



MULTIFACTOR AUTHENTICATION SOLUTION

REQUEST FOR PROPOSAL (RFP)

(January 2020)

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1 About ReBIT

Reserve ReBIT 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 ReBIT and its regulated entities. ReBIT advises, implements and monitors internal or system-wide IT projects (both existing & new) of the Reserve ReBIT and manages critical IT systems of the Reserve ReBIT 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 “**Multifactor Authentication Solution**” hereafter will be referred to as **MFA**, at our office situated at “Reserve ReBIT Information Technology Pvt Ltd (ReBIT), 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.

3 Objective of the RFP

The objective of this RFP is to enter into a contractual agreement with a successful Bidder and select a suitable vendor for the proposed Multifactor Authentication Solution.

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

The ReBIT reserves the right to reject or withdraw the RFP and no correspondence shall be entertained.

3.1 Schedule

The following is an indicative timeframe for the overall process. REBIT reserves the right to vary this timeframe at its absolute and sole discretion and without providing any notice/intimation or reasons thereof. Changes to the timeframe will be relayed to the affected respondents during the process.

Activity	Scheduled Dates
Name of Project	Multifactor Authentication Solution (MFA)
Issue of RFP	16-January 2020
Last date and time for receipt of mail queries for clarification from Bidders	25-January 2020 by 04:00 pm
Date and time of Pre-Bid Meeting (including existing system overview)	28-January 2020
Venue for Pre-Bid Meeting	(at ReBIT office meeting time to be communicated to interested bidder via email)
Last date to publish Meeting-cum-Addendum to the bid document	05-February-2020
Date & Time of Final Submission of Technical & Commercial Bids.	12-February-2020 02:00 PM
Date and Time of Technical Bid Opening	13-February-2020 04:00 PM
Technical Bid Presentation by the Bidders Before the Committee	To be communicated
Commercial Bid Opening	To be communicated
Declaration of Final Result	To be communicated
All Queries to be mailed to	procurement@rebit.org.in

3.2 Definition of Terms

Definitions – Throughout this RFP, unless inconsistent with the subject matter or context:

1. Bidder/ Service Provider – An eligible entity/firm submitting a Proposal/Bid in response to this RFP. The legal entity who signs and submits the bid and the Earnest Money Deposit.
2. ReBIT/ Purchaser - Reference to “REBIT”, “the ReBIT” and “Purchaser” shall be determined in context of this RFP
3. Proposal/ Bid – the Bidder’s written reply or submission in response to this RFP
4. RFP – the request for proposal (this document) in its entirety, inclusive of any addenda that may be issued by the ReBIT.
5. Solution/ Services/ Work/ System – “Solution” or “Services” or “Work” or “System” or “IT System” means all services, scope of work and deliverables to be provided by a Bidder as described in the RFP and include services ancillary to the development of the solution, such as installation, commissioning, provision of technical assistance, training, and other obligations of the Supplier covered under the RFP.
6. Project Cost – Project cost would be initial cost / software cost / Hardware cost / development cost / customisation cost / installation cost/ commissioning cost / training cost / technical assistance cost & Onsite support cost (3 Years).
7. Warranty – The Bidder will be required to provide **3 Years** of on-site support, extendable at the ReBIT’s discretion. The date of start of warranty period would be the date of issue of “Completion Certificate” by the ReBIT. During the Warranty period the Bidder would be required to undertake all necessary modifications not falling under the purview of change management such as updates, bug fixes or any other support as and when required
8. Annual Maintenance Contract (AMC) – Post implementation and during 3 Years of warranty period support will be required and during the AMC period on on-site basis generally, however, on-site support on need basis would be required to resolve any issues on immediate basis. AMC for the application will start post warranty period (3 Years years).

9. Authorised Signatory –The authorised signatory should give a declaration and through authenticated documentary evidence establish that he/she is empowered to sign the bid documents and bind the Bidder.
10. Change Management – Any request by the ReBIT that results in changes in the structure of the application or a new module is added would be considered as Change Management. Any minor changes required in the application such as addition / deletion / alteration of a row / column / field, additional report, menu items will not be considered as part of Change Management and should be supported by the resident engineer (support engineer).
11. Man-day – 8 hours of work of a qualified person.
12. Week – 6 Calendar days.
13. T – Technical Score of the Bidder
14. THigh – The Bidder with the highest technical score shall be ranked as T1 and be considered as THigh for the techno-commercial score
15. C – The final price quoted by the Bidder.
16. CLow – The lowest Commercial Bid.
17. TC1 – The successful Bidder after the ‘techno-commercial’ Bidding process

4 Overview of the Multifactor Authentication Solution (MFA).

4.1 Overview

- **Introduction**

Based on the contents of the RFP, the Bidder shall be required to propose a solution, which is suitable for the ReBIT, after taking into consideration the effort estimated for implementation of the same and the resource and the equipment requirements. The ReBIT expressly stipulates the Bidder's selection under this RFP is on the express understanding that this RFP contains only the broad provisions for the entire assignment and that the deliverables and the services in connection therewith are only a part of the assignment. The Bidder shall be required to undertake to perform all such tasks, render requisite services and make available all such resources as may be required for the successful completion of the entire assignment at no additional cost to the ReBIT notwithstanding what is stated here and what is not stated.

The Bidder has to envisage all necessary services to be provided and ensure the same is delivered to the ReBIT. The ReBIT will not accept any plea of the Bidder at a later date for omission of critical services on the pretext that the same was not explicitly mentioned in the RFP.

The scope of the RFP is to implement Multifactor Authentication Solution.

4.1 Scope of Work

- Implement a Multifactor Authentication Solution that complies with specifications mentioned in the "RFP - Technical_Specification_MFA"
- The implementation scope to start with 50 users but may need to be scaled up to 300+ users.
- The successful bidder will be expected to provide all necessary hardware, tools, software licenses (Including operating system & required software for the solution) implement, train and handover the solution to the ReBIT IT Team.
- The price quoted by the bidder should cover all the support to the solution including any updates/upgrades and fixing any issues faced. Bidder should provide support onsite to fix the issues for the period of 3 Years if ReBIT team is unable to resolve. Remote access would not be permitted.
- The solution provider should be able to integrate with all the required, existing and proposed future IT systems/tools.
- The solution provider should provide a detailed Plan of action (POA) for implementation of Multifactor Authentication solution. It should include the approach, risk, benefits

and downtime (if any). Post approval of POA, solution provider should work with ReBIT's Internal IT team and application or business owners to complete the implementation of the solution.

- 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 at no extra cost to ReBIT.
- The proposed solution should support both IPv4 and IPv6.
- The Solution provider will deploy and validate all the features in the Multifactor Authentication solution including (but not limiting to) Dashboard setup, use cases, auto-remediation of security policies/patches and report customization.
- Full documentation of the project is to be included in the deliverables by the successful bidder. ReBIT may provide a format for documentation to the successful bidder.
- The vendor shall assign Project Manager and associated support personnel for this project.
- **Acceptance:** A one-month test period will be used by ReBIT to evaluate the selected Multifactor Authentication solution. After the selected solution has been successfully tested and implemented, ReBIT and the Vendor shall agree on the start date of the Go-LIVE. If any issues/problems are identified during the test period and Security assessment (VAPT) bidder has to fix the same without any additional cost to ReBIT.
- Bidder should provide all documents to ReBIT as listed below (where applicable)
 1. Project Plan with milestones, resourcing and deliverables.
 2. Architecture & design document including Traffic flow document between the devices.
 3. Infrastructure build document.
 4. IP address allocations to various components.
 5. Inventory list consisting hostnames, make, model, serial number.
 6. Contract number for raising RMA with OEM in case of hardware failure.
 7. Testing cases and test results documented before and after implementation.
 8. Standard Operating Procedures.
 9. Industry Best Practiced Use cases and customization for ReBIT.
 10. Vendor support details and escalation matrix.
 11. OEM support details and escalation matrix.
- The Vendor shall assign project manager and associated support personnel for this project. The number of resources provided along with their skillsets (example L1, L2, L3 implementation or Operations) will need to be shared with ReBIT as part of the final project plan.
- Bidder shall submit the manufacturer/OEM authorisation letter to confirm that product/solution is delivered from Manufacturer/OEM and vendor is partner with OEM for the above scope of work and submit the same as part of the bid. This agreement should include but not limited to the ownership of the activities, timelines and resources associated to the activities.
- The Bidder should provide the deliverables and sign off for each of the deliverables at various stages of customization and implementation.
- Termination of the Multifactor Authentication Solution and Operations Services contract in case of any the following (but not limiting to):

- Deficiency in the Multifactor Authentication Solution & Operation service in terms of performance based on daily operations, security investigation, uptime, reporting, enhancements, alerting, notifications, escalations, etc.
- Breach terms & conditions in NDA, leakage of ReBIT's Intellectual Property due to deficiency in monitoring, threat hunting, misconfiguration, wrong configuration, no-action or limited action on available Threat Intelligence or threat advisories.
- Non-availability of bidder's resources during the 24x7x365 days of service.
- Deletion, modification, tampering of ReBIT's logs.
- Implementing Service impacting changes to the MFA 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.
- Failure to provide reporting services like daily reports, weekly report, monthly reports, half yearly reports, annual reports highlighting limitations, pending approvals, improvement, license expiry, major & critical incident detection, etc.
- In case of the bidder going insolvent, getting blacklisted, involvement in fraud, etc.
- On termination of the project, the Bidder commits to provide all necessary support in handing over the project to new incumbent identified by ReBIT, handover all documentations, provide team support during the handover period and ensure a seamless and smooth transition.

4.2 Non-Functional Requirements

4.2.1 Backup and Archiving

1. There shall be a provision for taking backups and archive the replica of the systems' database and the application as well. There should be a provision of adequate Business Continuity Management (BCM).
2. The methodology for the backing up of data and its archival may be indicated.
3. The methodology or strategy used should be in alignment with ReBIT's Backup and Archival strategy.
4. The Application should have a capability for easy retrieval of the backed-up data (both application and the database) with least amount of manual intervention with no data Loss events.

4.2.2 Activity Log Management

There shall be provision for complete audit trail of all operations by the users. There shall be provision / functionality to track down all backend modifications as per assigned users' roles and responsibilities if any, by any user, which can be retrieved and analysed to get the complete history of the issue. The vendor may take it as an input for redressal of the issue, if the same is application related.

4.2.3 Architectural Document Requirements

1. Solution deployment architecture with Hardware topology.
2. User manual,
3. Version description document.
4. Problem reports and Issue logs.
5. System/Application FAQs.
6. DR setup & implementation.
7. Application upgradation and patches management document.
8. Run Book.

4.2.4 Hardware Requirements

The bidder should provide all the hardware required to host the multifactor authentication solution, which also includes hard tokens, if required.

The hardware for the solution should be capable of handling more than 300 user's authentication simultaneously and should be capable to provide high availability for business continuity.

Hardware should be capable to build the Disaster Recovery (DR) / High availability) HA, considering the future requirements.

