnel for this project.
- Acceptance: A two-week test period will be used by ReBIT to evaluate the selected Secure Email solution. After the selected Secure Email solution has been successfully implemented, ReBIT and the Vendor shall agree on the start date of the test period. Acceptance of the Secure Email solution shall be based on the results of the test period. If during the test period, the Secure Email solution experiences no failures and functions according to the requirements of the RFP, as determined by ReBIT, the solution shall be considered accepted. After the Secure Email solution has been accepted, the Vendor may submit an invoice for the Secure Email solution. After ReBIT has received a valid invoice, ReBIT agrees to remit payment within thirty (30) days from the date the invoice was received.

Resources

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

Training

Selected bidder shall provide the training to the RBI and 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 shall train ReBIT/RBI 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
- Shall train the end user on the solution.
- Shall prepare the end-user manuals, FAQs, Admin Manuals etc.
- Bidder should submit detailed course content and provisional agenda along with the Bid.

Warranty and Support

All the hardware, software products supplied should carry a minimum warranty of 3 - years by the Original Equipment Manufacturer (OEM) from the date of operationalization of the system to the satisfaction of ReBIT / RBI. The warranty should include all software subscriptions (critical hot fixes, service packs, and major upgrades). Remote access to the systems supplied will not be permitted. Date of start of Warranty/Annual Maintenance/software license support of all the items supplied will be treated as started from the completion of the project.

In addition to the warranty, a further assurance from the OEM of continued support of the product for a further period of 4 years from the date of expiry of warranty is mandatory. During this period of 4 years of continued support post the date of expiry of warranty, the OEM will continue to support the product and provide all patches, hot fixes and service packs to ReBIT.

Annual Maintenance Contract (AMC)

The AMC shall be:

- On-site, comprehensive, back-to-back from OEM for all software products as a part of the initial deployment for a period of 3 years from the date of operationalization of the system to the satisfaction of ReBIT / RBI.
- Depute an experienced staff for a period of 3 months within RBI to handle BAU activities.
- Software updates and upgrades at no cost to RBI/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.

4. RFP Details

RFP Timelines

The key timelines for this RFP are as below.

Milestone	Target End Date
• RFP release date	• Wednesday, 4 Oct 17
• Vendors submit RFP Questions to ReBIT (as needed)	• Saturday, 7 Oct 17
• Bidder's Conference to release responses to RFP Questions to Vendors (as needed)	• Wednesday, 11 Oct 17
• Vendor Proposal due to ReBIT	• Monday, 23 Oct 17
• Technical Bid Evaluation	• Thursday, 26 Oct 17
• Submit solution recommendation to ReBIT management for approval	• Friday, 27 Oct 17
• Commercial Bid Evaluation	• Friday, 27 Oct 17
• Award Contract	• TBD

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

Submittal Instructions

Response needs to be submitted by email before the date and time mentioned in the above table. Submittals must be received in the e-mail box listed below. Submittals sent to any other box will NOT be forwarded or accepted.

E-Mail Procurement@rebit.org.in; identified as RFP - Secure Email solution in the subject line.

Sole responsibility rests with the Offeror to see that their RFP response is received on time. Any responses received after due date and time are liable to be rejected.

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 RBI/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 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.

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.

Response Format and Contents

The response to the RFP would need to be in two parts:

1. Respond to the questions and sections in the document SECURE EMAIL RFP Response template available along with this document in the ReBIT portal. Provide a descriptive response (including diagrams and tables as needed) to each of the questions and sections.
2. Respond to all the worksheets in the SECURE EMAIL RFP Specifications workbook available along with this document in the ReBIT portal. Provide a detailed response to each point in this workbook.

If you have any submission format questions, please contact Procurement@rebit.org.in.

Pre-Qualification/Minimum Eligibility Criteria

- The bidder must have prior experience in this specific and has successfully delivered across 5 different industry verticals preferably banking industry.
- 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 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.

- 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).
- The bidder should have at least 3 certified Engineers who are having experience on Solution.

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 p.m. Friday, 7 October 2017 OR earlier. All responses from ReBIT to all inquiries shall be addressed during the bidders conference scheduled on 11 October, 2017.

