

**REQUEST FOR PROPOSAL**  
**for**  
**Human Resource Management Solution for ReBIT**

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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**

ReBIT has prepared this document to give background information to the interested parties for participating in the RFP process of "Human Resource Management Solution" at our office space 502, Building No 1, MindSpace Juinagar, Nerul, Navi Mumbai – 400706. 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 modify the requirements as well as add or delete, as the case may be to meet ReBIT requirements at any point of time. ReBIT reserves the right not to proceed with the RFP, 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 Bidders 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.

This RFP is neither an offer from ReBIT nor does it constitute any binding obligation or commitment on ReBIT. This RFP 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 RFP 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 RFP, are to their own account and ReBIT will not be liable in this respect whatsoever.

Please note that the information provided in the RFP is strictly confidential and by accepting this RFP, the interested parties unconditionally 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 under the ambit of the RFP issued by ReBIT.

The detailed schedule of RFP proposal:

<b>Activity</b>	<b>Date</b>
Issue of RFP	20-Dec-2019
Pre-Bid Meeting	23-Dec-2019, 4:00 PM
ReBIT responses to RFP pre-bid queries	26-Dec-2019
RFP Bid Submission (Technical and Commercial bids in separate sealed envelope)	9-Jan-2020 by 4 pm
RFP Bid opening	9-Jan-2020 , 5:00 PM
Technical evaluation results declared	TBD
Commercial Bid Opening	TBD
Selection of Successful Bidder	To Be intimated via email to selected Bidder

Contact Address	Reserve Bank Information Technology Pvt Ltd (ReBIT) 502, Building No 1, MindSpace Juinagar, Nerul, Navi Mumbai - 400706
Email Address for Queries	<a href="mailto:procurement@rebit.org.in">procurement@rebit.org.in</a> subject line:“ RFP for HRM solution at ReBIT”

### 3. RFP Requirements

#### 3.1 Proposal Details

ReBIT invites proposal from reputed service providers who have proven experience and necessary expertise in implementation of a Human Resource Management (HRM) solution and providing managed services who fulfil the eligibility criteria as given in this document, to submit commercially competitive proposals.

A service provider submitting the proposal in response to this RFP shall hereinafter be referred to as “Bidder/Partner/Vendor” interchangeably.

The Bidder is expected to provide consulting services, software and activities related to implementation & management of a Human Resource Management (HRM) solution for ReBIT’s Human Resource operation needs. The site location for the above mentioned requirement is Reserve Bank Information Technology Pvt Ltd (ReBIT), 502, Building No 1, MindSpace Juinagar, Nerul, Navi Mumbai – 400706

RFP evaluation and selection of Bidder will be a three-stage evaluation process, as followed.

- i. The Bidder has to comply with the “Minimum Eligibility Criteria” as detailed in the RFP (section 3.2), to qualify and participate in the Technical Bid evaluation process.
- ii. Those bidders who qualify the “Minimum Eligibility Criteria” will only be Considered for technical evaluation process.
- iii. Bidders who will score minimum 70% in technical evaluation will be considered for Techno-commercial evaluation process.

The prospective bidder who satisfies the “Minimum Eligibility Criteria” and plans to respond to this RFP is required to submit the bid earnest money (refundable after signing of the contract and furnishing Performance Bank Guarantee (PBG) for successful bidders and for unsuccessful bidders after 30 days of finalizing the selection process) of **INR 20,000/-** (Indian Rupees twenty thousand Only) by way of Demand Draft (DD) or BankGuarantee along with the technical bid. This has to be in the name of Reserve Bank Information Technology Pvt Ltd

The selected Bidder shall perform and support ReBIT as per the scope defined in the “**Scope of Work**” section below.

### 3.2 Minimum Eligibility Criteria

Sr. No	Eligibility Criteria	Documentation Required	Compliance Status (Yes/No)
1	The Bidder should be a Registered entity and should have been in operation for atleast 3 years	Attested copy of the Certificate of Incorporation/Registration of the Bidder a. Registration number b. GST registration number, as applicable	
2	The bidder should be a positive net worth company	The bidder should attach the audited financial statements indicating the net worth or audited/chartered accountant certificate	
3	The Bidder should not be currently blacklisted by Government of India. 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).	Self-declaration on the company letter head signed by Company Secretary or Board approved Authorized Signatory	
4	The bidder should atleast have 30 active clients or 50,000 users and should have executed similar project for atleast 5 clients	List of clients on company's letter head.	

**Note:** The Bidder should submit relevant documentation supporting the above minimum eligibility qualification criteria with technical bid response. 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.

### 3.3 Scope of Work

Following is the high level scope for the Project.

The key activities to be performed as part of the engagement shall include but not limited to the following:

- The bidder should commission and integrate Cloud based Human Resource Management (HRM) solution for a minimum of 160 employees and up to 500 employees.
- The bidder should have experience to implement ReBIT's requirement, operational needs, customization then present a robust, scalable Solution with the Industry best practices incorporated in the solution.
- The bidder should provide a detailed Plan of action (POA) for integrating the HRM with all the IT solutions. It should include the approach, risk, benefits and downtimes (if any). Post approval of POA, solution provider should work with ReBIT's Internal IT team and application or business owners to complete the integration of infrastructure and security controls.
- The bidder should continuously improve & recommend/create new rules based on HR requirements.
- ReBIT will perform its own Vulnerability assessment/ Penetration testing (VAPT) & Risk assessment on the entire solution before going live and the bidder needs to fix all the vulnerabilities/risks highlighted in the reports.
- The successful bidder shall provide all the necessary software licenses, implement, customize solution and train ReBIT administrators.
- The bidder shall deploy and validate all the features in the HRM solution including (but not limiting to) use cases, User behavior analysis, Dashboard setup and Report Customization, etc.
- The bidder shall utilize the information presented in this RFP and submit a proposal(s) that may include details of deployment of HR software that meets all requirements specified.
- The bidder should be able to provide remote 24x7x365 days Operation and management Services during the contract period.
- The HR Operations and management Service will include, but not limited to details are available in the Annexure 5: Functional\_Requirement\_HRM section.
- ReBIT's decision to extend, renew, transfer, reduce, terminate or change scope of the HR Operations and management Service would be final and cannot be challenged by the bidder under any circumstances.
- Full documentation of the project is to be included in the deliverables by the successful bidder. Documentation should include the following but may not be limited to,
  1. Architecture & design document
  2. Application deployment architecture, HLD, LLD with hardware topology