4.2.5 Security Requirements

1. Provide security in compliance with REBIT security requirements to protect the confidentiality, integrity, and availability of the information systems.
2. Develop, implement, maintain and use best in class industry proven safeguards that prevents the misuse of information systems and appropriately protect the confidentiality, integrity, and availability of information systems.
3. Maintain a security plan that complies with industry accepted security requirements. Security Plan should be embedded within the Project Plan & approved by the ReBIT). The security plan would be reviewed by the ReBIT during the development life cycle.
4. The ReBIT reserves the right to conduct further security testing of the Application / source code and the system by either the ReBIT personnel or another party. Any gaps identified during this testing should be fixed by vendor at their own cost.
5. The software shall not be considered accepted until the independent review by the ReBIT is complete and all security issues have been closed or assigned to a mutually agreed upon remediation roadmap.
6. The Bidder shall abide by the access level agreement to ensure safeguards of the confidentiality, integrity, and availability of the information systems.
7. Vendor will not copy any data obtained while performing services under this RFP to any media, including hard drives, flash drives, or other electronic device, other than as expressly approved by REBIT.
8. Standards Benchmark - To ensure that all parties have a common understanding of any security issues uncovered, the independent organization that conducts the VAPT shall provide vulnerability rating's (preferably) based on industry standards as defined by First's Common Vulnerability Scoring System (CVSS) and MITRE's Common Weakness Enumeration (CWE).

4.2.6 Guidelines for Maintenance and Support

1. Certify and complete continuity planning according to REBIT security requirements before moving information systems into a production status. Audits will be conducted by REBIT to ensure security, any gaps identified will be remediated by the vendors.
2. Vendor should develop a disaster recovery plan for restoration of the system in the event of a disaster or major incident.
3. Vendor should follow REBIT policy on Change, Patch & Incident management process.
4. Vendor should maintain audit logs for all monitoring and events according to REBIT policy and provide this information upon request. These audit logs must be secure and stored as per defined retention policy.
5. All exceptions to be documented and signed off by appropriate REBIT personnel.
6. Configuration items such as computers and other devices, software contracts and licenses, third party tools and business services which are related to the application should be disclosed.
7. Additional guidelines would be provided based on the support scenario that's decided between vendor and REBIT.

4.3 Process & System Study

The Bidder is expected to study the RFP to gain an understanding of the current and proposed business processes in the ReBIT. The Bidder is expected to identify business process areas where the Bidder may need to obtain further understanding. The Bidder is expected to identify further process improvement opportunities.

The successful Bidder will be required to create a detailed System Requirement Specification document with the understanding. The SRS preparation team of the successful Bidder should be experienced, with full functional knowledge of the software. The ReBIT reserves the right to ask for replacement of any team member if the ReBIT feels he/ she is not adequately qualified for the same. The SRS Document shall be signed off by the ReBIT on acceptance of the same.

Preparation of System Requirement Specification Document

1. The Bidder is expected to create System Requirement Specification (SRS) Document under the scope of the Multifactor Authentication Solution implementation including all proposed interfaces and customisations involved. The System Specification Document shall be signed off by the ReBIT on acceptance of the same.
2. The Bidder may suggest amendments to the processes that would suit the product solution offered for a seamless integration and document the same to suit the proposed “Multifactor Authentication Solution” as envisaged in the Study Report. However, the objective and output of the process should not change. On acceptance of the final solution by the ReBIT, the Bidder cannot deviate from the agreed solution under any circumstance unless agreed by the ReBIT. The agreed solution shall be binding on the part of the Bidder and inability to deliver the solution may result in annulling the contract and the same being awarded to another vendor as per the decision of the ReBIT. The ReBIT shall impose financial penalties or / and invoke the performance ReBIT guarantee in such circumstances.
3. The Bidder is expected to prepare the System Requirement Specification Document containing the following details but not limited to:
 1. Overview of the Process with System/Application FAQs.
 2. Security features
 3. Application deployment architecture with Hardware topology.
 4. User manual & Run Book.
 5. Version description document.
 6. Application upgradation and patches management document.
 7. Architecture & design document including Traffic flow document between the devices.
 8. IP address allocations to various components.
 9. Project Plan with milestones, resourcing and deliverables.
 10. Inventory list consisting hostnames, make, model, serial number
 11. Contract number for raising RMA with OEM in case of hardware failure
 12. Testing cases and test results documented before and after implementation.
 13. Standard Operating Procedures
 14. Industry Best Practiced Use cases and customization for ReBIT
 15. Vendor support details and escalation matrix
 16. OEM support details and escalation matrix
 17. List of reports related directly/ indirectly to module(s)/ customisation/ interface

18.IT Security and Backup Architecture and parameterization with relevant details

18.Handling of Logs

19.User Manual and on-line tutorial

20.Performance Measurement Matrix.

4.4 Deployment

1. The Bidder's resources will be required onsite during the deployment phase
2. Setting of up test environment at REBIT test environment will be Bidders responsibility.
3. Bidder is expected to provide user and technical documentation including Installation, Commissioning, Implementation, security check Manuals

4.5 Testing (System Integration Testing and User Acceptance Testing)

- Bidder can use the same hardware which is provided for this project for UAT.
- The Bidder's resources will be required onsite during the testing phase.
- All security issues identified will have to be either resolved or a mutually accepted remediation should be agreed upon between the ReBIT and successful Bidder.
- The Bidder shall provide test plan, test cases and test results.
- The ReBIT shall commence the User Acceptance Testing only after a formal confirmation that the system is ready for UAT
- The Bidder should provide test cases for UAT for ReBITs review. Upon finalisation of test cases, user acceptance testing will be started by the business users.
- Any deviations/ discrepancies/ errors observed during the testing phase will have to be resolved by the Bidder. Any exceptions will have to be documented and signed off by the ReBIT.
- The Bidder shall first deliver the base/UAT version of the software and the Bidder shall assist REBIT to conduct a preliminary test to ascertain the extent to which the software has met business requirements as furnished in the RFP and

complies with the specifications.

- The Bidder is expected to make all necessary modifications to the solution, customisations, interfaces, etc., if there are performance issues or errors identified during testing, which will be undertaken by REBIT officials. The Bidder will assist REBIT in preparing the test cases, including the test data. The Bidder will assist in conducting all the tests and comparing/ analysing the results. Any bugs identified will have to be rectified and subsequent patches/ versions will also have to be tested.
- The testing also includes testing to ascertain whether the response time, the bandwidth usage & performance of the solution are as per the expectations of REBIT and would involve an error free dry run of the customised solution and end-run simulation.
- REBIT shall accept the application software only after the critical or major Bugs are fixed.
- The Bidder shall be responsible for maintaining appropriate program change control and version control for all the modifications/ enhancements carried out during the implementation/ testing phases.
- The Bidder shall be responsible for providing and updating system & user documentation as per the modifications.

4.6 Implementation

1. The implementation phase shall be deemed as completed in all respects only after
 - All applications and services are implemented as per the intent of this RFP;
 - All functionalities mentioned in this RFP have gone live.
 - All the related trainings are completed and post training assessment carried out by the ReBIT
2. VAPT exercise shall be conducted by the ReBIT, it shall be the Bidder's responsibility to rectify the gaps unearthed during the VAPT at no additional cost to the ReBIT during the contract period.

4.7 Training

ReBIT expects the Bidder to train the administrator till the personnel gain sufficient expertise in the system and capable of taking over the training function. The training

should include features, facilities, operations, implementation, troubleshooting, system administration, database administration, operating system administration, DR elements. All training will be hands-on training along with the trainer for the users. The Bidder should also provide e-learning facilities for users of the solution.

4.8 Go-Live

Go-Live is the phase in which the application is made available to all the users to carry out live transaction.

1. Before the final Go-Live the Bidder has to complete the development/ customization of the application as per the Functional and Technical Specifications agreed with the ReBIT.
2. The Go-Live is an end-to-end responsibility of the Bidder who will manage total planning, hand holding support as per the scope of work.
3. Bidder should provide 30 Days of hand holding support post Go-Live.
4. On satisfactory performance of application post 30 days from Go-Live, ReBIT will issue Completion Certificate.
5. In case of the Go-Live delays by the Bidder the financial Penalty as per the ReBIT's discretion will be imposed on the Bidder at 5% of the total contract value per month of delay, to the maximum of 10% of the total contract value as per the agreement between the ReBIT and the successful Bidder.

4.9 Project Milestones

Milestones	Deliverables/Key Activities	Payment milestone
Issue of Purchase Order		

Signing of Agreement	Within 30 days of receiving the letter of offer (PO) from REBIT	NIL
Process & System Study	<ul style="list-style-type: none"> System Requirement Specifications (SRS) includes mapping of system functionality to ReBIT's processes. 	NIL
Deployment <ul style="list-style-type: none"> Setting of up test environment at REBIT 	<ul style="list-style-type: none"> User and Technical documentation including Installation, Commissioning, Implementation, security check Manuals. UAT sign off 	90 % of hardware cost (Annexure P: Commercial Bid Format)
Implementation	<ul style="list-style-type: none"> VAPT Compliance sign off Completion of ReBIT audit Fixing observations Completion of Security risk assessments 	NIL
Training	<ul style="list-style-type: none"> User and Technical Documentation Client Training Feedback from Users Client Handbook E-Learning 	NIL

<p>Go Live</p>	<ul style="list-style-type: none"> • Certificate of Completion 	<ul style="list-style-type: none"> • Pending 10% hardware cost. • 80% of subscription & license cost.
<p>After GO-Live of 30 days</p>	<ul style="list-style-type: none"> • Successful project execution certificate 	<p>20% of pending subscription & license.</p>

4.10 Post Implementation

The post implementation period will start after 30 days of successful “Go-Live” of the project. Post implementation will be from the day for issue of Completion Certificate by the ReBIT.

4.10.1 Warranty

1. It would be mandatory on the Bidder to provide a Warranty for 3 years for the product. The Warranty period of three (3) years would commence from the date of issue of Completion Certificate by the ReBIT. During the Warranty period the Bidder would be required to undertake all necessary modifications not falling under the purview of ‘Change Management’ such as updates, bug fixes, changes in the application or any other support as and when required at no extra cost.
2. During the three (3) years of warranty, the Bidder will be required to provide on-site support, if required the on-site support may be extendable at the ReBIT’s discretion. It is envisaged at this stage that the next two years of warranty would be on off-site support basis. Bidder should provide Preventive maintenance of hardware and application without any cost to ReBIT.

3. If ReBIT desires, it could extend the onsite support beyond three (3) years as per the business need, Bidder should provide (Application / Hardware) 365 days support with no additional cost to ReBIT.
4. If any defect in the Solution is not rectified by the Bidder before the end of the Warranty Period, the Warranty Period shall be extended until:
 - (a) the defect has been corrected; and
 - (b) the Solution functions in accordance with the Contract
5. Where the Bidder is not the Manufacturer of certain components of the Solution, then the Bidder shall disclose the Manufacturer's warranty for such components to the ReBIT and, in the event such warranty exceeds the Bidder's warranty under this Contract in any respect, shall ensure that the ReBIT will receive the benefit of the Manufacturer's warranty.