1. **Technical proposal** are due at the postal address given below or the email box (preferred) listed below, for time and date recording on or before 2:00 p.m. IST on Monday 23 October, 2017. Electronic Submittals must be received in the e-mail box listed below. Submittals sent to any other box will NOT be forwarded or accepted.

E-Mail: Procurement@rebit.org.in; identified as RFP – Secure Email Solution in the subject line.

2. **Commercial bit**, must be submitted in a sealed envelope, on or before 23 October 2017, clearly marked as “**Secure Email Solution – Commercial Proposal**”, to Procurement, Reserve Bank Information Technology Pvt Ltd (ReBIT), 18th Floor, AWFIS, Cyber One, Opp. to CIDCO Exhibition Centre, Sector 30A, Vashi, Navi Mumbai - 400703

General Submission Requirements

1. Documentation / Manuals: Provide electronic copies of the technical and user documentation with your response to the RFP (e.g. CD, DVD, Website link, etc.).
2. The Commercial bid should be in accordance with the following:

- a) The bidder should quote the commercial value as per the excel sheet shared.
 - 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.
 - e) The make and model given in commercial bid format should be the same as mentioned in BOM (without Price) else commercial bid may not be processed further.
3. Contract / license agreement: Submit a copy of any contract / license agreement you will require to be executed at time of award.
 4. Non-disclosure Agreements: Submit a copy of any non-disclosure contracts you would require to be executed as part of the evaluation process.
 5. 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.
 6. 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.
 7. 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.
 8. The bid shall be in English Language.
 9. All prices shall be expressed in Indian Rupees only.
 10. 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.
 11. 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 Bidder should raise single invoice for entire project which should contain Total Solution
- Eighty percentage (80%) of the Total cost of Bill of material will be released on delivery, successful Installation and operational of the Total solution for ReBIT. This would also include signing the User Acceptance Test (UAT) document and Service Level Agreement (SLA)/Purchase Agreement by ReBIT.

- Ten percentage (10%) of the Total cost of Bill of material will be released one month on completion, post earlier phase.
- Remaining Ten percentage (10%) amount will be released after successful completion of three months on-site support.
- Payment towards Annual Maintenance will be made on quarterly basis on the completion of each quarter after deducting penalties if any. The invoice should be submitted at the end of each quarter along with satisfaction report from the concerned users/office for each location.

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. Octroy, 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.

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.

Penalties

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.

Period of validity of bids / Responses

- Prices and other terms offered by Bidders must be firm for an acceptance period of 60 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.

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.

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.

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

Other Terms and Conditions

- The solution must have provisions for retrieval of secured content. For e.g. in case owner is absconding or has left the organization etc., the solution must support retrieving of the secured emails or attachments. Should there be a need the SI/OEM must provide necessary care to accomplish this.
- 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 RBI 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 the Bank. 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 licences that RBI / ReBIT may procure. It is also expected that the unit price of additional licenses is of lower value as against the initial procurement of 25 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.

Method of selection

- In deciding the final selection of qualified bidder, the technical quality of the proposal will be given a weightage of 80% on the basis of criteria of evaluation. The price bids of only those bidders who will qualify technically will be opened. The proposal with the lowest cost will be given a final score of 100 and the other

proposals will be given financial scores that are inversely proportional to their prices. The financial proposal shall be allocated a weightage of 20%

- Commercials will be opened by the RFP panel, post technical evaluation and the vendors will be rated as per the pre-defined assessment criteria.

Vendor Evaluation Process and Criteria

The evaluators will consider how well the vendor's proposed solution meets the needs of ReBIT as described in the vendor's response to the requirements and requests for information. The responses should be clear, concise and complete so that the evaluators can adequately understand all aspects of the proposal in a succinct fashion.

The following elements will be the primary considerations in evaluating submitted proposals and selecting a Vendor:

- The extent to which Vendor's proposed solution fulfils ReBIT stated requirements as set out in this RFP.
- An assessment of the Vendor's ability to deliver the indicated service in accordance with the specifications set out in this RFP.
- The Vendor's stability, experiences, and record of past performance in delivering such services.
- Availability of sufficient high quality Vendor personnel with the skills and experience for the specific approach proposed.
- Overall cost of Vendor's proposal.

This RFP provides general and technical information as well as the required format for responses. Your submitted response will be a primary source of information used for system evaluation and selection. Please include all required and appropriate information with your proposal. No other source of information submitted, written or verbal will be considered part of your proposal.