3. Installation, maintenance, customization as per Business Requirement Document (BRD), object code,
  4. User manual, Standard Operating Procedures
  5. Installation manuals,
  6. Version description document,
  7. User FAQs,
  8. DR Documents,
  9. BCP Documents
  10. Training to Admin and operational users.
  11. Training manual.
  12. System Acceptance report, testing cases and test results documented before and after implementation
  13. Application hosting documents
  14. Backup, archival and restore strategy
  15. UAT documents
  16. Project Plan with milestones, resourcing and deliverables.
  17. Weekly Status Report
  18. Industry Best Practices Use cases and customization for ReBIT
  19. Vendor support details and escalation matrix
- The Bidder should further provide the deliverables and sign off for each of the deliverables
  - The bidder would ensure that his/her team signs NDAs & other HR related checks. Suitable information needs to be shared with ReBIT team.
  - Termination of the HRM Management and Operations Services contract in case of any the following (but not limiting to):
    - Deficiency in the HRM Management & Operation service in terms of performance based on daily operations, uptime, reporting, enhancements, alerting, notifications etc.
    - Breach in terms & conditions of NDA, leakage of ReBIT's Intellectual Property due to deficiency in monitoring, threat hunting, misconfiguration, wrong configuration, and no-action or limited action on available Threat Intelligence or threat advisories.
    - Non-availability of bidder's resources
    - Service outage
    - Deletion, modification, tampering of ReBIT's logs.
    - Implementing Service impacting changes to the HRM solution without necessary approvals from ReBIT's management.
    - Non-adhering to regulatory compliance for ReBIT data.
    - Leakage of any confidential information.
    - Not being transparent or hiding the truth or misrepresenting facts on issues relating to management and operation, security incidents to ReBIT.
    - In case of the bidder going insolvent, getting blacklisted, involvement in fraud, etc.
  - On termination of the project, the Bidder commits to providing all necessary support in handing over the HRM project to new incumbent identified by ReBIT, handover all documentations, provide team support during the handover period and ensure a seamless and smooth transition. The bidder should provide all data pertaining to ReBIT in case of termination or closure of business by the bidder.

In order to assist the participating vendors in developing their response, the details of ReBIT's requirements have been more clearly set out and defined in the Technical Bid section "Annexure 5: Functional\_Requirement\_HRM"

ReBIT reserves the right to not accept any late responses and is under no obligation to accept the lowest offer or indeed any offer: ReBIT is free to conduct the process for a transaction as it determines fit in its sole discretion (including, without limitation, terminating further participation in the process by any party, negotiating with any party and entering into an agreement with respect to a transaction without prior notice to you or any other person) and any procedures relating to the process or a possible transaction may be changed at any time without prior notice to you or any other person.

The information attached to this letter is purely intended as a guide and ReBIT does not make any representation or warranty of any kind, expressed or implied, as to the accuracy, completeness or reasonableness of the information contained herein or any other written or oral communication transmitted or made available to you.

If you have any questions while you are putting your offer together please feel free to contact via email to [procurement@rebit.org.in](mailto:procurement@rebit.org.in)

### **3.4 Resource Plan**

The Bidder shall provide detailed plan of the proposed staffing for the successful completion of the Scope of Work specified in the Proposal. Bidder shall indicate the number of proposed staff who would be dedicated for this Project.

The Bidder shall have full control of all his personnel employed for the work, with power to employ or discharge.

### **3.5 Delivery Schedule**

ReBIT would prefer the following schedule for completion of the activities from the date of placement of orders. The bidder should communicate the timelines for the deployment schedule and any other relevant details to ReBIT as part of its project plan and obtain ReBIT's approval.

- The deployment will be deemed to be complete after successfully conducting Acceptance test procedure (ATP) and acceptance of the same by ReBIT.
- Complete Product documentation with Customization for ReBIT, Standard Operating Procedures, Data Flow design for the solution should be provided in complete before sign off.
- On the evaluation of the Acceptance Test results and if required in view of the performance of the Total Solution, as observed during the Acceptance Test, the Vendor shall take remedial measures including up-gradation of the Total Solution at no additional cost to the ReBIT, to ensure that the Total Solution meets the requirements of ReBIT as envisaged in the Tender Document.

### **3.6 Site Particulars**

Non-familiarity with the site conditions will not be considered a reason either for extra claims or for not carrying out the work in strict conformity with the timelines and specifications. Successful bidder is expected to familiarize themselves with the site conditions and deliver the total solution.

### **3.7 Warranty**

- The selected Bidder shall give warranty for three (3) years from the date of acceptance of the systems by ReBIT.
- The vendor shall guarantee the availability of Service/Software for a period of at least 5 years from date of Acceptance Test of the total solution.
- During the contract Period, the selected vendor will have to provide at no additional cost to ReBIT all software updates, releases, Version upgrades, New Versions etc. within 30 days of their availability.
- The selected Bidder shall ensure 99.9% uptime for the solution.

### **3.8 Service Level Agreement (SLA) & Contracting**

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be expected from the selected Service Provider/Service Integrator during the implementation and its subsequent support for the project period.

ReBIT notifies the successful Bidder that its Bid has been accepted by issuing the Purchase Order, the Bidder shall enter into a Master service Agreement (MSA) with ReBIT, containing all the Terms and Conditions of this RFP, including confidentiality, non-disclosure and penalty clauses, SLA and any other clause relevant to the services offered.

Service Levels: The SLAs have been segregated into the following categories:

#### **Implementation Service Level Agreement**

<b>S. No.</b>	<b>Service Category</b>	<b>Target</b>	<b>Penalty</b>
1	Implementation of Solution	<b>10 weeks</b> from the date of acceptance of PO. Phased implementation option to be provided(need based)	Penalties will be applicable three weeks after the due date if the Delivery is still not completed. A penalty of 1% of monthly payments per week for first two weeks, 2% of monthly payment per week for every subsequent week subject to a maximum of 10% of the total contract value.

2	Ticket Resolution	<b>Ticket Type</b>	<b>Resolution Time</b>	Penalties will be applicable if given resolution time has been missed. 0.1% of total monthly cost if the instance is more than twice.
		High	< 4 Hours	
		Medium	< 12 Hours	
		Low	< 24 Hours	

It will be ReBIT’s discretion to assign the appropriate severity parameter to the incident.