4.10.2 Incident Management and Response Management

The Bidder should define various categories of incidents and response times for resolution of the same. These should be commensurate with the service levels requirement specified in the RFP. The Bidder should also define an escalation matrix for escalation of incidents in the event that it is not resolved within the defined time frame. The Bidder should also provide periodic reports to REBIT detailing the various incidents reported divided category wise along with steps taken to resolve the same and response time for the same. The Bidder should provide access to the incident management system to the authorised users of REBIT. Refer to Section 5 for more details.

4.10.3 Change Management

1. Post-Implementation, any request by the ReBIT that results in changes in the structure of the application and / or a new module is added, and which requires considerable effort for customisation would be considered as part of Change Management. Any minor changes required in the application such as upgrade, Patch Management, Security patches, bug fixing, additional report and application and server maintenance items will not be considered as part of Change Management. The vendor should maintain records of all such changes made in the application with a proper audit trail and time-stamp. There should be an appropriate roll back mechanism which is identified and tested if changes are not successful.

2. Any standard functionality available in the proposed Multifactor Authentication Solution would not form part of the Change Request submitted by the Bidder. Bidder should provide and implement any security patches/ upgrades/ updates for Software/ OS/ Middleware etc. as and when release by the Vendor/ OEM or as per requirements of the ReBIT and the same shall not be included as a part of change management. Bidder should bring to notice of the ReBIT all release /version change. Bidder should obtain a written permission from the ReBIT before applying any of the patches/ upgrades/ updates in UAT or live environment.
3. The procedure that would be adopted for evaluating Change Requests will be based on the work breakdown method/ Function Point Analysis method or the method mutually agreed upon with the vendor.
4. The Bidder is required to develop a change management methodology to ensure all application changes and technical changes (after go-live, and in the case of network changes, from the start of contract), are reviewed, tested, approved, implemented, and verified post implementation.
5. All change requests should be documented and should have a numerically assigned number in sequential order. A database of all change requests should be maintained, and the Bidder should deploy an automated change management application. All change requests should be classified, and approval and escalation mechanisms should be defined as per classification.
6. The change request should include an appropriate roll back mechanism which is identified and tested if changes are not successful. The ReBIT would initiate or invoke penalty clause in case of repeated roll-back of change request (more than 2 roll backs).
7. Changes should be implemented in a controlled manner and should be tested in the test (non-production) environment prior to implementation. The impact of technical changes on application environment should also be performed. Dependencies of changes should be documented.
8. All changes should be reviewed, and the databases of changes should be reviewed for any actions taken post implementation. Emergency change requests should follow a defined and controlled process.
9. A release schedule should be maintained for all changes, so as to provide minimum disruption to business services. The Bidder will be required to perform analysis of change requests to review frequently occurring issues, trend analysis, and an analysis report to be provided to the ReBIT along with a summary report.

5 Payment Terms

Bidder will provide with the detailed cost sheet in INR as per the [Annexure P](#). The component wise payment will be as mentioned below:

Bidder should provide hardware cost with 3 Years of onsite warranty (24x7x365) support for hardware and application including Saturday and Sunday, post which vender will provide AMC of hardware for further agreed terms with ReBIT.

Bidder should be willing to accept payment through Electronic Payment System (RTGS or NEFT).

After ReBIT has received a valid invoice, ReBIT shall remit payment within thirty (30) days from the date the invoice was received and accepted.

5.1 Other Payment Terms

1. The Total Cost of Ownership (TCO) will be calculated by multiplying per license cost/ cost of license bundle with the number of committees. TCO calculation will include the commercials of the licenses for the entire project duration.
2. Payment for licences consumed subsequently will be done as per the license rate (unit rate) shared by the Bidder as response to this RFP.
3. Any delay in achievement of milestones/ deliverables/ activities from Bidder shall automatically result in delay of corresponding payment from ReBIT.
4. The successful Bidder will have to incur the stamp duty for franking of contract documents. The stamp paper and franking needs to be done in Mumbai only.
5. Any objection/ dispute to the amounts invoiced in the bill shall be raised by REBIT within reasonable time from the date of receipt of the invoice. Upon settlement of disputes with respect to any disputed invoice(s), the ReBIT will make payment within thirty (30) working days of the settlement of such disputes. All out of pocket expenses, travelling, boarding and lodging expenses for the entire project period and subsequent agreement is included in the amounts and the Bidder shall not be entitled to charge any additional costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging etc.
6. All the payments becoming due during each of the quarters of the contract period will be paid at the end of the respective quarter subject satisfactory feedback from business team (ARS).
7. The fees payable by the ReBIT to Bidder shall be inclusive of all costs such as insurance, taxes (GST, as per the rates applicable), transportation, installation, that

may be levied, imposed, charged or incurred and REBIT shall pay the fees due under this RFP and subsequent agreement after deducting any tax deductible at source (“TDS”), as applicable. The Bidder will need to provide the details for the tax rates as considered in the pricing. This will be used for subsequent tax changes. REBIT shall pay each undisputed invoice raised in accordance with this RFP and subsequent agreement, within thirty (30) working days after its receipt unless otherwise mutually agreed in writing, provided that such invoice is dated after such fees have become due and payable under this RFP and subsequent agreement.

8. Any variation (upward) in Government levies/ GST (as per the rates applicable) which has been included as part of the price will be borne by the ReBIT. Any variation (downward) in Government levies/ GST (as per the rates applicable) which has been included as part of the price, the benefit will be passed to the ReBIT and adjusted in the payment milestones. If the Bidder makes any conditional or vague offers, without conforming to these guidelines, the ReBIT will treat the prices quoted as in conformity with these guidelines and proceed accordingly.
9. If the ReBIT has to pay taxes for any of the items or supplies made in terms hereof by the Bidder, for any reason including the delay or failure or inability of the Bidder to make payment for the same, the ReBIT has to be reimbursed such amounts paid, on being intimated to the Bidder along with the documentary evidence. If the Bidder fails to reimburse the amount within a fortnight, the ReBIT shall adjust the amount out of the payments due to the Bidder from REBIT along with the interest calculated as per the tax rate prevailing at the time of actual payment.
10. Terms of payment indicated in the Contract that will be issued by REBIT to the selected Bidder will be final and binding on the Bidder and no interest will be payable by the ReBIT on outstanding amounts under any circumstances. If there are any clauses in the Invoice contrary to the terms of the Contract, the Bidder should give a declaration on the face of the Invoice or by a separate letter explicitly stating as follows “Clauses, if any contained in the Invoice which are contrary to the terms contained in the Contract will not hold good against the ReBIT and that the Invoice would be governed by the terms contained in the Contract concluded between the ReBIT and the Bidder”. Bidder should ensure that the project should not suffer for this reason.
11. The Bidders should note that the contract entered with the successful Bidder will be for implementation and post go-live period of 5 years (3 years warranty & 2 years AMC support), extendable at the ReBIT’s discretion. The ReBIT will have the right, in its sole discretion to renegotiate the prices/ terms and conditions.

6 Service Level Agreement

ReBIT expects that the Bidder shall be bound by the Service Levels described in this document for Multifactor Authentication Solution application, Software Performance.

6.1 Definitions

1. Service Levels are calculated based on the “Business Utility” of the solution, which is described as the ratio of “System Available for Actual Business Hours” to the “Scheduled System Availability for Business”.

$$BU (\%) = \frac{S_{BOH} - S_{BDT}}{S_{BOH}} * 100$$

- a. Where BU = Business Utility, SBOH = Scheduled Business Operation Hours, SBDT = Business Downtime
2. The “Scheduled Business Operation Hours” for a given time frame are calculated after deducting the planned downtime which can be taken on the system only with prior notice to ReBIT and with mutual consent of ReBIT and the Bidder.
3. “Business Downtime” is the actual duration for which the system was not able to service ReBIT or the Clients of ReBIT, due to System or Infrastructure failure as defined by ReBIT and agreed by the Bidder. The "Business Downtime" would be calculated on daily basis and for all performance appraisals, the daily downtime would form part of core measurement for assessment/ escalation/ penalty, etc."
4. The “Working Hours” in 1.a would be from 8:00 AM to 9:30 PM from Monday to Saturday, even on Sunday if required, Further ReBIT expects the Bidder to recognize the fact that ReBIT might work in extended hours to provide the expected customer service as well as for statutory reporting.
5. “Business Operation Hours” shall be “One Hour” prior to the start of “Working Hours” and would end “One Hour” after “Working Hours”. “Business Operation Hours” for Data Centre and Disaster Recovery Centre would be same.

6.2 Purpose and Objective of SLA

ReBIT intends to enter into a Service Levels Agreement (SLA) with the successful Bidder in order to provide complete utility of the service that could be provided to ReBIT once the “Multifactor Authentication Solution” Application” is in place.

The SLA shall be included in the contract agreement as mentioned in the document and identifies the expectations of ReBIT and defines the Scope and Boundaries for the successful Bidder to provide maximum “Business Utility”.

Any issue could be classified under the following four categories:

- Level 1: The identified issue has a material business impact (Show Stopper) and needs to be resolved immediately. This level would typically correspond to issues that result into disruption of most of the critical services to all the REBIT, regulated entity offices and external institutions having an access.
- Level 2: The identified issue has a significant business impact and needs to be taken up on top priority. This level would typically correspond to issues that result into disruption of one or more critical services to all the REBIT, regulated entity offices and external institutions having an access.
- Level 3: The identified issue has normal impact on the Business and needs to be addressed at the earliest. This level would typically correspond to issues which result into disruption of one or more services to one or more but not all REBIT, regulated entity offices and external institutions having an access.
- Level 4: The identified issue has almost no impact in terms of Business. However, issue needs the attention of the Bidder and shall be fixed on lesser priority.

It is expected that the Bidder provides an immediate solution/ work around for “Show Stopper” issues so that ReBIT can continue to function normally and then register the issue on priority by conducting a “Root Cause Analysis”.

6.3 Service level Agreements (SLA)

It is expected that after successful login, all the respective modules of the application should be made available to the users within a response time of 5 secs, assuming the other related conditions being normal.

The Bidder would be in total charge of the following:

1. Complete Systems Software and Environments required for the MFA Project implementation
2. Implementation Services for MFA (includes Integration, Interfaces)
3. Warranty & AMC
4. Training & maintenance of all training content during the contract period

The Bidder is expected to take care of the systems by covering them under the Warranty, AMC contract.

Criticality	Time to Recovery (TTR)
Level 1/Priority 1	Full Functionality shall be restored within 12 hours
Level 2 / Priority 2	Full Functionality shall be restored within 24 hours

TTR shall be computed as total downtime per month. The TTR values given in the above table therefore, define the maximum acceptable downtime in the specified time and conditions. A failure that does not result into a level 1 or level 2 incident considered as Priority 3, is still required to be resolved by the Bidder in maximum 2 working days.