Criteria

Evaluation category	Category weightage	Evaluation criteria	Criteria weightage
Consolidated score	100		80
Implementation	6	Timelines	3
		Approach / Plan / Deliverables	3
Operations	5	Support model / Deliverables	5
Training	5	Approach / Plan / Deliverables	5
OEM	10	Solution maturity	5
		Credentials (Global / India-specific / BFSI segment)	5
SI	16	Years of experience	5
		Assurance provided on staffing	5
		Staff - Qualifications	6
Proposal	6	Quality of proposal response	2
		Quality of proposal presentation	2
		Vendor experience	2
Customer reference	4	Feedback from existing customer	4
Solution	28	Solution fitment to specifications	20
		Additional features of relevance provided by the product	8
Commercials	20	Feedback from existing customer	20

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.

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.

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.

Evaluation Phases

Phase I – RFP & Responses

Completed RFP documentation must be received by ReBIT as described in the preceding pages.

Phase II - Training and software / service 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 determine whether our business processing and rules will need to change in order to use your system and understand how data flows through your application and integrates with our other systems.
- b. Allow ReBIT Information Technology staff to understand how the application and/or equipment functions in the proposed operating environment, including performance and support processes.
- c. Give the vendor a better understanding of ReBIT business practices and business rules.
- d. Provide insight into the implementation requirements.

Note: The vendor is responsible for all expenses related to Phase 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 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.

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.

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

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 Procurement@rebit.org.in before 6 Oct 2017.

Contact

Recipients are required to direct all communications related to this RFP, through the below nominated point of contact only:

Contact:

Email: Procurement@rebit.org.in

Telephone: +91 9818700690

5. Annex

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

Architecture

- Provide optimum HW requirements for implementation of solution for 25 users to start with. The HW 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.
- The design should show how the solution solves the need for Secure Email.
- The design should depict how email data flows and how email is secured, stored, and passed to intended recipient(s).
- 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.

Disaster Recovery and Business Continuity Plan

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

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

Email Security

a. Describe how does the solution work in case of – a) desktop/laptop; b) smart devices; & c) web access.

b. Describe the log content including what data fields are recorded.

c. Does the solution support integration with and SIEM and DLP solutions?

d. Specify encryption algorithms the secure email solution supports.

e. The secure solution must allow the ability to access and create secure email from end points and mobile devices. Additionally, specify which mobile devices and browsers (and browser versions) are supported.

f. Describe the capability of proposed solution to prevent the forwarding of secure email

g. Does the proposed solution provide pre-developed policies for DLP? Provide detail.

h. Describe attachment protection of email body and attachments

i. Details of solution if it provides an ability to delegate access, such that executive assistants can do secured email communication on behalf of their reporting authority.

Retrieval of the secured content

a. Describe the process of recovering the secured content – a) desktop / Laptop; b) smart devices (tablets and mobiles); c) browser / web access.

Reporting Capabilities

Mention the reporting capabilities of the solution, including (but not limited to):

- Specify what reports of encrypted email activity are available, for which user groups, and the granularity of filter and search criteria available.
- How many users are sending how many encrypted emails (to internal RBI users vs external?) Provide details and sample report(s).

Administrative Capabilities

- Provide detail on the proposed solutions processing alerts - The solution must provide inbound / outbound mail processing alerts for troubleshooting of shutdowns, and a queue release option.
- Does the solution provide the ability for role-based administration for "sub-administrators" (e.g., administrators for a specific domain) to restrict access and visibility into system data and system changes (if applicable)?
- Administrator dashboard -, describe the user interface of the administrator's console/dashboard (e.g., fields, destination controls, queues, etc.)

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.

General Requirements

Provide information on the following requirements:

- Provide information and requirements on what Information Technology components the RBI will need and what the RBI may need to configure/install.
- The solution recommended in the proposed Solution(s) may be virtual or physical and must be "datacentre grade." Solution must integrate with Exchange, Active Directory and DLP
- Solution must support Outlook 2010 or greater, Outlook Anywhere, and Outlook Web Mail client.
- The web client/portal should support modern desktop browsers, iOS, and Android.
- The solution must also support creating secure mails through smart devices - tablets/mobile phones.

Implementation

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

Training

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