- High: In case any of the subsystem is down causing high impact on business operations - Security operations and few clients are affected, it shall be considered as a High Severity incident.
- Medium: In case an essential functionality becomes unavailable which is not actually hampering the business coverage but may impact few services if not attended immediately will be termed as medium.
- Low: The incidents would be termed as low, which does not have any significant impact on the business or security functionality.

### 3.9 SLA for HRM Management and Operation Services

- Adherence to 24x7x365 days of Monitoring, Management and Operation Services for the Contract duration. Provision and ensure continuity of services even in the case of disaster.
- The monthly reports should provide Average “Time of Ticket Resolution” and “Service Outage” by the HRM management and Operation Team, categorized as per type of Event and show improvement (reduction) of 10% every 6 months in this time as part of their Service and service improvement.

### 3.10 Adherence of Information Security Policy

Bidders will be held liable for not meeting the security standards or desired security requirements as per ReBIT’s Information Security policy, which will be shared with successful bidder.

Bidders should ensure security of data and/or equipment and facilities provided to them by ReBIT in accordance with the requirements mentioned in the same.

The deputed persons should make themselves aware about ReBIT’s Information Security policy requirements and have to maintain the utmost secrecy & confidentiality of ReBIT’s data including processes performed at ReBIT premises. At any time, if it comes to the notice of ReBIT

that any data or sensitive information has been compromised / disclosed/ misused/misappropriated then ReBIT would take suitable action as deemed fit and selected vendor would be required to compensate ReBIT to the fullest extent of loss incurred.

Bidder has to agree and provide undertaking not to disclose any ReBIT information and will maintain confidentiality of ReBIT information as per Information Security policy of the ReBIT and will sign “Non-Disclosure Agreement” document provided by ReBIT.

## 4 RFP Details

### Inquiries and Questions

Inquiries and questions regarding the proposal document, scope of services, response format/content or the terms and conditions shall be submitted via e-mail to [procurement@rebit.org.in](mailto:procurement@rebit.org.in)

Bidders need to register for the **Pre-Bid meeting** by emailing the aforementioned contact with “**RFP – ReBIT Human Resource Management (HRM)**” in the subject line. The Pre-bid meeting is an in-person meeting. Strictly one person per bidder will be allowed to attend the Pre-bid meeting. There will be no video or audio conference bridge for it. All responses from ReBIT to all inquiries shall be sent via email to all bidders who attend the pre-bid meeting or published in website.

### 4.1 Submission Response Format and Contents

The response to the RFP would need to be furnished in two parts namely

- 1) Technical Bid Response
- 2) Commercial Bid Response.

The Technical Bid Response would need to cover the following details:

1. Responses and submission of relevant proofs for all the minimum eligibility criteria as highlighted earlier (failure to furnish this information will result in the RFP response being summarily rejected)
2. Organize proposals in separately tabbed sections with labels that correspond to the sections described in the following pages of this RFP and in the General Submission Format sub-section.
  - Number each page of your submission consecutively.
  - Provide a concise response to each point.
  - Wherever a table is provided, please title your section tab to match the RFP section in which the table appears.
  - Use the table format for your responses, and maintain the sequence and reference numbers in the table.
3. Company portfolio with resume of proposed team working on this project
4. Financial details of the Company.

### References

Please provide at least three (3) Customers for whom Bidder has successfully completed implementation of the Human Resource Management (HRM) Solution

Provide the principle contact name and telephone number, as well as the other information requested in the proceeding table.

Reference's Organization name	Contact Name and Email address	City, State and Phone Number	System(s) name and version, Number of Sites, Number of Employees
1.			
2.			
3.			
4.			
5.			

#### **Submittal Instructions:**

Technical proposal needs to be submitted in a sealed envelope as before the date and time mentioned in the above table, clearly marked as “**RFP – ReBIT Human Resource Management (HRM)- Technical proposal**”, to Chief Executive Officer, Reserve Bank Information Technology Pvt Ltd (ReBIT), 502, Building No 1, MindSpace Juinagar, Nerul, Navi Mumbai – 400706.

Submittals are due at the postal address given below on or before bid submission date 9 January 2020

**Technical proposal** needs to be submitted in a sealed envelope before the date and time mentioned in the above table.

The technical proposal should include: Response to the questions and sections in the Annexure 5: Functional\_Requirement\_HRM. Provide a descriptive response to each of the questions and sections

**Commercial proposal** needs to be submitted in a sealed envelope along with technical bid in another sealed envelope before the date and time mentioned in the above table, clearly marked as “**RFP – ReBIT Human Resource Management (HRM)-Commercial Proposal**”, to Chief Executive Officer, Reserve Bank Information Technology Pvt Ltd (ReBIT), 502, Building No 1, MindSpace Juinagar, Nerul, Navi Mumbai – 400706.

Sole responsibility rests with the bidder to see that their RFP response is received on time. Any Tender documents/Bids received by ReBIT after due date and **time as per outline in RFP Schedule** shall not be considered and hence rejected.

All tenderers are requested to submit the tender documents (TECHNICAL BID and COMMERCIAL BID) duly filled in with complete and correct information along with relevant documents.

#### **4.2 Submission Terms and Conditions**

1. Bidders are expected to examine the specifications, schedule of delivery, and all instructions. Failure to do so will be at the bidder's risk.
2. Each Bidder shall furnish the information required in the RFP.
3. The Contract/Purchase Order will be awarded to that successful bidder whose submittal, conforming to the Request for Proposal, will be most advantageous to ReBIT, price and other factors considered as per RFP bidder selection terms.
4. 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
5. A signed purchase order or contract furnished to the successful Bidder results in a binding contract without further action by either party.
6. 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 Bidder shall not rely upon such interpretations, corrections and changes. ReBIT will not be responsible for oral clarification
7. 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
8. 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
9. 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.
10. 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.
11. ReBIT will notify all short-listed bidders in writing or by mail as soon as practicable about the outcome of their RFP submission. ReBIT is not obliged to provide any reasons for any such acceptance or rejection.
12. All quotes should be submitted initially on the most complete basis and with the most favorable financial terms available. The selected Bidder's proposal may, at ReBIT option, be made part of the final purchase contract and all representations in the Bidder's proposal may be considered commitments to provide the services as described.
13. 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



14. of cancellation will be notified individually to each participating Bidder.

Submission Related 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.

### 4.3 General Submission Requirements

Please include the following information in your submission, identified and in the order listed below:

1. Vendor Contact Information

- a. Company Name, Address, Phone Number and Contact Information.
- b. Name of contact person(s) for contract administration and technical liaison
- c. Indicate your company's hours of business, off-hours contact and availability.
- d. Suggest appropriate processes for ongoing communications between Vendor and ReBIT, e.g. email, website, phone, etc.)