Service Degradation is a scenario where the service quality degrades for a continual period by more than 20% of expectation at any point (measured in terms of response time).

6.4 Performance Tracking and Reporting

The ReBIT requires the Bidder to provide reports on “Business Downtime” and a log of all issues that have been raised and Closed/Pending Closure by the Bidder. The frequency of the report would be Monthly, Quarterly and Yearly. If no issues, a nil statement may be provided.

The solution related minimum service expectation as a percentage of “Business Utility” is of 99.99% to be calculated on monthly basis.

6.5 Problem Management and Escalation Procedures

The Bidder is expected to provide an interface for logging issues. It should have an audit trail and updating functionalities and preferably have a role-based access for the users. ReBIT should be able to retrieve the details of any issue logged and get the complete history of the issue including the enterer, date of entry, date and details of the solution, re-opened date with remarks, etc.

6.6 Penalties

Business Utility and Business Downtime would be the key considerations for determining the “Penalties” that would be levied on the Bidder for “Non-Adherence” to the SLA for the Services offered.

The inability of the Bidder to provide the requirements as per the scope or to meet the deadlines as specified would be treated as breach of contract and invoke the Penalty Clause. The maximum limit on the penalties during the period of contract shall be 10% of the total contract value.

The applicable “Penalties” would be the same irrespective of the root causes.

Criticality -> Elapsed Time of unavailability for end users	Level 1 (INR)
Up to 12 hours	1.25 times man hour/day rate Charged for change management by the Bidder.
Up to 24 hours	1.5 times man hour/day rate Charged for change management by the Bidder.

Greater than 24 hours	1.75 times man hour/day rate Charged for change management by the Bidder.

The Pay-outs shall be on an annual basis and penalty shall be deducted from the next pay out (Warranty / AMC / BG).

6.7 Penalties for Delayed Implementation

The successful Bidder is expected to complete the responsibilities that have been assigned as per the specified time frame.

In case of the Rollout delays by the Bidder the financial Penalty as per the ReBITs discretion will be imposed on the Bidder at 5% of the total contract value per month of delay, to the maximum of 10% of the total contract value as per the agreement between the ReBIT and the successful Bidder.

7 Evaluation Process

7.1 Objective of Evaluation Process

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 the ReBIT which consists of senior ReBIT officials and external experts. The decision of the ReBIT regarding the evaluation and selection of the Bidder would be final.

For the purpose of the evaluation and selection of Bidder for the Multifactor Authentication Solution project implementation, a three-stage evaluation process will be followed. First of all, the Bidder has to comply with the minimum eligibility criteria as per Annexure K to qualify to participate in the Technical Bid evaluation process. Those Bidders who qualify the pre-qualification criteria will only be eligible to participate in the ‘The Technical Bid’ and ‘The Commercial Bid’ process.

The Bidders have to submit ‘the Technical Bid’ and ‘the Commercial’ Bid simultaneously in separate sealed envelopes. The ‘Technical Bid’ in a soft copy through email to the designated id.

The Bidder has to submit ‘Technical Bid’ keeping in view the information / criteria mentioned in Section 2 and 3 of this document by the date and time stipulated as in Table 1 of Section 1.

‘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 ‘Technical Bids’ will be opened on the date mentioned at Table 1 of Section 1 and subsequently evaluated on certain pre-determined criteria and a technical score would be arrived at from “RFP - Technical_Specification_MFA” It is mandatory to score a minimum cut-off marks, which will be determined by the Committee, of the total score of 292 allocated for the Technical evaluation.

The Bidder scoring the highest technical score will be ranked as T1 and so on. Bidders who do not achieve the cut-off on any of the parameters as determined by Committee will

be disqualified from the bidding process further. However, the Committee reserves the right to relax any of the parameters if the need arises.

In the third stage of evaluation, the commercial bid submitted by the Bidders will be opened and thereafter, top 5 Bidders who have qualified in the Technical evaluation process shall be invited to participate in Commercial bidding process. After the Commercial bidding process is complete, all bids of the Bidders would be ranked as L1 (lowest bid), L2 and so on, if L1 Bidders revoke his bid after shortlisting, ReBIT will offer the same to next lowest bidder and so on.

Post selection of the Bidder, the ReBIT shall return the Earnest Money Deposit (EMD) to the unsuccessful Bidders within 15 days of formal declaration of results.

ReBIT may call for any clarifications / additional particulars required, if any, on the Pre-qualification / 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.

ReBIT reserves the right to call for presentation/s, product walkthroughs, on the features of the solution offered etc., from the Bidders based on the technical bids submitted by them. Based upon the final technical scoring, short listing would be made of the eligible Bidders for final commercial bidding.

The scoring matrix above will be calculated on the basis of score obtain from the technical bid submitted by bidder. Technical_Specification_MFA template is comprised of "Must Have" and "Good to Have" requirements. "Must Have" requirement will carry weightage of 5 and "Good to Have" requirement will carry weightage of 3.

ReBIT Committee will consider top 5 bidder who will have highest score from "Technical_Specification_MFA"

7.2 Minimum Eligibility Criteria

Sr No	Eligibility Criteria	Documentation Required
1	The Prime Bidder should be a Company registered under the Companies Act of India or LLP / firm registered under the respective Acts of India. The other entity should be a company registered under the Companies Act in India or equivalent	Applicable tax registrations (PAN, GST etc.) supported by documentary evidence. Documents evidencing registration with the Registrar of Companies (ROC)/Firms, as the case may be, should also be submitted.
2	The Bidder should have a positive net worth and profit (after tax and partner disbursements - applicable to partnership firms only) making company in each of the three (3) financial years, i.e. 2015- 16, 2016- 17 and 2017 - 18 (or Calendar year 2015, 2016 and 2017)	Audited financial statements indicating the net profit and the net worth for the three years as required set forth in the eligibility criteria. OR Auditor / Chartered Accountant Certificate
3	Bidder should have completed at least 2 projects worth at least 25 lacs INR for Indian Clients. The name of the Bidder (SI and/ or OEM) needs to be in sync with the credential letters / contract copies, exceptions will be made in case of divesture, M&A	A) Bidder to submit documentary evidence such as satisfaction/ credential letter from the client clearly stating the scope of work and project value OR Completion letter from the client indicating the scope of work executed by the Bidder and the project value B) Contract Copy between the Bidder and its client and documentary evidence proving project value

Sr No	Eligibility Criteria	Documentation Required
		<p>The onus of proving the credential via documentary evidence will fall on the Prime Bidder.</p> <p>In case, the Prime Bidder is unable to provide any of the above, it will be the ReBIT's discretion to evaluate the claim in this regard.</p> <p>Note: Only completed assignments will be evaluated. Projects under implementation or not completed for any reason will not be evaluated</p>
4	The Bidder(s) (SI and OEM) should not be currently blacklisted by any financial regulator in India or abroad.	A self-declaration from the SI and OEM on the company letter head stating that the company is not barred by any regulator by any financial institution / regulator in India or abroad.

All documentary evidence should be duly signed and stamped by the Bidder.

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

7.3 Technical Bid Evaluation Criteria

1. Total Score considering the RFP requirements mentioned “RFP - Technical_Specification_MFA” will be 292 Points with Scoring criteria of “Must Have” and Good to Have”.
2. Bidder should score minimum 250 out of 292 considering the requirements of RFP.
3. The Bidder should note that it is mandatory to score a minimum cut-off in each of the Scoring Parameters as well as the overall cut-off score which is 250 of the total 292 marks allocated for the Technical evaluation.
4. The ReBIT team will select the Bidder who provides the highest score in Technical evaluation.
5. Top 5 Bidders who have cleared the cut off in technical evaluation parameters, except for presentation, will be invited for further discussion and demo.
6. The Bidder with the highest technical score shall be declared as T1.
7. Only top 5 Bidders based on technical score will be invited for commercial bid.
8. However, it is the ReBIT’s discretion to ask for any additional documents, inputs or proof of concepts at later point of time for the purpose of Bidder evaluation.

7.3.1 Scoring Methodology for Technical Solution

1. The Technical requirements cover the Hardware and Software components that are proposed by the Bidder as part of the solution.
2. The Bidder is expected to provide, as a part of the technical bid, a detailed document that explains the general solution architecture including aspects such as solution design & architecture, IT security feature etc.
3. The Bidder would be invited to REBIT to make a presentation pertaining to the proposed Total Solution Sizing which would be evaluated by the ReBIT’s expert committee (may comprise of external as well as internal personnel).

4. The ReBIT at its discretion may reject the proposal of the Bidder without giving any reason whatsoever, if in the ReBIT's opinion, the Solution Sizing was not made appropriately to meet the performance criteria as stipulated by the ReBIT.

7.4 Disqualification Parameters in Technical Bid Evaluation

1. Commercial Bids of only those Bidders who qualify the technical evaluation shall be opened. Commercial Bids of the other Bidders shall not be opened and their Earnest Money Deposit (EMD) shall be returned. If only one Bidder qualifies, the ReBIT at its discretion may select more than one Bidder for commercial evaluation.
2. The ReBIT at its discretion may reject the proposal of the Bidder without assigning any reason whatsoever, if in the ReBIT's opinion, the Solution Sizing was not made appropriately to meet the performance criteria as stipulated by the ReBIT.
3. The ReBIT at its discretion may reject the proposal of the Bidder without giving any reason whatsoever, if in the ReBIT's opinion, the Bidder could not present or demonstrate the proposed solution as described in the proposal.

7.5 Commercial Bid Evaluation

Commercial bids of only those Bidders who qualify the technical evaluation criteria shall be opened. The Bidders will have to submit the Commercial bid in the attached format - [Annexure P](#).

All the prices quoted shall be in Indian Rupees. The quote shall not be subject to any price escalation subsequently. Rate should be quoted against each item separately.

The TCO for the purpose of commercial evaluation shall be arrived at. The Bidder is expected to provide the costs that shall be charged to REBIT on a yearly basis for the duration of the contract, i.e. five years. Commercial bid valuation shall be considered as below in case of any kind of discrepancy:

1. If there is a discrepancy between words and figures, the amount in words shall prevail
2. If there is a discrepancy between percentage and amount, the amount calculated as per the stipulated percentage basis shall prevail
3. If there is discrepancy between unit price and total price, the unit price shall prevail
4. Where there is a discrepancy between the phase-wise quoted amounts and the total quoted amount, the phase-wise rate will govern unless, in the opinion

of REBIT, there is obviously a gross error such as a misplacement of a decimal point, in which case the line item total will govern.

