



Reserve Bank Information Technology Pvt Ltd.

Inspection Department

AMRMS

REQUEST FOR QUOTATION (RFQ)

Note- RFQ is open only for empanelled vendors. [Refer](#) to get empanelled vendor details for Business Consultancy Services

19-Mar-19

RESERVE BANK INFORMATION TECHNOLOGY PRIVATE LIMITED

MUMBAI - 400 705



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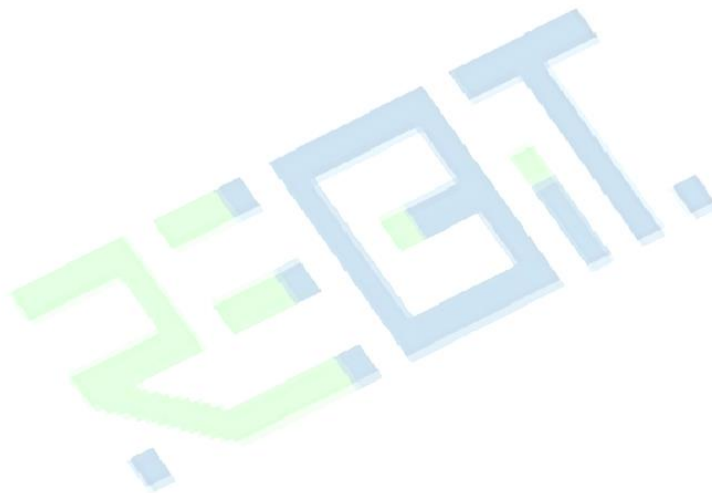


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1 About ReBIT

Reserve Bank Information Technology Private Limited (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 advises, implements and monitors internal or system-wide IT projects (both existing & new) of the Reserve Bank and manages critical IT systems of the Reserve Bank as mutually decided. It ensures the cyber security of RBI's IT systems through implementation of universal frameworks and best practices to manage cyber risk. ReBIT also assists RBI in the IT Systems examination and cyber resilience assessment of regulated entities, advises on emerging threats in cyber security, supports in cyber security incident analytics and undertakes cyber security risk assessments both for existing regulated entities and new entrants. ReBIT also engages with key stakeholders to promote best practices, engage in technology policy research and promotes innovation in use of technology.

2 Disclaimer & Disclosures

Reserve Bank Information Technology Private Limited (ReBIT), Mumbai, has prepared this document to give background information of the professional Services requirements for AMRMS project using SAS EGRC at RBI, BKC Office. While ReBIT has taken due care in the preparation of this RFQ 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 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 not to proceed with the project 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 RFQ should be submitted by a person duly authorized to bind the bidder to the details submitted in the proposal. The submitter should give a declaration that he/she is empowered by the competent authority to sign the necessary documents and bind the bidding.

This RFQ is neither an offer from ReBIT nor does it constitute any binding obligation or commitment on ReBIT. This RFQ is only a document that invites interested parties to, on a non-exclusive basis, express an interest, with no obligation, commitment or liability of any manner devolving on ReBIT, either on account of the issue of this RFQ to the interested parties, or upon receipt of any response from the interested parties thereto, or any meetings or presentations made. All expenses incurred by the interested parties as a result of responding to, or further to this RFQ, are to their account and ReBIT will not be liable in this respect whatsoever.

Please note that the information provided in the RFQ is strictly confidential and by accepting this RFQ, the interested parties undertake, not to, in any manner use any part or the whole of information, directly or indirectly learnt, for any other purpose, other than for conducting work for ReBIT.

3 RFQ requirements

The purpose behind issuing this RFQ is to invite quotations from the eligible bidders who will provide skilled resources having experience in SAS EGRC for the role – Business Analyst resource.

Resource(s) may be responsible for gathering requirements from Business Owner, identifying gaps and providing solution, create/update design document (Low level and High Level).

Candidate must be responsible for writing UAT test cases and perform UAT, create other project documentations (User Manual/Handbook).

Candidate must be well versed with Axure RP tool and will be responsible to create computer based training prototype of the actual application using Axure-Rp tool.

Resource(s) will be deployed to project for a **duration of 3 months**. An extension may be provided subject to satisfactory performance.

The process consists of selecting the bidder that is meeting all the requirements specified in this RFQ document post techno-commercial evaluation process.