2. Detailed Project Schedule, with major deliverables, including but not limited to:

- a. Project plan and schedule with critical path identified
- b. Resource allocations and their Details including Roles and reporting
- c. Add-ons or customizations
- d. Gap analysis
- e. Solution Acceptance Criteria
- f. Admin Training
- g. User and Parallel system acceptance certificate
- h. Final production handover to the bidder's HRM Operation and Management Services team
- i. Scope, Terms and conditions, SLA of the bidder's HRM Operation and Management Services

3. **Documentation:** Bidder shall provide electronic copies of the technical documentation with your response to the RFP.

4. **Detailed Cost Schedules**

- a. Bidder shall provide user based costing.
- b. Cost for data migration should be highlighted.
- c. On-site training, e.g. Hourly or class rate, number of estimated hours to complete project, recommended class size
- d. Bidder shall Provide 3-year post-implementation cost schedule for support, maintenance and upgrades (including any 3rd party licensing fees)

The Commercial bid should be in accordance with the following:

- a) The bidder should quote the commercial value as per the format attached in the annexure
  - b) The prices quoted by the bidder shall be in Indian Rupees and no escalation in price mentioned in the commercial bid.
  - c) The price quoted should be exclusive of all taxes. Taxes shall be paid as per the actuals.
  - 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.
5. **Contract / license agreement:** Bidder shall Submit a copy of contract / license agreement to be executed at time of award.
  6. **Non-disclosure Agreements:** Submit a copy of any non-disclosure contracts you would require to be executed as part of the evaluation process.
  7. **Staff Qualifications:** Describe the qualifications and experience of the staff who would be assigned to the ReBIT implementation. Provide an electronic copy of resumes and professional certifications for your project manager and lead consultants.
  8. **Customization:** Bidder shall describe process for defining specifications and price for customization work orders – both during implementation and as a post-implementation support change request Should also provide current pricing / rate structure for custom development.
  9. 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.
  10. Each and every page of the bid documents should be properly stamped and signed by the authorized signatory. However, ReBIT may seek original hard copy of the document for verification.
  11. 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.
  12. ReBIT reserves the right to alter / increase / decrease the software requirements as well as add/reduce locations, as the case may be to meet ReBIT requirements at any point of time.

13. 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.
14. The bid shall be in English Language.
15. 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.
16. 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.
17. 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 only. 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.

#### **4.4 Evaluation Process and Criteria**

The objective of the evaluation process is to evaluate the bids received to select the best fit solution at a competitive price based on technical and commercial parameters. The evaluation will be undertaken by a Committee formed for the purpose by ReBIT. The decision of ReBIT regarding the evaluation and selection of the Bidder would be final.

For the purpose of the evaluation and selection of Bidder, a three-stage evaluation process will be followed. First of all, the Bidder has to comply with the “Minimum Eligibility Criteria” as detailed earlier in the RFP, to qualify and participate in the Technical Bid evaluation process. Those bidders who qualify the “Minimum Eligibility Criteria” will only be eligible to participate in the ‘the Technical Bid’. Bidders who will score minimum 70% in technical evaluation will be eligible to participate in the Techno-commercial bid process.

The bidders have to submit ‘the Technical’ and ‘the Commercial’ Bid together as mentioned earlier. The Bidder has to submit ‘Technical Bid’ keeping in view the information / criteria mentioned in this document to address by the date and time stipulated as in this document.

‘Technical Bid’ will contain the exhaustive and comprehensive technical details. The Technical Bid shall NOT contain any pricing or commercial information at all and if the Technical Bid contains any price related information, then that Technical Bid would be disqualified and would NOT be processed further.

The selection process consists of the following three considerations:

1. Minimum Eligibility Criteria (Pre-Qualification)
2. Technical Bid Evaluation
3. Techno-Commercial Bid Evaluation

Other possible criteria to be reviewed include references and any outstanding legal suits or actions. ReBIT does not represent that these are the sole criteria, and reserves the right to adjust selection criteria at any time until final Vendor selections are made.

The Technical Bid will be evaluated basis the parameters provided in the [Scoring Matrix Section](#). The bidders scoring 70% and above will qualify to take part in commercial round. ReBIT has prescribed a minimum cut-off technical score of at least 70% to ensure the technical quality of bids and also reserves the right to relax/change any of the parameters if the need arises.

In the third stage of evaluation, the Technically Qualified Bidder with the lowest Commercial Bid after scrutiny would be declared as C<sub>LOW</sub>. The techno-commercial score shall be calculated as follows:

$$\text{Total Score} = (C_{\text{LOW}} / C) * 0.2 + (T / T_{\text{HIGH}}) * 0.8$$

Here C and T are the commercial and technical scores of the respective Bidders. T<sub>HIGH</sub> will be highest technical score by any bidder.

In case of a tie of commercial bid between two or more bidders, the Bid with higher technical score would be chosen as the successful Bidder. In case of non-acceptance of the offer, it will be given to next successful Bidder and so on.

ReBIT may call for any clarifications / additional particulars required, if any, on the minimum eligibility criteria / technical / commercial bids submitted. The Bidder has to submit the clarifications / additional particulars in writing within 2 working days. The Bidder's offer may be disqualified, if the clarifications / additional particulars sought are not submitted within the specified date and time.

Commercial bid valuation shall be considered as below in case of any kind of discrepancy:

- If there is a discrepancy between words and figures, the amount in words shall prevail,
- If there is discrepancy between unit price and total price, the unit price shall prevail,
- If there is a discrepancy in the total, the correct total shall be arrived at by ReBIT.

In case the Bidder does not accept the correction of the errors as stated above, the bid shall be rejected.

ReBIT reserves the right to re-negotiate any terms (Price / Technical) further with the successful Bidder.