5. If there is a discrepancy in the total, the correct total shall be arrived at by ReBIT

8 Bidding Process

8.1 Instructions for Bid Submission

1. 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.
2. Bidders are permitted to submit only one Technical Bid and relevant Commercial Bid. More than one Technical and Commercial Bid should not be submitted. The Bidders will need to submit the Technical and Commercial Bids on the same day as mentioned in the RFP Schedule. All bids should be unconditional.
3. The Bidders must ensure that the Non-disclosure agreement (NDA) is signed by the Bidder's Authorised Signatory. Relevant documentary evidence authorizing the authorised signatory to sign must be uploaded along with the technical bid. Proposals without a signed NDA will be rejected.
4. The cost of bidding and submission of the bids is entirely the responsibility of the Bidders, regardless of the conduct or outcome of the bidding process.
5. Receipt of the bids shall be closed as mentioned in the RFP Schedule.
6. The technical bids will be opened as mentioned in RFP Schedule.

8.2 General Guidelines

1. The offers should be made strictly as per the formats specified.
2. The Bid should not contain any erasures, over-writings or corrections using whiteners. Any corrections to be made would be by striking through the content being corrected and duly authenticating the corrections
3. The Bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not in conformity to the Bidding Documents in every respect will be at the Bidder's risk and may result in rejection of the bid.
4. No rows or columns of the bid should be left blank. Offers with insufficient information and Offers which do not strictly comply with the stipulations given above, are liable for rejection.

5. The ReBIT may at its discretion abandon the process of the selection of Bidder any time before notification of award.
6. The Bidders may note that no information is to be furnished to the ReBIT through e-mail except when specifically requested for. ReBIT can seek clarification/ information from the Bidder if required.
7. It may be noted that all queries, clarifications, questions, relating to this RFP, technical or otherwise, should be by email only to the designated email id procurement@rebit.org.in. For this purpose, communication to any other email id or through any other mode will not be entertained.
8. The ReBIT reserves the right to pre-pone or post-pone the pre-bid meeting date. However, Bidders will be informed of the revised date of pre-bid meeting in advance to submit their queries to the ReBIT seeking clarification.
9. The bids will be opened in the presence of authorised representatives of the Bidders. However, the representative of the Bidder has to produce an authorisation letter from the Bidder to represent them at the time of opening of Technical/Commercial bids. A maximum of two representatives will be allowed to represent any Bidder. In case the Bidder's representative is not present at the time of opening of bids, the quotations/bids will still be opened at the scheduled date/time at the sole discretion of the ReBIT.

8.3 Pre-Bid meeting

1. The ReBIT will schedule a pre-bid meeting after the RFP is issued.
2. Any pre-bid queries can be sent to the designated email id procurement@rebit.org.in till the date and time mentioned in the RFP timeline will be formally responded to and questions/points of clarification and the responses will be circulated to all participating Bidders, if required. The source (identity) of the Bidder seeking points of clarification will not be revealed. Alternatively, REBIT may at its discretion, answer all such queries in the Pre-bid meeting. It may be noted that all queries, clarifications, questions, relating to this RFP, technical or otherwise, should be only to the designated email id as stated earlier. For this purpose, communication to any other email id or through any other mode will not be entertained.
3. The ReBIT reserves the right to pre-pone or post-pone the pre-bid meeting date and/or change its venue. The Bidders will be informed of any changes

to the date / venue of pre-bid meeting on the ReBIT website in advance to submit their queries to the ReBIT seeking clarification.

4. All points discussed during the pre-bid meeting, if need be, may be posted on the ReBIT website along with their responses.
5. For the pre-bid meeting, Bidders are required to inform the ReBIT at least a day in advance via procurement@rebit.org.in with participant details such as name, details of electronic devices if any, company name and mobile number and the authorized representatives shall produce the original authorization letter.
6. No queries will be entertained after the Pre-Bid meeting.
7. The ReBIT reserves the right to pre-poner or post-poner the date for the walkthrough and/or change its venue. The Bidders will be informed of any changes to the date in advance.

8.4 Clarification on the Bid Document

1. For any clarification with respect to this RFP, the Bidder may send an email to procurement@rebit.org.in.
2. It may be noted that all queries, clarifications, questions, relating to this RFP, technical or otherwise, should be by email only to the designated email id as stated earlier. For this purpose, communication to any other email id or through any other mode will not be entertained.
3. Email for clarification may be submitted to the ReBIT as per the date and time mentioned in the RFP timelines and clarifications for such queries shall be provided by the ReBIT or its representative in the pre-bid meeting. Request for clarifications after pre-bid meeting will not be entertained.
4. Bidders Queries Pro-forma (as given in Annexure Q for Bidders queries) should be emailed to the ReBIT only on the designated email ID procurement@rebit.org.in
5. Bidders should provide their email address in their queries without fail since replies from the ReBIT will be by emails only.

8.5 Amendments to Bid Document

1. Amendments to the Bid Document may be issued by the ReBIT for any reason, whether at its own initiative or in response to a clarification

requested by a prospective Bidder, prior to the deadline for the submission of bids, which will be placed on the ReBIT website.

2. The amendments so placed on the ReBIT website will be binding on all the Bidders. From the date of issue, amendments to Terms and Conditions shall be deemed to form an integral part of the RFP. Further, in order to provide prospective Bidders reasonable time to take the amendment into account in preparing their bid, the ReBIT may at its discretion extend the deadline for submission of bids.

8.6 Technical and Commercial Bid

- Technical Bid:

The Technical Bid section shall contain the technical proposal as per the requirement of the ReBIT along with duly signed documents/items as mentioned in the Submission Checklist.

- The Non-Disclosure Agreement is required to be signed by both parties i.e. the ReBIT and the Bidder.

- Commercial Bid:

The commercial bid shall contain duly filled up forms/ documents/ instruments given in the Annexes mentioned below:

- a. Compliance Certificate Commercial Bid Form (Refer [Annexure O](#))
- b. Commercial Bid Format (Refer [Annexure P](#))

- The pages of the technical and commercial proposals should be properly numbered.
- The bid responses should include Copy of the Bid document along with all clarifications released by the ReBIT duly putting the seal and signature on all the pages of the document for having noted the contents and testifying conformance to the terms and conditions set out therein. The proposal should be prepared in English in MS Word format. The email address, Postal/courier address and phone / fax numbers of the Bidder shall also be indicated.
- Only single submission of response to RFP by each Bidder / respondent will be permitted.
- All responses including commercial and technical bids would be deemed to be irrevocable offers/proposals from the Bidder and may, if accepted by the ReBIT, form part of the final contract between the ReBIT and the selected Bidder. Bidder is requested to attach a letter from an authorised signatory attesting the

veracity of information provided in the responses in the Annexure D Confirmation to Deliver. Unsigned responses would be treated as incomplete and are liable to be rejected.

- The authorised signatories of the Bidder should initial on all pages of the technical and commercial proposals. Submission Checklist can be used as a checklist.

8.7 Bid Submission

Three envelopes are required to be submitted by the bidder

- i. EMD envelope - (DD or BG)
 - ii. Technical bid envelope
 - iii. commercial Bid envelope
- Technical Bid: In separate sealed envelopes in the format as specified in Annexure – C “Technical Bid Form” of this RFP, clearly marked as “Technical BID - RFP for Multifactor Authentication Solution”
 - Commercial Bid: The bidder must submit commercial bid in separate sealed envelopes in the format as specified in Annexure – P “Commercial Bid Format” of this RFP, clearly marked as “Commercial BID - RFP for Multifactor Authentication Solution”
 - Technical bid, Commercial bid should be submitted as per the timelines stated in Section 3 “RFP Timelines”. In a sealed envelope with both technical and commercials (in separate envelopes) clearly marking Tender submission - RFP for Multifactor Authentication Solution”
 - All bids must reach before the RFP timelines at the below address:
The Chief Executive Officer
Reserve Bank Information Technology Pvt Ltd. (ReBIT),
502, Building No 1, MindSpace, Juinagar,
Nerul, Navi Mumbai – 400706.
 - Any responses received after due date and time are liable to be rejected. responsibility rests with the Offer or to see that their RFP response is received on time. Any responses or bid submission received after due date and time are liable to be rejected.

8.8 Period of Bid Validity

The Bids will be treated as valid for a period of 180 days from the closing date for submission of the bid.

8.9 Format and Signing of Bid

The bid should be signed by the Bidder or any person duly authorised to bind the Bidder to the contract. The signatory should give a declaration and through authenticated documentary evidence establish that he/she is empowered to sign the bid documents and bind the Bidder. All pages of the bid documents except brochures if any are to be signed by the authorised signatory. All the pages of the bid should be serially numbered. Forms with respective Power of Attorney should be submitted and signed by the authorised signatory. Unsigned bids would entail rejection of the bid.

8.10 Correction of Errors

Arithmetic errors in bids will be treated as follows:

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

8.11 Acceptance or Rejection of Bid

The ReBIT reserves the right not to accept any bid, or to accept or reject a particular bid at its sole discretion without assigning any reason whatsoever.

8.12 Duration and Condition of Engagement

1. ReBIT shall engage and appoint the successful Bidder to provide services as mentioned in this document and in consideration of remuneration payable by ReBIT to the Bidder. Post go-live there shall be an acceptance period of 30

days to ensure all bugs are fixed. Subsequently the ReBIT shall issue an Acceptance Certificate to the Bidder. This shall mark completion of the implementation phase of the Multifactor Authentication Solution Post the Implementation phase, the Bidder is expected to provide 3 years' warranty and 2 years of AMC.

2. The ReBIT will reserve the right to terminate the services of the successful Bidder at any point of the Project (during the implementation phase and post go-live) without assigning any reasons. In such cases the ReBIT may consider making payment commensurate with the last completed phase.
3. Information collected or provided to the Bidder would be confidential and shall not be used by him for any other purpose. The work/study carried out by the Bidder would be the sole property of the ReBIT. The successful Bidder will sign a confidentiality agreement with the ReBIT.
4. At no point should Bidder use the name of the ReBIT without prior written permission as a reference or to advertise itself in anyway.

8.13 Cost of Proposal

The Bidder shall bear any and all costs related to the preparation and/or submission of the Proposal, regardless of whether its Proposal was selected or not. REBIT shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process. If selected, the Bidder at his own expense will register the contract agreement by paying the appropriate amount of stamp duty. The first page of the contract agreement shall be on a stamp paper of appropriate value.

For the purpose of the Purchase Agreement as well as for the purpose of the Tender Document, the Purchaser is:

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

9 General Instructions

Bidders must strictly adhere to all the requirements of this RFP. No changes, substitutions or other alterations to the provisions stipulated in this RFP will be accepted unless approved in writing by REBIT. However, whilst fully complying with the RFP requirements, Bidders are encouraged to provide any suggestions and solutions that may achieve a more cost-effective value-for-money approach to fulfilment of requirements.