3.1 Details of the Professional Services Requirements

The scope involves on boarding resources with following technical skillsets:

Business Analyst (2 Associates):

- The candidate should have **experience between 3 to 6 years**
- Plus to have knowledge on SAS EGRC module (audit monitoring, risk compliance module)
- May be required to gather requirements from Business Owner.
- May be required to create/update HLD/LLD (Design Document) or Change Request Tracker and get sign off from Business Owner
- May be required to conduct sessions with project team (develop, techno-functional consultants) and translate the business requirement to them
- May be required to conduct demo and review application development (black-box) to identify gaps and provide solution
- **Must write UAT test cases to ensure test coverage**
- **Must perform UAT to ensure quality and provide sign-off**
- **Must create End-User Handbook (user manual)**
- **Must be well versed in Axure Rp tool and is required to create CBT (Computer Based Training prototype) using Axure Rp tool**

In addition to the skillsets mentioned above, the Business Analyst(s) are expected to exhibit following

- Individual Contributor/ Team Player
- Thought Leader
- Understand the business and acquire knowledge of existing/legacy application
- Innovate ways to optimise existing system

4 RFQ Timelines

The key timelines for this RFQ are as below.

Milestone	Target End Date
RFQ release date	19-Mar-2019
Vendors submit RFQ Questions to ReBIT (as needed)	25-Mar-2019 before 12 PM
Bidders Conference (All queries raised by bidders shall be addressed in this conference. ReBIT to give high-level walkthrough of the Functional Scope of the Projects.)	26-Mar -2019 (3 PM)
Technical (softcopy via email) and Commercial bid submission (hardcopy via post)	01-Mar-2019 before 12 PM
Technical Interview/Discussion with Proposed Team members	02-Apr-2019 (11AM to 1PM)
Commercial bid opening	03-Apr-2019 (3 PM)
Award Contract	03-Apr-2019

5 Earnest Money Deposit (EMD)

The Bidder has to submit Earnest Money Deposit (EMD) of Rs. Fifty thousand (50,000) only. EMD will be returned to the unsuccessful bidder within 30 days of the award of the contract. The successful bidder will receive the EMD once they submit the Performance Guarantee which is 10% of the contract value, in the format as mentioned in the [Annexure A](#).

6 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 in RFQ Timelines section.

During Pre-Bid Meeting (Bidders Conference), ReBIT will explain high-level requirements of AMRMS Project in details to the interested bidders.

'Corrigendum-Cum-Addendum' and 'Pre-Bid QnA' is subject to be published based upon the outcome of Bidders Conference (Pre-Bid Meeting).

7 Submittal Instructions

- Technical proposal (**comprising of profiles of the proposed team members**) must be submitted via e-mail to procurement@rebit.org.in by the date and time mentioned above in RFQ Timelines section. The subject should be clearly marked as "RFQ for SAS EGRC BA – Technical Proposal".
- Commercial bid, must be submitted in a sealed envelope, clearly marked as "RFQ for SAS EGRC BA – Commercial Proposal".
- EMD and Commercial Bid should be submitted in separate sealed envelopes.
- Postal address for receiving technical and commercial bid:
**Reserve Bank Information Technology Pvt Ltd (ReBIT),
18th floor, Cyber One, Opp. to CIDCO Exhibition Centre, Sector 30A,
Vashi, Navi Mumbai - 400703**
- Technical and Commercial Bid should be submitted on or before the deadline given in table: [RFQ Timelines](#).
- Any responses received after due date and time are liable to be rejected.
- ReBIT will not compensate the bidder for any expense incurred during the entire RFQ process.
- The Commercial bid must be submitted as per the [Annexure B](#) (format given below).
- Sole responsibility rests with the Offeror to see that their RFQ response is received on time.
- Any responses received after due date and time are liable to be rejected.

8 Vendor Evaluation Process and Criteria

The vendor evaluation process and criteria is as follows:

1. During the 'Techno-Commercial' evaluation, the 'Technical Bid' score carries a weight of 70 percent, the 'Commercial Bid' score carries a weight of 30 percent. The 'Techno-Commercial' scores (70:30) will be arrived at for each qualified Bidder and the Bidder with the highest score will be declared as the successful Bidder as TC1. In case of non-acceptance of the offer by TC1, the offer will be given to next successful Bidder i.e. TC2, and so on.
2. The breakup of 70 percent (70marks) is given below in Evaluation Criteria

Evaluation Criteria

Serial No.	Evaluation Category	Evaluation Parameters	Score
1	Turnaround time	Time to on-board resources. Marks will be given for quick turnaround time, as defined below:- <ol style="list-style-type: none"> 1. Less than 1 weeks - 20 2. Between 1 - 2 weeks - 15 3. Between 2 - 3 weeks - 10 4. Between 3 - 4 weeks - 5 	20
2	Strength of Profiles	Marks will be given as per the rules below:- <ol style="list-style-type: none"> 1. BA with Axure RP hand on experience- 15 2. BA with any prototyping tool experience- 10 3. BA with no experience on any prototyping tool- 5 	15
3	Technical Discussion	Technical Discussion with Proposed Team members	35
	Consolidated Score		70

Note: Only those Bidders who will score more than 50 out of 70 marks in technical evaluation will be considered for commercial evaluation.