### **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.

#### **4.5 Contract Award and Execution**

1. 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 favorable terms the bidders can offer. It is understood that the proposal will become a part of the official file on this matter without obligation to ReBIT.
2. The general conditions and specifications of the RFP and the successful Bidder's response, as amended by agreement between ReBIT and the Bidder, will become part of the contract documents. Additionally, ReBIT will verify Bidder representations that appear in the proposal. Failure of the Bidder to meet the mandatory requirements or criteria may result in elimination of the Bidder from competition or in contract cancellation or termination.
3. Failure of the successful Bidder to comply with the above requirement, shall constitute sufficient grounds, among others, if any, for the annulment of the award of the contract.
4. The Bidder selected as the apparently successful Bidder will be expected to enter into a contract with ReBIT. If the selected Bidder fails to sign and return the contract within fifteen (15) business days of delivery of the final contract, ReBIT may elect to cancel the award and award the contract to the next-highest-ranked Bidder.
5. No cost chargeable to the proposed contract may be incurred before the Bidder has received a fully executed contract
6. ReBIT will not reimburse the Bidder for non-business hour work (weekends and evenings), travel, lodging, meals or other business costs. Bidder needs to ensure that these costs are included in their RFP response.

#### **4.6 Performance Bank Guarantee**

The successful Bidder shall at his own expense deposit with the Reserve Bank Information Technology Pvt Ltd 502, Building No 1, MindSpace Juinagar, Nerul, Navi Mumbai – 400706

1. 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 Annexure-1 Performance 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 denominated in Indian Rupees (INR) and shall be by bank guarantee.
5. 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.
6. 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.

#### **4.7 Payment Terms**

- a. 100% of the Total Implementation cost will be released on delivery (Release) of the total solution in ReBIT. This would also include signing the User Acceptance Test (UAT) document and Service Level Agreement (SLA)/Purchase Agreement by ReBIT and Implementation certificate.
- b. Payment towards HRM Management and Operation service cost will be made on a monthly basis. The invoice should be submitted at the end of each month along with satisfaction report from the concerned users/owner of the Project.

#### **4.8 Taxes and Duties**

Prices should be exclusive of all taxes, duties, charges and levies of State or Central Governments as applicable, GST Tax, service taxes etc. 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.

#### **4.9 Penalties and Liquidated Damages**

The liquidated damages is an estimate of the loss or damage that ReBIT may have suffered due to delay in performance or non-performance of any or all the obligations (under the terms and conditions of the contract), of the solution by the Bidder and the Bidder shall be liable to pay ReBIT a fixed amount for each day of delay / nonperformance of the obligations by way of liquidated damages, details of which will be specified in the contract. Without any prejudice to ReBIT's other rights under the law, ReBIT shall recover the liquidated damages, if any, accruing to ReBIT, as above, from any amount payable to the Bidder either as per the contract, executed

between the parties or under any other agreement/ contract, ReBIT may have executed / shall be executing with the Bidder.

Liquidated Damages is not applicable for reasons attributable to ReBIT and Force Majeure. However, it is the responsibility/onus of the Bidder to prove that the delay is attributed to ReBIT and Force Majeure. The Bidder shall submit the proof authenticated by the Bidder and ReBIT's official that the delay is attributed to ReBIT and Force Majeure along with the bills requesting payment.

In the event of delay in stage wise execution of work, specified in this Contract / furnishing deliverables due to negligence or in-efficiency attributable to the selected bidder, the selected bidder shall be liable to a penalty up to a maximum of 10% (ten percent) of the contract value.

#### **4.10 Force Majeure**

The Bidder or ReBIT shall not be responsible for delays or non-performance of any or all contractual obligations, caused by war, revolution, insurrection, civil commotion, riots, mobilizations, strikes, blockade, acts of God, Plague or other epidemics, fire, flood, obstructions of navigation by ice of Port of dispatch, acts of government or public enemy or any other event beyond the control of either party, which directly, materially and adversely affect the performance of any or all such contractual obligations.

If a Force Majeure situation arises, the Bidder shall promptly notify ReBIT in writing of such conditions and any change thereof. Unless otherwise directed by ReBIT in writing, the Bidder shall continue to perform his obligations under the contract as far as possible, and shall seek all means for performance of all other obligations, not prevented by the Force Majeure event.

#### **4.11 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.

#### **4.12 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 (Consultant) and purchaser (ReBIT) shall be, regardless of the form of claim, restricted to the total cost of service received by Consultant/vendor from ReBIT for the event that gave rise to such liability, as of the date such liability arose, during contract period.

- Each Party agrees to indemnify, and keep indemnified, the other Party, its directors and affiliates against any and all liability, loss, fines, penalties, fees, damages, costs, amounts and expense arising out of any obligations, claims (including third party claims), actions, suits, judgments, orders, litigations, enforcements and/or proceedings arising from breach by such Party of any material terms and conditions of this Agreement and/or its employees', personnel's, contractors, services providers' negligent acts, misconduct, commissions and/or omissions.
- The Service Provider hereby undertakes to observe and perform at all times the applicable provisions of law and regulations in force for the time being and from time to time required to be observed and performed by the Service Provider for the proper observance and performance by it of its duties and obligations under and in accordance with this Agreement. The Service Provider hereby undertakes to indemnify and keep indemnified the Company from and against all direct and proven claims, actions or proceedings brought against it, losses, damages, fines or penalties imposed on the CLIENT or other liabilities suffered or incurred by the CLIENT, its directors or officers, as a consequence of any direct breach by the Service Provider of its obligations under this Agreement or any negligence on its part or its employees or agents under this Agreement.
- The Service Provider undertakes that it is free to enter into this Agreement and that the terms and provisions of this Agreement will not breach or be in conflict with any covenant or obligation of the Service Provider with respect to any third party and will not infringe the right of any third party.
- Notwithstanding anything to the contrary elsewhere contained in this Agreement, 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 use, 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 aggregate liability of the Service Provider shall be, regardless of the form of claim, the actual consideration received by Service Provider for the contract to which the claim relates.
- The limitation in clause 1.5 shall not extend to any legal injuries suffered by Client due to the Service Provider's



- Fraud, wilful misconduct or gross negligence; and Breach of intellectual property with respect to third party claims;

#### **4.13 Other Terms and Conditions**

1. All the proposals / declarations / assertions made by Bidder should be on their letter head.
2. The successful Bidder and ReBIT will have to bear their respective legal charges at the time of signing Agreement(s).
3. Bidder should be willing to accept payment through Electronic Payment System (RTGS or NEFT).
4. ReBIT reserves the right to accept or reject any bid or scrap the RFP/Tender without assigning any reason thereof and ReBIT' s decision in this regard will be treated as final.
5. Ownership of this RFP: The content of this RFP is a copyright 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.
6. Neither the contract nor any rights granted under the contract may be assigned or otherwise transferred, in whole or in part, by the Bidder without advance written consent of ReBIT and any such assignment or transfer otherwise made by the Bidder shall be void and of no effect.
7. Bidder is not authorized to assign the RFP to any other entity without ReBIT's prior written approval. Sub-Contractor, if any, must be clearly identified in technical proposal bid grid.
8. Bidder is not authorized to float the RFP for appointment of General Contractor for execution of work or to any other entity without ReBIT's prior written approval.
9. Bidder is not authorized to participate in any manner directly or indirectly in the RFP of Appointment of General Contractor for execution of work.