1. Submission of a Proposal shall be deemed to constitute an acknowledgement by the Bidder that all obligations stipulated by this RFP will be met and unless specified otherwise, the Bidder has read, understood and agreed to all the instructions provided in this RFP.
2. Any Proposal submitted will be regarded as an offer by the Bidder and not as an acceptance of an offer/proposal by REBIT. This RFP does not commit REBIT to award a contract.
3. The Bidder, selected for the solution, will have to enter into a contract directly with REBIT. The contract will contain various terms and conditions including payment, delivery, installation & operationalization, training, commissioning & acceptance, support during periods of warranty & maintenance, penalty due to delay in performance. All the diagrams, drawings, specifications and other related literature & information, provided by the Bidder for the solution and agreed to by REBIT, will also form a part of the agreement.
4. Bidders are required to complete, sign and submit in the required number of copies the formats given in the Submission Checklist as given in [Annexure A](#).

9.1 General Terms and Conditions

1. The term of this Bidder assignment is for a period 30 Days from successful go-live or from the date of acceptance from the ReBIT or such extended period as may be mutually agreed up on.
2. Adherence to terms and conditions: The Bidders who wish to submit responses to this RFP should note that they should abide by all the terms and conditions contained in the RFP. If the responses contain any extraneous conditions put in by the respondents, such Bidders will be disqualified and will not be considered for the selection process.
3. Execution of MSA: The Bidder should execute a Master Service Agreement, which would include all the services and terms and conditions of the services to be extended as detailed herein and as may be prescribed by the ReBIT
4. A declaration may be given by the Bidder stating that "No relative of the Bidders is working in the ReBIT ". If anyone working in the ReBIT is related to the Bidders, the name, designation and the department where the person is posted may be given. Due to any breach of these conditions by the company or firm or any other person the bid will be cancelled and performance ReBIT

guarantee will be invoked. The company or firm or the person will also be debarred for further participation in the concerned unit.

- The relatives for this purpose are defined as: -
- Members of a Hindu undivided family (HUF).
- Husband and Wife.
- If one is related to the other in the manner as Father (includes step father), Mother (includes step mother), Son(s) (includes step son) & Son's wife (daughter-in-law), Daughter(s) (includes step daughter) and Daughter's husband (son-in-law), Brother(s) (includes step brother) and Brother's wife, Sister(s) (includes step sister) and Sister's husband (brother-in-law).

9.2 Language and validity of Proposal

The Proposal, as well as all related correspondence exchanged by the Bidder and REBIT, shall be written in English language only. The Bids will be treated as valid for a period of 180 days from the closing date for submission of the bid.

9.3 Escrow

Any document, other than the Contract itself, shall remain the property of REBIT and all copies thereof shall be returned to REBIT on termination of the Contract. The Bidder shall not, without REBIT's prior written consent, make use of any document or information above except for the purposes of performing the Contract Intellectual Property Rights for all major modules / products developed specifically for REBIT will rest solely with REBIT.

Indemnification

The Bidder shall, at its own cost and expenses, defend and indemnify REBIT against all third-party claims including those of the infringement of Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights, arising from use of the Products or any part thereof in India.

If REBIT is required to pay compensation to a third party resulting from such infringement, the Bidder shall be fully responsible therefore, including all expenses and court and legal fees. The Bidder shall also be liable to indemnify REBIT, at its own cost and expenses, against all losses/ damages, which REBIT may suffer on account of violation by the Bidder of any or all national/ international trade laws, norms, standards, procedures, etc.

9.4 Cancellation of Contract and Compensation

REBIT reserves the right to cancel the contract of the selected Bidder and recover expenditure incurred by REBIT if the progress regarding execution of the contract, made by the selected Bidder is found to be unsatisfactory for any reason. After the award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, REBIT reserves the right to get the balance contract executed by another party of its choice by giving one months' notice for the same. In this event, the selected Bidder is bound to make good the additional expenditure, which REBIT may have to incur to carry out bidding process for the execution of the balance of the contract. This clause will survive even where, for any reason, the contract is cancelled. REBIT reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected Bidder, including the pending bills and/or invoking ReBIT Guarantee, if any, under this contract or any other contract/order.

9.5 Earnest Money Deposit

Bidder will submit demand draft/PBG/pay order drawn in favour of ReBIT payable at Mumbai towards **Earnest Money Deposit (EMD) for Rs. <10,000>/- (Rupees Ten Thousand only)**. The EMD of unsuccessful Bidders shall be returned within 15 days from the declaration of the disqualification of the respective Bidder. No interest shall be paid on the EMD. The EMD of the successful Bidder shall be returned after the successful Bidder furnishes the Performance ReBIT Guarantee. Offers made without the Earnest money deposit will be rejected. The amount of Earnest money deposit would be forfeited in the following scenarios:

1. In case the Bidder withdraws the bid prior to validity period of the bid for any reason whatsoever;
2. In case the successful Bidder fails to accept and sign the contract as specified in this document for any reason whatsoever; or
3. In case the successful Bidder fails to provide the performance guarantee within 30 days from the date of placing the order by the ReBIT or signing of the contract, whichever is earlier, for any reason whatsoever.

9.6 Partnering with the Original Equipment Manufacturer (OEM)

It will be the sole responsibility of the Bidder to get the proposed technical solution vetted by the OEM as part of the response, if he is not the OEM; and submit a copy of the same

to the ReBIT confirming their partnership regarding the implementation of the project. The Bidder should collaborate with the OEM at all stages of the Solution implementation to the satisfaction of the ReBIT. The Bidder needs to adhere to the project timelines at all costs irrespective of any constraint being faced by the OEM. The bidder will be responsible for any loss, damage, late-payment, penalty arising out of non-fulfilment of obligations by OEM. If required, bidder required to execute the tripartite agreement with ReBIT to ensure bidder and OEM role and responsibilities are taken care properly to meet the committed SLA and uptime.

9.7 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 the Purchaser 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.

9.8 Confidentiality Undertaking and Non-Disclosure Agreement

The Bidder shall treat all documents, information, data and communication of and with Purchaser as privileged and confidential and shall be bound by the terms and conditions of the Non-Disclosure Agreement. The Bidder shall sign and execute this Non-Disclosure Agreement before the execution of this Contract. The Bidder shall submit the confidentiality undertaking given under section in [Annexure H](#).

9.9 Expenses incurred by successful Bidder on the project

1. Expenses: It may be noted that the project office from where the project shall be managed and implemented shall be established in REBIT premises and the Datacentres. The ReBIT will not pay any amount /expenses /charges

/fees /travelling expense /boarding expenses /lodging expenses /conveyance expenses /out of pocket expenses other than the “Agreed Professional Fee”.

2. However, travelling, boarding and lodging expenses, if any, for site visits (not including travel to the Datacentres) for project related work will be discussed with the ReBIT as to the need, duration, number of personnel involved, mode of transport and will have to be cleared by the ReBIT in advance in writing.

9.10 Evaluation and Comparison of Bids

Only bids from Bidders meeting the defined requirements and submitting complete and responsive bids will be processed to the stage of being fully evaluated and compared. The evaluation criteria shall be based on the requirements, stated in this document.

9.11 Notification of Awards

The acceptance of a bid, subject to contract, will be communicated in writing at the address supplied by the Bidder in the bid response. Any change of address of the Bidder, should therefore be promptly notified to:

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

9.12 Authorised Signatory for signing the contract

The selected Bidder shall indicate the authorised signatories who can discuss and correspond with the ReBIT, with regard to the obligations under the contract. The authorised signatory should give a declaration and through authenticated documentary evidence establish that he/she is empowered to sign the bid documents and bind the Bidder. The Bidder shall furnish proof of signature identification for above purposes as required by the ReBIT.

9.13 Signing of Contract

The Bidder shall be required to enter into a contract/MSA (Master Services Agreement) with ReBIT, within 30 days of the award of the bid or within such extended period mutually agreed by both parties.

9.14 Vicarious Liability

The Bidder shall be the principal employer of the employees engaged by the Bidder and shall be vicariously liable for all the acts, deeds or things, whether the same is within the scope of power or outside the scope of power, vested under the contract. No right of any employment shall accrue or arise, by virtue of engagement of employees by the Bidder, for any assignment under the contract. All remuneration, claims, wages dues etc., of such employees of the Bidder shall be paid by the Bidder alone and the ReBIT shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of the Bidder's employees. The Bidder shall agree to hold the ReBIT, its successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions or proceedings, if any, that may arise from whatsoever nature caused to the ReBIT through the action of Bidder's employees.

9.15 Non-Payment of items/activities fees

If any of the items/activities as mentioned in the price bid and as mentioned in Commercial Bid are not taken up by the ReBIT during the course of this assignment, the ReBIT will not pay the items/activities fees quoted by the Bidder in the Price Bid against such activity/item.

9.16 Assignment

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 Bidder, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of the ReBIT.

9.17 Non-Solicitation

The Bidder, during the term of the contract and for a period of two years thereafter shall not without the express written consent of the ReBIT, directly or indirectly:

1. Recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person

who has been an employee or associate or engaged in any capacity, by the ReBIT in rendering services under the contract; or

2. Induce any person who is / have been an employee or associate of the ReBIT at any time to terminate his/ her relationship with the ReBIT.

9.18 No Employer-Employee Relationship

1. The Bidder or any of its holding/subsidiary/joint-venture/ affiliate / group / client companies or any of their employees / officers / staff / personnel / representatives / agents shall not, under any circumstances, / be deemed to have any employer-employee relationship with the ReBIT or any of its employees /officers / staff / representatives / personnel / agents.
2. A self-declaration is required from the Bidder as part of the technical bid.

9.19 Subcontracting

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

9.20 Design Ownership

The ownership of the design for the MFA specific to the ReBIT and all related application suites interface designs, customisations design etc., and related Intellectual Property Right (IPR) will lie with the ReBIT only. All Bidders will need to adhere to this.

9.21 Other Terms

1. ReBIT may at its discretion abandon the process of the selection of Bidder any time before notification of award without assigning any reason whatsoever.
2. The bids will be opened in the presence of authorised representatives of the Bidders. However, the representative of the Bidder has to produce an authorisation letter from the Bidder to represent them at the time of opening of Technical/Commercial bids. Only maximum of two representatives will be allowed to represent any Bidder. In case the Bidder's representative is not present at the time of opening of bids, the quotations/bids will still be opened at the scheduled time at the sole discretion of REBIT.
3. ReBIT reserves the right to select the next most responsive Bidder if the first most responsive Bidder evaluated for selection fail to result in an agreement within a

specified time frame .