3. Post selection of the Bidder, the ReBIT shall return the Earnest Money Deposit (EMD) to the unsuccessful Bidders within 30 days of formal declaration of results.

Techno Commercial Bid Evaluation

1. The Bidders will have to submit the Commercial bid in relevant format as mentioned in the [Annexure B](#).
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 Technically Qualified Bidder with the lowest Commercial Bid after scrutiny would be declared as CLOW.
5. The techno-commercial score shall be calculated as follows: Total Score = $(CLOW / C) * 0.3 + (T / THIGH) * 0.7$. Here C and T are the commercial and technical scores of the respective Bidders.
6. 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.
7. ReBIT will notify the name of the Successful Bidder.
8. Commercial bid valuation shall be considered as below in case of any kind of discrepancy in total cost calculation:
 - 8.1. If there is a discrepancy between words and figures, the amount in words shall prevail
 - 8.2. If there is a discrepancy between percentage and amount, the amount calculated as per the stipulated percentage basis shall prevail for calculating total cost
 - 8.3. If there is discrepancy between unit price and total price, the unit price shall prevail
 - 8.4. 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.

9 Terms and Conditions for Request for Quotation

9.1 Ownership of documents and Data

- 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.

9.2 Submission Requirements

- 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 all the information required in the RFQ.
- 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 RFQ 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 to ensure that replies to RFQ 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 be in its absolute discretion, engage in discussion or negotiation with any Bidder (or simultaneously with more than one Bidder) after the RFQ 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 the RFQ. ReBIT is not obliged to provide any reasons for any such acceptance or rejection.
- Contract / license agreement: Submit a copy of any contract / license agreement you will require to be executed at time of award.
- Non-disclosure Agreements: Submit a copy of any non-disclosure contracts you would require to be executed as part of the evaluation process.
- Bidders are not permitted to submit more than one bid.
- The cost of bidding and submission of the bids is entirely the responsibility of the bidders, regardless of the conduct or outcome of the tendering process.
- The bids that 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.
- The bid shall be in English Language.
- All prices shall be expressed in Indian Rupees only.
- 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.
- 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.
- 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.

9.3 Terms of Payment

- There will monthly payment done post successful completion of the deliverables, as defined at the start of the project.
- Bidder should be willing to accept payment through Electronic Payment System (RTGS or NEFT)
- After ReBIT has received a valid invoice, ReBIT agrees to remit payment within thirty (30) days from the date the invoice was received.

9.4 Taxes and Duties

Prices should be exclusive 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.

9.5 Other Terms and Conditions

- The Contract/Purchase Order will be awarded to that responsible proposer whose submittal, conforming to the RFQ, 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.
- 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.
- 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 appointed personnel 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 RFQ: The content of this RFQ is a copy right material of ReBIT. No part or material of this RFQ 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.

- 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 vendor selected as the apparently successful vendor will be expected to enter into a contract with ReBIT. Considering the immediacy of the requirement, if the selected vendor fails to sign and return the contract within five (5) 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 RFQ response.



9.6 Annexure A –Bank Performance Guarantee

To,
Chief Executive Officer
Reserve Bank Information Technology Pvt Ltd (ReBIT),
18th floor, Cyber One,
Opp. to CIDCO Exhibition Centre, Sector 30A,
Vashi, Navi Mumbai - 400703
Dear Sir,

Subject: Bank Guarantee for- SAS EGRC BA- Project, Navi Mumbai.

M/s. _____ (name of Bidder), a company registered under the Companies Act, 1956 / a partnership firm registered under the Partnership Act 1932, having its registered and corporate office at (address of the Bidder), (hereinafter referred to as “our constituent”, which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), entered into an Contract/ Agreement dated (hereinafter referred to as “the said Agreement”) with you (Reserve Bank of India) for the services, as detailed in the scope of work for the SI for the project in the RFQ document, for the Inspection Department of the Reserve Bank of India, as detailed in the said Agreement.

It is one of the terms of said Request for Proposal that the Bidder shall furnish a Bank Guarantee for a sum of _____ as Earnest Money Deposit.