#### **Security Requirements**

The application must have the following security requirements

1. Bidder follows Secure Software Development Lifecycle (SSDLC) during the development of the product.
2. Strong Authentication and Authorization mechanism to be provided in the solution. MFA (Multi Factor Authentication) to be supported. The solution should be capable of integrating with the existing AD based authentication.
3. Developers should be trained on secure coding. The solution (Web & Mobile) should be built as per OWASP & SANS guidelines.
4. Bidder to provide the Static application security testing (SAST) and DAST reports using tools that reports vulnerabilities with good accuracy. SAST & DAST to be conducted again for any changes deployed in future.
5. ReBIT will have the right to audit Application infrastructure and all its associated components.

6. ReBIT will perform its own Vulnerability assessment/ Penetration testing (VAPT) & Risk assessment on the entire solution before going live and the solution provider needs to fix all the vulnerabilities/risks highlighted in the reports. The Bidder should make necessary arrangements to facilitate all of these activities.
7. ReBIT will perform periodic security assessments (VAPT & Risk Assessment) post go live.
8. The solution should have strong built in security features. Application to have auditing & logging capability and no sensitive information to be stored in logs or cache.
9. The source code should be maintained in version controlled environment that provides for logging and auditing of all activities performed on source code.
10. Ensure the upgrade/movement of the build to production environment is done in a secure manner.
11. Development, Test and Production environment must be separated from one another. Production environment access to be limited to authorized users only.
12. Bidder will notify ReBIT of any incident occurred on its application infrastructure and will resolve these as per the agreed SLAs.
13. The user's personal or any sensitive data while in transit, in use and at rest should always be encrypted. Strong cryptographic controls to be supported. Encryption keys to be stored in secured location with limited access.
14. Application to be HTTPS based with latest TLS version supported. Solution should support encryption, hashing, masking of sensitive data.

The application to be hosted on a cloud solution available in India and no data is copied or moved outside of India through backup or replication. DR site to be available in India.

15. The solution must be hosted in a facility that is compliant to industry standards and guidelines for cloud security, such as CSA (Cloud Security Alliance).

### **Good to Have**

1. Encryption controls to be compliant per industry standards such as FIPS-140, level 2.
2. The solution should also be compliant to Indian Information Technology Act, 2000 (along with amendments as per Information Technology (Amendment) Act, 2008) and all other present as well as future rules and regulations applicable to India.
3. The bidder must be certified for industry standards like ISO 27001, and the solution must be hosted in a facility that is compliant to industry standards like SOC 2 (Type 2).

#### **4.14 Confidentiality**

1. The Bidder shall treat all documents, information, data and communication of and with ReBIT as privileged and confidential and shall be bound by the terms and conditions of the Non-Disclosure Agreement, if applicable.
2. The Bidder shall not, without ReBIT'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 ReBIT 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 (if applicable)

3. The Bidder shall not, without ReBIT' 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
4. Any document, other than the Contract itself, enumerated in this Bid Documents shall remain the property of ReBIT and shall be returned (in all copies) to ReBIT on completion of the Bidder's performance under and in accordance with the Contract, if so required by ReBIT.

#### **4.15 Ownership of Documents and Data**

1. ReBIT shall own the documents, prepared by or for the Bidder arising out of or in connection with this Contract.
2. 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
3. The Bidder shall not, without the prior written consent of ReBIT, store, copy, distribute or retain any such documents.

#### **4.16 Contact**

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

Email: [procurement@rebit.org.in](mailto:procurement@rebit.org.in)

## 5 Scoring Matrix for Technical Evaluation

Evaluation category	Evaluation criteria	Scoring	Criteria weightage
<b>Consolidated score</b>			<b>100</b>
Implementation	Project Timelines	8 weeks= 5, 10 weeks=3 More than 10 weeks=1	5
	Project Approach / Plan / Deliverables	Poor-0 Average-1 Good - 3 Excellent - 5	5
Training	Training Approach / Plan / Deliverables	Poor-0  Average-2  Good -4  Excellent -8	8
Bidder profile	Years of experience	More than 10 Years' experience- 4 Experience between 5 to 10 Years Exp. =3 Less Than 5 Years=2	4
	Staffing Plan	0= Poor, 1= Ave, 2 = Good, 3= Excellent, 4= Outstanding	4
Proposal	Quality of proposal response	Poor- 0 Good - 3 Excellent - 5	5
Customer reference for HRM Solution	Customer reference Feedback from existing customer	Poor- 0, Ave - 2 Good - 3 Excellent-4	4
Presentation of HRM Solution	Solution fitment to specifications	Will be calculate on the basis of technical parameter scoring from the technical bid	40
	Additional features of relevance provided by the product	6 or more additional features= 5 4-6 additional features= 3, less than 4 features = 2	5

Bidder Presentation & Demo	Coverage in terms of 1. Functional Requirements 2. SLA 3. Solution Features 4. Ticketing and Resolution 5. Data Security	Poor - 5 Average - 10 Good -15 Excellent - 20	20
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“Solution fitment to specifications” from the scoring matrix above will be calculated on the basis of score obtain from the technical bid submitted by bidder. Annexure 5: Functional\_Requirement\_HRM template is comprised of “Must Have” and “Good To Have” requirements. “Must Have” requirement will carry weightage of 10, and “Good To Have” requirement will carry weightage of 5.

## **Annexure 1: Performance Bank Guarantee**

### **Strictly Private and Confidential**

Chief Executive Officer,  
Reserve Bank Information Technology Pvt Ltd (ReBIT),  
502, Building No 1, MindSpace Juinagar,

Nerul, Navi Mumbai - 400706

Dear Sir,

### **PERFORMANCE BANK GUARANTEE - RFP- ReBIT Human Resource Management (HRM) solution**

#### **WHEREAS**

M/s. (name of Bidder), a company registered under the Companies Act, 1956, 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 Agreement dated ..... (Hereinafter, referred to as "the said Agreement") with you (ReBIT) as detailed in the scope given in the RFP document, as detailed in the said Agreement.