4. During the assignment, the substitution of key staff such as Project Manager, Team Leader etc. identified for the assignment will not be allowed unless such substitution becomes unavoidable to overcome the undue delay or that such changes are critical to meet the obligation. In such circumstances, the Bidder can do so only with the concurrence of REBIT by providing other staff of same level of qualifications and expertise. If REBIT is not satisfied with the substitution, REBIT reserves the right to terminate the contract and recover whatever payments made by REBIT to the Bidder during the course of this assignment besides claiming an amount, equal to the contract value as liquidated damages. However, REBIT reserves the right to insist the Bidder to replace any team member with another (with the qualifications and expertise as required by REBIT) during the course of assignment.
5. The Bidders, who involve in any form of lobbying/ influencing/ canvassing etc., in selection process will be disqualified.
6. The selected Bidder shall indicate the authorised signatories who can discuss and correspond with REBIT, with regard to the obligations under the contract. The selected Bidder shall submit at the time of signing the contract, a certified copy of the resolution of their Board, authenticated by Company Secretary, authorizing an official or officials of the company or a Power of Attorney copy to discuss, sign agreements/contracts with REBIT. The Bidder shall furnish proof of signature identification for above purposes as required by REBIT.
7. 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 Bidder, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of REBIT.
8. The Bidder, during the term of the contract and for a period of one year thereafter shall not without the express written consent of REBIT, directly or indirectly recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity, by REBIT in rendering services under the contract; or Induce any person who shall have been an employee or associate of REBIT at any time to terminate his/ her relationship with REBIT.
9. The Bidder or any of its holding/subsidiary/joint-venture/ affiliate / group / client companies or any of their employees / officers / staff / personnel / representatives/ agents shall not, under any circumstances, be deemed to have

any employer-employee relationship with REBIT or any of its employees/officers/ staff/representatives/ personnel/agents.

9.22 Proposal Response

Only one Submission of response to RFP by each Bidder / respondent will be permitted. The bid should contain no interlineations, erasures or over-writings except as necessary to correct errors made by the Bidder. In such cases, the person/s signing the bid should initial such corrections.

The Bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in ejection of the bid.

The bid should be signed by the Bidder or any person duly authorised to bind the Bidder to the contract. The signatory should give a declaration and through authenticated documentary evidence establish that he/she is empowered to sign the tender documents and bind the Bidder. All pages of the tender documents except brochures, if any, are to be properly numbered, stamped and signed by the authorised signatory. The technical proposal should be bound in such a way that the sections of the proposal could be removed and separated easily.

At no point should Bidder use the name of REBIT without prior written permission to advertise itself.

If the responses contain any extraneous conditions put in by the respondents, such responses will be disqualified and will not be considered for the selection process.

All responses including commercial and technical bids would be deemed to be irrevocable offers/proposals from the Bidder and may, if accepted by REBIT, form part of the final contract between REBIT and the selected Bidder.

9.23 Disclaimer

REBIT and/or its officers, employees disclaim all liability from any loss or damage, whether foreseeable or not, suffered by any Bidder/ person acting on or refraining from acting because of any information including statements, information, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or

misrepresentation on the part of ReBIT and/or any of its officers, employees.

10 Annexures

10.1 Annexure A: Submission Checklist

Submission Checklist for Technical Bid

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

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

The following documents/items need to be submitted:

Items	Submitted (Bidder)	Verified (REBIT)
Proposal Submission Covering Letter	<input type="checkbox"/>	<input type="checkbox"/>
Earnest Money Deposit	<input type="checkbox"/>	<input type="checkbox"/>
Technical Bid Form	<input type="checkbox"/>	<input type="checkbox"/>
Power of Attorney/ Board Resolution authorizing Bidder's employee to become the authorised signatory	<input type="checkbox"/>	<input type="checkbox"/>
Confirmation to Deliver	<input type="checkbox"/>	<input type="checkbox"/>
Confirmation of Terms and Conditions	<input type="checkbox"/>	<input type="checkbox"/>
Statement of Deviation from RFP	<input type="checkbox"/>	<input type="checkbox"/>
Bidder Undertaking	<input type="checkbox"/>	<input type="checkbox"/>
Confidentiality and Non-Disclosure Agreement Undertaking	<input type="checkbox"/>	<input type="checkbox"/>
Self-Declaration for Relatives in REBIT	<input type="checkbox"/>	<input type="checkbox"/>

Self-Declaration to comply with Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013	<input type="checkbox"/>	<input type="checkbox"/>
Pre-Qualification Criteria	<input type="checkbox"/>	<input type="checkbox"/>
Work Plan	<input type="checkbox"/>	<input type="checkbox"/>
Proposed Team Profile	<input type="checkbox"/>	<input type="checkbox"/>
Experience Details	<input type="checkbox"/>	<input type="checkbox"/>

Submission Checklist for Commercial Bid

The following documents need to be provided by the Bidder for the Commercial

Commercial Bid Documents	Submitted (Bidder)	Verified (ReBIT)
Commercial Bid	<input type="checkbox"/>	<input type="checkbox"/>

10.2 Annexure B: Proposal Submission Covering Letter

[Insert: Location, Date]

To: [insert: Name and Address of REBIT contact]

Madam/Dear Sir:

We, the undersigned, hereby offer to provide professional services for *[insert: Title of services]* in accordance with your Request for Proposal dated *[insert: Date]* and our Proposal. We are hereby submitting our Proposal, which includes the Technical Proposal and Financial Proposal

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

We confirm that we have read, understood and hereby accept the Terms of Reference describing the duties and responsibilities required of us in this RFP, and the stated Terms and Conditions.

We agree to abide by this Proposal for *[insert: Proposal Validity]*.

We undertake, if our Proposal is accepted, to start the services not later than *[insert: Number of days]* days from the Contract signature date.

We fully understand and recognize that REBIT is not bound to accept this proposal, that we shall bear all costs associated with its preparation and submission, and that REBIT will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the evaluation.

We remain,

Yours sincerely,

Authorised Signature [In full and initials]:

Name and Title of Signatory:

Name of Company:

Contact Details:

[Please mark this letter with your company seal]

10.3 Annexure C: Technical Bid Form

[The Bidder shall fill in this Form in accordance with the instructions indicated below. No alterations to its format shall be permitted and no substitutions shall be accepted.]

Date: [insert date (as day, month and year) of Proposal Submission]

1. Bidder's Legal Name <i>[insert Bidder's legal name]</i>
2. Bidder's Country of Registration: <i>[insert Country of registration]</i>
3. Bidder's Year of Registration: <i>[insert Bidder's year of registration]</i>
4. Bidder's Legal Address in Country of Registration: <i>[insert Bidder's legal address in country of registration]</i>
5. Bidder's Authorised Representative Information Name: <i>[insert Authorised Representative's name]</i> Address: <i>[insert Authorised Representative's Address]</i> Telephone/Fax numbers: <i>[insert Authorised Representative's telephone/fax numbers]</i> Email Address: <i>[insert Authorised Representative's email address]</i>
6. Attached are certified copies of original documents of firm/ company named in 1: <ul style="list-style-type: none"> ○ Document evidencing the person(s) duly authorised to commit the Bidder or a Power of Attorney ○ Certificate from Chartered Accountant evidencing positive Net Worth of the Bidder. ○ Certificate of Registration of the business.

Detailed proposals on various aspects of Technical Bid

10.4 Annexure D: Confirmation to Deliver

(On letterhead of the Bidder)

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

Dear Sir,

Re: Bid dated MMMM, DD, YYYY TECHNICAL BID for the Implementation of Multifactor Authentication Solution Application at the ReBIT

- 1 Having examined the Bid Documents including Annexes, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply, deliver, implement and commission ALL the items mentioned in the 'Request for Proposal' and the other schedules of requirements and services for your ReBIT in conformity with the said Bid Documents in accordance with the schedule of Prices indicated in the Price Bid and made part of this Bid.
- 2 If our Bid is accepted, we undertake to comply with the delivery schedule as mentioned in the Bid Document.

We attach hereto the Bid Response as required by the Bid document, which constitutes my/our bid.

We undertake, if our Bid is accepted, to adhere to the implementation plan put forward in our Bid Response or such adjusted plan as may subsequently be mutually agreed between us and the ReBIT or its appointed representatives.

If our Bid Response is accepted, we will obtain a performance ReBIT guarantee in the format given in the Bid Document issued by a scheduled commercial ReBIT in India for a sum equivalent to 10% of the contract sum for the due performance of the contract.

- 3 We agree to abide by this Bid Offer for 180 days from the last day of bid submission and our Offer shall remain binding on us and may be accepted by REBIT any time before expiry of the offer.

- 4 We agree to abide by this Bid Offer for 180 days from the last day of bid submission and our Offer shall remain binding on us and may be accepted by REBIT any time before expiry of the offer.
- 5 This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We agree that you are not bound to accept the lowest or any Bid Response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the goods /products specified in the Bid Response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company /firm/organization and empowered to sign this document as well as such other documents which may be required in this connection.

- 6 We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
- 6 We certify that we have provided all the information requested by REBIT in the format requested for. We also understand that REBIT has the exclusive right to reject this offer in case REBIT is of the opinion that the required information is not provided or is provided in a different format.

Dated this Day of2018
.....

(Signature) (In the capacity of)

Duly authorised to sign the Bid Response for and on behalf of:

.....
.....

(Name and address of Bidding Company)

Seal/Stamp of Bidder

Witness name:

.....

Witness address:

.....

Witness signature:

.....

10.5 Annexure E: Confirmation of Terms and Conditions

(On letterhead of the Bidder)

To

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

Dear Sir,

Sub: Request for Proposal for Implementation of Multifactor Authentication Solution Application at ReBIT

Further to our proposal dated _____, in response to the Request for Proposal for Implementation of Multifactor Authentication Solution Application (hereinafter referred to as “RFP”) issued by ReBIT. we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related addendums, other documents and if required including the changes made to the original bid documents issued by REBIT, provided that the only list of deviations has been furnished by us in the relevant Annex. These deviations are expressly accepted by REBIT and communicated to us in writing, shall form a valid and binding part of the aforesaid RFP document. REBIT is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and REBIT’s decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours faithfully,

Authorised Signatory

Designation

Bidder’s corporate name

10.6 Annexure F: Statement of Deviation from RFP

(On the letterhead of Bidder’s organisation)

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

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

Place:

Date:

Signature of Authorised signatory with seal to sign the Bid for and on behalf of

10.7 Annexure G: Bidder Undertaking

(On letterhead of the Bidder's Organisation)

Date:

From:

To

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

Dear Sir,

We, the undersigned, as Bidder, having examined the complete RFP document (along with its annexes), do hereby offer to produce, deliver, install, support and maintain Multifactor Authentication Solution Application in full conformity of your requirements as elaborated in above said RFP for the amounts mentioned by us in the Commercial Bid or such other sums as may be agreed to between us.

We hereby agree to all the terms and conditions stipulated in the RFP except for the variations and deviations of requirements as mentioned by us in the Compliance Statement, submitted along with our Technical Proposal.

We agree to abide by our Offer for a period of **6 months** from the date of last day of Bid submission and it shall remain binding on us for acceptance at any time before the expiration of this period.

We understand that you are not bound to accept the lowest or any bid you may receive.

We undertake, if our Bid is accepted, to provide Performance ReBIT Guarantee as per the prescribed format within the timescales stipulated in the RFP.

We undertake as a part of this contract for successful operation of the Multifactor Authentication Solution Application during the warranty and AMC period (if contracted).