M/s_____, (hereinafter called as Bidder), who are our constituents intends to submit their tender for the said work and have requested us to furnish guarantee in respect of the said sum of _____

_____ NOW THIS GUARANTEE WITNESSETH
THAT

We _____ (Bank) do hereby agree with and undertake to the Reserve Bank Information Technology Pvt. Ltd (ReBIT), their Successors, in the event of the ReBIT coming to the conclusion that the Bidder has not performed their obligations under the said conditions of the RFQ or have committed a breach thereof, which conclusion shall be binding on us as well as the said Bidder, we shall on demand by the ReBIT, pay without demur to the ReBIT, a sum of _____<Amount>_____or any lower amount that may



be demanded by ReBIT. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the Bidder under the said conditions, provided, however, that our liability against such sum shall not exceed the sum of _____<Amount>_____

We also agree to undertake and confirm that the sum not exceeding _____<Amount>_____ as aforesaid shall be paid by us without any demur or protest, merely on demand from the ReBIT on receipt of a notice in writing stating the amount is due to them, and we shall not ask for any further proof or evidence, and the notice from the ReBIT shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by the ReBIT within a period of one week from the date of receipt of the notice as aforesaid. We confirm that our obligation to the ReBIT under this guarantee shall be independent of the agreement or agreements or other understandings between the ReBIT and the Bidder. This guarantee shall not be revoked by us without prior consent in writing of the ReBIT.

We hereby further agree that -

Any forbearance or commission on the part of the ReBIT in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said tender and/or hereunder or granting of any time or showing of any indulgence by the ReBIT to the Bidder or any other matter in connection therewith shall not discharge us in any way our obligation under this guarantee. This guarantee shall be discharged only by the performance of the Bidder of their obligations and in the event of their failure to do so, by payment by us of the sum not exceeding _____<Amount>_____

Our liability under these shall not exceed the sum of _____<Amount>_____

Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents in tendering for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.

This guarantee shall remain in force up to 1 year from the last date of submission bid i.e. -----
-- provided that if so desired by the REBIT, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.



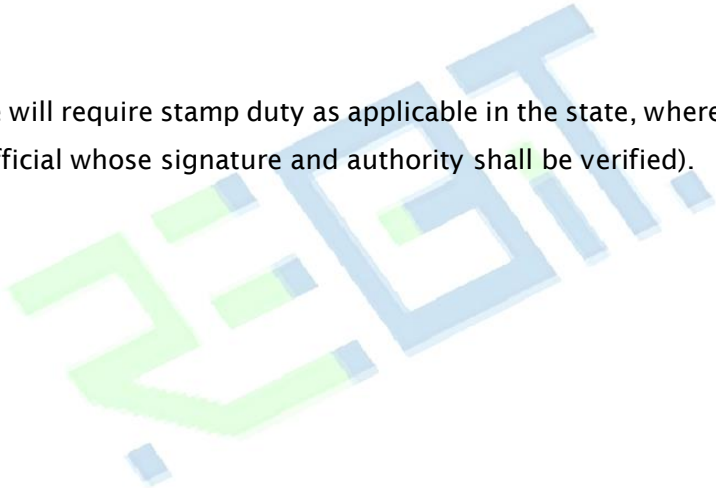
Our liability under this will terminate on completion of one year unless this BG is renewed or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the ReBIT alone is the conclusive proof, whichever date is later. Unless a claim or suit or action is filed against us within six months from that date or any extended period, all the rights of the ReBIT against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

Yours faithfully,

For and on behalf of

Authorised official.

(NB: This guarantee will require stamp duty as applicable in the state, where it is executed and shall be signed by the official whose signature and authority shall be verified).



9.7 Annexure B –Commercial Bid Format

The Bidder is required to prepare the Financial Proposal in a separate envelope. The Financial Proposal must provide a cost breakdown. Provide separate figures for each functional grouping or category. The format shown below is suggested for use as a guide in preparing the Financial Proposal.

(On letterhead of the Bidder)

Sr No	Details	Amount in INR	Applicable Taxes
1	Project Cost Includes all cost related to:		
	1. Role wise Staff Costs a. Business Analyst x 2		
	2. Any other cost not included above		
2	Total Cost (exclusive of tax)		
3	Taxes		
4	Grand Total (Total Cost + Taxes)		

Total Cost for the Project in Figures & Words (inclusive of Taxes)

The fees payable by ReBIT to Bidder shall be inclusive of all costs such as insurance, taxes (GST, as per the rates applicable), custom duties, levies, cess, transportation, installation, (collectively referred to as “Taxes”) that may be levied, imposed, charged or incurred and ReBIT shall pay the fees due under this RFQ and subsequent agreement after deducting any tax deductible at source (“TDS”), as applicable. Any variation in Government levies/ GST/ VAT/ cess/ excise/ custom duty etc. which has been included as part of the price will be borne by the Bidder.

Authorised Signature