We are aware of the fact that in terms of sub-para (...), Section (...), Chapter (...) of the said Agreement, our constituent is required to furnish a Bank Guarantee for an amount Rs..... (in words and figures), being 10% of the Contract Price of Rs. ... (in words and figures), as per the said Agreement, as security against breach/default of the said Agreement by our Constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said Agreement with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee.

Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

- 1 In the event of our constituent committing any breach/default of the said Agreement, which breach/default has not been rectified within a period of thirty (30) days after receipt of written notice from you, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of Rs..... (in words and figures) without any demur.
- 2 Notwithstanding anything to the contrary, as contained in the said Agreement, we agree that your decision as to whether our constituent has made any such default/s / breach/es, as afore-said and the amount or amounts to which you are entitled by

reasons thereof, subject to the terms and conditions of the said Agreement, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

- 3 This Performance Bank Guarantee shall continue and hold good for thirty (30) days after the completion of the contract period i.e. (date), subject to the terms and conditions in the said Agreement.
- 4 We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Agreement until thirty (30) days after the completion of the contract period for the Total Solution as per said Agreement.
- 5 We further agree that the termination of the said Agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we have an obligation to honor the same without demur.
- 6 In order to give full effect to the guarantee contained herein, we (name and address of the bank), agree that you shall be entitled to act as if we were your principal debtors in respect of your claims against our constituent. We hereby expressly waive all our rights of suretyship and other rights, if any, which are in any way inconsistent with any of the provisions of this Performance Bank Guarantee.
- 7 We confirm that this Performance Bank Guarantee will cover your claim/s against our constituent made in accordance with this Guarantee from time to time, arising out of or in relation to the said Agreement and in respect of which your claim is lodged with us on or before the date of expiry of this Performance Guarantee, irrespective of your entitlement to other claims, charges, rights and reliefs, as provided in the said Agreement.
- 8 Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.
- 9 If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you (ReBIT).

10 This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to the benefit of you and be available to and be enforceable by you.

11 Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to Rs..... (in words and figures) and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the afore-said date of expiry of this guarantee.

12 We hereby confirm that we have the power/s to issue this Guarantee in your favor under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in his/their favor.

We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Agreement, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

Notwithstanding anything contained herein:

- Our liability under this Performance Bank Guarantee shall not exceed Rs. .... (in words and figure) ;
- This Performance Bank Guarantee shall be valid only up to ..... (date, i.e., thirty (30) days after completion of the contract period) ; and
- We are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before .... (Date i.e. thirty (30) days after completion of the contract period).
- This Performance Bank Guarantee must be returned to the bank upon its expiry. If the Performance Bank Guarantee is not received by the bank within the abovementioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.



Dated ..... this ..... day ..... 2019.

Yours faithfully,

For and on behalf of the ..... Bank,

(Signature)

Designation

(Address of the Bank)

**Note:** This guarantee will attract stamp duty as a security bond under Article 54(b) of the Mumbai Stamp Act, 1958. A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence in the matter.

## Annexure 2: Format for Technical Proposal Covering Letter

[On the letter head of the bidder]

Location / Date:

To

The Chief Executive Officer  
Reserve Bank Information Technology Pvt Ltd. (ReBIT),  
502, Building No 1, MindSpace Juinagar,  
Nerul, Navi Mumbai – 400706

**Subject:** Submission of technical proposal for implementation of ReBIT HR Management Solution

Sir/Madam

We, the undersigned, offer to implement end to end solution for ReBIT HR Management Solution with

Reference to your Request for Proposal (RFP) no. <RFP no.> dated <date> and our proposal.

We are hereby submitting our proposal, which includes this technical proposal sealed as specified in the RFP.

We hereby declare that all the information and statements made in this technical proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

We agree to abide by all the terms and conditions of this Request for Proposal document. We would hold the terms of our proposal valid for the number of days stipulated in the Request for Proposal document.

We understand you are not bound to accept any proposal you receive.

Yours sincerely,

(Signature of Authorized Signatory)

<NAME, TITLE AND ADDRESS>

FOR AND ON BEHALF OF

1. <NAME, ADDRESS AND SEAL OF THE BIDDER ORGANISATION>

### **Annexure 3: Format for Commercial Proposal Covering Letter**

[On the letter head of the bidder]

Location / Date:

To

The Chief Executive Officer  
Reserve Bank Information Technology Pvt. Ltd. (ReBIT),  
502, Building No 1, MindSpace Juinagar,  
Nerul, Navi Mumbai - 400706

**Subject:** Submission of commercial proposal for implementation of ReBIT HR Management Solution

Sir/Madam

We, the undersigned, offer to implement end to end solution for ReBIT HR Management Solution with

Reference to your Request for Proposal (RFP) no. <RFP no.> dated <date> and our proposal. We are hereby submitting our proposal, which includes this commercial proposal sealed as specified in the RFP.

We hereby declare that all the information and statements made in this commercial proposal are true and accept that any misinterpretation contained in it may lead to our disqualification. We agree to abide by all the terms and conditions of this Request for Proposal document. We would hold the terms of our proposal valid for the number of days stipulated in the Request for Proposal document.

We understand you are not bound to accept any proposal you receive.

Yours sincerely,

(Signature of Authorized Signatory)

<NAME, TITLE AND ADDRESS>

FOR AND ON BEHALF OF

1. <NAME, ADDRESS AND SEAL OF THE BIDDER ORGANISATION>

**Annexure 4: Format for Commercial Bid Submission**

Item	Cost excluding taxes (INR) - Cost will be constant for next 3 years	Taxes (INR)
Cost per user license (module wise cost and total cost needs to be provided)		
One time Implementation Cost(Including data migration, customization etc )		
Total		

\*(1) Vendor has to provide per license cost with taxes in INR and also provide module wise cost

\*(2) Vendor has to provide Change Request Cost in INR

Note: If vendor fails to submit the mentioned cost (1) and (2), the bid may subject to get rejected.