Yours faithfully,

(Authorised Signatory)

In the capacity of _____

Duly authorised to sign the Bid for and on behalf of _____

10.8 Annexure H: Confidentiality and Non-Disclosure Agreement Undertaking

(Letterhead of the Bidder)

Strictly Private and Confidential

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

[Date]

[Salutation]

Confidentiality Undertaking

We acknowledge that during the course of bidding for Request for Proposal (RFP) floated for implementation of Multifactor Authentication Solution across designated departments of ReBIT, we shall have access to and be entrusted with Confidential Information. In this letter, the phrase "Confidential Information" shall mean any information (whether of a commercial, technical, scientific, operational, administrative, financial, marketing, business, or intellectual property nature or otherwise), whether oral or written, relating to REBIT and its business that is provided to us at any time before, during or after the implementation of Multifactor Authentication Solution.

In consideration of you making Confidential Information available to us, we agree to the terms set out below:

1. We shall treat all Confidential Information as strictly private and confidential and take all steps necessary (including but not limited to those required by this Agreement) to preserve such confidentiality.
2. We shall use the Confidential Information solely for the preparation of our response to the RFP and not for any other purpose.
3. We shall not disclose any Confidential Information to any other person other than as permitted by item 5 below.
4. We shall not disclose or divulge any of the Confidential Information to any other client of [name of product vendor / implementation partner].
5. This undertaking shall not prohibit disclosure of Confidential Information:

- To our partners/ directors and employees who need to know such Confidential Information to assist with the bidding for RFP floated for implementation of Multifactor Authentication Solution across ReBIT, with your prior written consent;
 - To the extent that such disclosure is required by law, in which case we undertake to duly notify you;
 - To the extent that such disclosure is required by any rule or requirement of any regulatory authority with which we are bound to comply, in which case we undertake to duly notify you; and
6. Upon your request we shall arrange delivery to you of all Confidential Information, and copies thereof, that is in documentary or other tangible form, except:
- For the purpose of a disclosure permitted by item 5 above, subject to your prior written consent; and
 - To the extent that we reasonably require to retain sufficient documentation that is necessary to support any advice, reports, or opinions that we may provide subject to your prior written consent.
7. This undertaking shall not apply to Confidential Information that:
- Is in the public domain at the time it is acquired by us;
 - Enters the public domain subsequent to our acquisition, otherwise than as a result of unauthorised disclosure by us; and
 - Is independently developed by us.
8. We warrant that we are acting as principal in this matter and not as agent or broker for any person;

Yours sincerely

Signature and Stamp of Company

[Authorised Signatory (same as signing the proposal) – Implementation Partner]

Name:

Position:

Date:

We have read this Agreement fully and confirm our agreement with its terms.

10.9 Annexure I: Self Declaration Relatives in ReBIT

(On letterhead of the Bidder)

We certify that below mentioned are the complete details of relatives of our employees working at REBIT

Sr. No.	Relationship with the employee (Mother/Father/Sister/Brother/Etc.)	Name of Relative	Designation	Department

10.10 Annexure J: Self-Declaration Sexual Harassment of Women

Self-Declaration Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013

(On letterhead of the Bidder)

Strictly Private and Confidential

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

[Date]

[Salutation]

Sub: Request for Proposal for Implementation of Multifactor Authentication Solution Application at ReBIT.

Further to our proposal dated....., in response to the Request for Proposal for Implementation of Multifactor Authentication Solution Application (hereinafter referred to as “RFP”) issued by Reserve Bank information technology Pvt Ltd (hereinafter referred to as “ReBIT”) we hereby covenant, warrant and confirm as follows:

1. Full compliance with the provisions of the “the sexual harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013”. In case of any complaint of sexual harassment against any of our employee within the premises of the ReBIT, the complaint will be filed before the Internal Complaints Committee constituted by the Bidder and the Bidder shall ensure appropriate action under said Act in respect to the complaint.
2. Any complaint of sexual harassment from any aggrieved employee of the Bidder against employee of the ReBIT shall be taken cognizance of by the Regional Complaints Committee constituted by the ReBIT.
3. The Bidder shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Bidder, for instance any monetary relief to ReBIT’s employee, if sexual violence by the employee of the Bidder is proved.

4. The Bidder shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.
5. The Bidder shall provide a complete and updated list of its employees who are deployed within the ReBIT's premises.

Yours faithfully,

Authorised Signatory

Designation

Bidder's corporate name

10.11 Annexure K: Minimum Eligibility Criteria

(On Bidders Organisation’s Letterhead)

The Bidder may note that the below criteria is of critical importance and non-adherence of the Bidders proposed solution to any would be lead to disqualification from further bidding process

Sr. NO	REQUIREMENTS	YES / NO	List of Documents Submitted
1	The Prime Bidder should be a Company registered under the Companies Act of India or LLP / firm registered under the respective Acts of India. The other entity should be a company registered under the Companies Act in India or equivalent		
2	The Bidder should have a positive net worth and profit (after tax and partner disbursements - applicable to partnership firms only) making company in each of the three (3) financial years, i.e. 2015- 16, 2016- 17 and 2017 - 18 (or Calendar year 2015, 2016 and 2017)		
3	Bidder should have completed at least 5 projects worth at least 1 Crore INR for Indian Clients.		
4	The Bidder(s) (SI and OEM) should not be currently blacklisted by any financial regulator in India (Self declaration)		
5	The Bidder is agreeable and capable for providing support for a minimum of 5 years after receipt of successful completion certificate of the project		

Authorized Signature

10.12 Annexure L: Work Plan Format

Detailed Work Plan (Project Plan) and Personnel Schedule

Serial No	Task	Weeks							
		1	2	3	4	5	6	7

The above plan should be provided for the entire duration of the implementation and should include all the areas in the scope that is:

- 1 Implementation of Multifactor Authentication Solution
- 2 Customization
- 3 Training
- 4 Roll-out and Implementation plan

The Bidder is expected to provide the details mentioned in the table below apart from the details project plan.

The details provided in this table should clearly match with the detailed project plan.

Sr No	Task	Calendar Months *
1		
2		
3		
4		

* The calendar months specified should indicate the actual calendar months taken to complete the task from issue of Purchase Order to the selected Bidder

NOTE:

The Bidder is expected to fill-up the above-mentioned table and not change any of the tasks mentioned above.

10.13 Annexure M: Proposed Team Profile

Sr No	Name of Proposed Project Manager/ Team leaders /Proposed Team members	Professional qualifications	Certifications / Accreditations	ReBITing Solutions expertise (Mention if he/she has worked in ReBITs earlier) In terms of years and areas of expertise	IT Expertise In terms of years and areas of expertise	Number of similar assignments involved In Public Sector Unit/ Public Sector ReBITs/ Large Government Department

Documentary proofs are to be enclosed to substantiate the claims made.

Place:

Date:

Seal and signature of the Bidder

10.14 Annexure N: Experience Details

(On letterhead of the Bidder)

**Part A
Experience of the Applicant of implementing a Multifactor Authentication Solution like solution**

Sr No	Sector	Name, Address and Contact details of the clients	Name /Description of the Product	Month and Year of the order	Period of Implementation		Period of Warranty / AMC	Remarks
					From	To		
1								
2								

10.15 Annexure O: Compliance Certificate Commercial Bid Form

Date:

To,

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

Nerul, Navi Mumbai – 400706

Dear Sir,

Subject: Tender dated _____ COMMERCIAL BID for the Implementation of Multifactor Authentication Solution at the ReBIT

Having examined the Tender Document, we, the undersigned, offer to supply, deliver, implement and commission ALL the items mentioned in the ‘Request for Proposal’ and the other schedules of requirements and services for your ReBIT in conformity with the said Tender Documents for a total bid price of: -----

Indian Rupees in words and figures.

We attach hereto the Tender Commercial Response as required by the Tender document, which constitutes our bid.

We undertake, if our Tender is accepted, to adhere to the implementation plan put forward in our Tender Response or such adjusted plan as may subsequently be mutually agreed between us and the ReBIT or its appointed representatives.

If our Tender Response is accepted, we will obtain a performance ReBIT guarantee in the format given in the Tender Document, issued by a scheduled commercial ReBIT in India, for a sum equivalent to 10% of the contract sum for the due performance of the contract.

We agree to abide by this Tender Response for a period of 180 days from the last day of bid submission and it shall remain binding upon us, until within this period a formal contract is prepared and executed, this Tender Response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and will initiate the formation of a separate contract in respect of maintenance and support services after expiry of the warranty period.

We agree that you are not bound to accept the lowest or any Tender Response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the goods/products specified in the Tender Response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company /firm/organization and empowered to sign this document as well as such other documents which may be required in this connection.

We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India including the "Prevention of Corruption Act 1988".

Dated this ____ Day of _____ 20XX

.....

In the capacity of

Duly authorised to sign the Tender Response for and on behalf of:

Seal/Stamp of Tenderer

Witness name:

Witness address:

Witness signature:

10.16 Annexure P: Commercial Bid Format

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)

Total Cost of the project (TCO) should be calculated in below format.

Point No.	Details	Warranty			AMC	
		Year 1 (A)	Year 2 (B)	Year 3 (C)	Year 4 (D)	Year 5 (E)
1	Hardware Cost (Server) + OS	Yes	Included in Year 1		AMC Cost	AMC Cost
2	Application/Software/subscription Cost for 50 Users	Yes	Yes	Yes	AMC Cost	AMC Cost
3	Implementation Cost (Please Provide The Cost Details)	Yes, (This Should be part of Year 1 (subscription Cost))	Not Required			
4	Training Cost	Yes	Not Required			
5	Support Cost (365*24*7) (Hardware + OS + Software)	Yes, (This Should be part of Year 1 (subscription Cost))	Yes, (This Should be part of Year 1 (subscription Cost))	Yes, (This Should be part of Year 2 (subscription Cost))	Yes, (This Should be part of Year 3 (subscription Cost))	Yes, (This Should be part of Year 4 (subscription Cost))
	TOTAL	Year 1 Total (Point 1+2+4)	Year 2 Total (Point 2)	Year 3 Total (Point 2)	Year 4 Total (Point 1+2)	Year 5 Total (Point 1+2)
	TCO	(A+B+C+D+E)				
	Incremental Licenses / Subscription cost					
	Application/Software/subscription Cost for 100 Users	YES	YES	YES	YES	YES
	Application/Software/subscription Cost for 200 Users	YES	YES	YES	YES	YES
	Application/Software/subscription Cost for 200 + Users	YES	YES	YES	YES	YES

Total cost of ownership (TCO): - It's a Project estimate intended to help buyers and bidder determine the direct and indirect costs,

TOC will be total cost of the project considering the application, Licenses & Hardware.

L1 bidder will be considered based on the unit cost of license including the hardware and all aspect of the project.

Note:

1. Second year and following years pay-out will be paid after adjusting the SLA Gaps and penalties (if any). Renewal from second year onwards will be considered based on successful implementation of the solution without any pending issues.
2. Cost for license will be paid to the successful bidder on yearly basis as per

above mentioned cost sheet.

Total Cost of Ownership 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 RFP 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