## Annexure 5: Functional\_Requirement\_HRM

Feature	Requirement	Type	Yes/No	Remarks
<b>Define Organization Structure</b>	Definition of the organization structure, organizational entities	Must Have		
	Definition of Employee attributes like manager, location, department, business units and basic information	Must Have		
<b>Recruitment</b>	Creation of different roles and process owner	Must Have		
	Manpower Budgeting and Tracking	Must Have		
	Register Candidates and maintain unique candidate ID number	Must Have		
	Elicit resumes from all sources like internal employees (internal reference ), candidates (using career page), consultants (using consultant page)	Good to have		
	Ability to perform various search criteria	Good to have		
	Shortlist candidates from resume pool by specifying educational / skill details required for the position	Must Have		
	Create evaluation templates and tests for different positions	Must Have		
	Schedule interviews, create schedules and notify interviewers	Must Have		
	Record interview feedback	Must Have		
	View feedback history of previous interviews	Must Have		
	Ability to generate offer letter	Must Have		
Record candidates' offer acceptance	Must Have			
<b>Onboarding</b>	Feasibility to create template for pre joining activities for each candidate and trigger mails to process owners	Good to have		

	Assign owners for each activity and set reminders for activity owners	Good to have		
	Uploading documents	Must Have		
<b>Attendance</b>	Capture attendance through GPS based mobile app	Must Have		
	Pickup attendance through GPS and ability to integrate with access card system and provide attendance reports	Must Have		
	Create flexi Shifts with any possible grouping of Weekly offs & public Holidays	Good to have		
	Define and calculate Extra Worked Hours according to company policy	Good to have		
	Ability to set absenteeism & regularization rules	Must Have		
	Flexibility to have a weekly, fortnightly or monthly working hours calculation	Good to have		
	View attendance calendar showing attendance, absence, travel, training etc.	Good to have		
	Smart reports which are configurable	Must Have		
<b>Employee Self Service</b>	Employee number creation	Must Have		
	Ability to capture all the personal information as a process of on boarding	Must Have		
	Record employee details like passport, visa, bank details, , family details, qualifications, past employment, dependent details and insurance nomination etc.	Must Have		
	HR to be able to record / update employee information on behalf of the employee	Must Have		
	Approval workflow to authorize data entered by the employee	Must Have		
	Email notifications to be provided to relevant stakeholders when change is made in the system	Must Have		

	Leave Module to be available - Leave Balance, Leave application , Approval	Must Have		
<b>Confirmation</b>	Trigger to various stakeholders when an employee's confirmation is due	Good to have		
	Confirmation Process workflows	Must Have		
	Options for confirming the employee or extending probations	Must Have		
	Provision to customize the probation review form	Must Have		
	System generated mails triggered as per designed workflow	Good to have		
	<b>Performance Management</b>	Flexibility to define employee wise appraisal calendar	Must Have	
Feasibility to set periodic goals		Must Have		
Flexibility to set multiple level reviews		Must Have		
Flexibility to set monthly / quarterly / half yearly review of goals		Must Have		
History of goals and performance appraisal records to be available		Must Have		
Ability to define goal sheet templates for various roles		Must Have		
Define Ratings in the system		Must Have		
Carry forward of goals from previous appraisal cycles		Must Have		
Customization of Appraisal form, confirmation form and Performance Improvement Plan		Must Have		
Integration with learning platform and ability to generate Individual development plan		Must Have		
Excel upload option for goal sheets to be available to managers and HR		Must Have		
Feasibility to Upload all existing goal sheets in the system		Must Have		

<b>Roles &amp; Competency Management</b>	Ability to capture roles and competencies	Good to have		
	Define the competency required for each position	Good to have		
	Assess the key competencies	Good to have		
	Competency gap analysis and closure	Good to have		
<b>Training</b>	Creation of role specific learning paths	Good to have		
	Training Recommendation captured from appraisal feedback	Must Have		
	Training Budget and Utilization	Must Have		
	Training calendar and plan	Must Have		
	Schedule and prioritise training programs based on number of employees recommended for each course	Must Have		
	Record Training feedback	Must Have		
	Track attendance for employee participation	Must Have		
	Request for training	Must Have		
	Application and approval	Must Have		
	Feedback on training	Must Have		
	Track completion status of Individual Development Plan	Must Have		
<b>Mobile Application</b>	Reports and Analytics available to HR, Managers, Leadership Team .	Must Have		
	GPS Attendance Tracking	Must Have		
	Important dates like dates of births, work anniversaries to get popped up	Must Have		
	conduct surveys on employee satisfaction, work environment etc.	Good to have		
	Voting option	Must Have		
	Self Service tools to be available on the mobile app	Good to have		



	Configurable landing page	Must Have		
<b>Payroll</b>	Availability of Payroll Module	Must Have		
	Compensation Letters to be generated	Must Have		
	Vendor Payment Module	Good to have		
	Investment Declaration	Must Have		
	Tax calculation	Must Have		
<b>Claim Reimbursement</b>	Claim reimbursement expenses online	Must Have		
	Track eligibility and submit bills online	Good to have		
	Get to know when payments are made	Good to have		
<b>Rewards &amp; Recognition</b>	Points based reward mechanism	Good to have		
	Provision for redeeming reward points for gifts or cash rewards	Good to have		
	Social Recognition platform with peer recognition	Good to have		
	Create reward categories and rules	Must Have		
	Nomination and selection for rewards	Must Have		
	Upload documentary proof of rewards or accolades by self, manager and HR	Good to have		
<b>Exit</b>	Create Exit workflow	Must Have		
	Feasibility to upload employee resignation letters/mails in system	Must Have		
	Clearance from all process owners	Must Have		
	Final Settlement status	Must Have		
	Relieving Letters and Experience Letters	Must Have		
<b>Employee Engagement</b>	Management Announcements	Good to have		
	Feasibility to create survey questionnaire with numerous question patterns	Good to have		
	Instant poll / survey analysis with drill down charts	Good to have		
	Track Poll response and track employees who have not answered the poll	Good to have		

	Knowledge Management portal	Good to have		
<b>Travel</b>	Raise travel requests / Define itinerary	Good to have		
	Request for accommodation, tickets, transport etc.	Good to have		
	Request VISA where required	Good to have		
	Provision to capture travel advance & travel expenses	Good to have		
<b>Reports</b>	Ability to provide smart analytics to be available for specific roles like managers, HR, account owners and Leadership	Must Have		
	MIS reports -configurable	Must Have		
<b>Admin Rights</b>	Admin to have access to overwrite or create /delete records.	Must Have		
	Feasibility to create Multiple admin users with specific rights given to each user	Must Have		
<b>Miscellaneous</b>	Ability to integrate with existing applications	Good to have		
	Data Migration from current system	Must Have		
	Ability to send Bulk mail and personalized mails	Good to have		
	Workflow approvals through SMS and Mail Response	Good to have		
	Alumni Portal	Good to have		

Please share the required proofs/document evidence for all Must Have category and provide the details in the remarks column