



**Supply, Implementation, Maintenance and Support of
Data Loss Prevention Solution**

Expression of Interest (EOI)

(02 December 2020)
EOI: ReBIT/2020/CPO/018

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**Reserve Bank Information Technology Pvt. Ltd.
502, Building No 1, Mindspace Juinagar, Nerul, Navi Mumbai – 400706**

Disclaimers and Disclosures

ReBIT has prepared this document to give background information to interested parties for participating in the EOI process for Supply, Implementation, Maintenance and Support of “Data Loss Prevention Solution” at our office located at Unit 502, Building No 1, Mindspace Juinagar, Nerul, Navi Mumbai – 400706. While ReBIT has taken due care in the preparation of this EOI document and believes 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 an EOI. 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’s requirements at any point of time. ReBIT reserves the right not to proceed with the project, to alter the Schedule of Events 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.

This EOI is neither an offer from ReBIT nor does it constitute any binding obligation or commitment on ReBIT. This EOI 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 EOI 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 EOI, are to their own account and ReBIT will not be liable in this respect whatsoever. No reimbursement of cost of any type will be paid to persons or entities proposing a solution.

The proposal in response to EOI 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 bid. All pages of the bid documents are to be signed by the authorized signatory.

Please note that 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 EOI issued by ReBIT is not authorized. Any clarification sought can be mailed to email address specified in the data sheet included in this document. All clarifications sought should be concluded prior to the last date of submission of queries specified in the data sheet.

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.

Schedule of Events

EOI inviting authority	Reserve Bank Information Technology Pvt. Ltd. (ReBIT)
EOI reference number	EOI: ReBIT/2020/CPO/018
Purpose of EOI	Selection of Prospective Bidders for the Supply, Implementation, Maintenance and Support of Data Loss Prevention Solution for ReBIT
Method of selection	Based on Evaluation Criteria indicated in the EOI
Availability of EOI documents	02-December-2020 EOI document shall be available on the ReBIT websites (URL: https://rebit.org.in/procurement) and CPPP e-procurement portal (URL: https://eprocure.gov.in/eprocure/app) Bidder shall refer Annexure - Z Instructions to Bidder for Online Bid Submission
Last date and time for submission of pre-bid queries	07-December-2020 upto 16:00 Hrs Queries should be submitted in the format prescribed in this RFP and sent to procurement@rebit.org.in along with NDA
Pre-bid meeting	09-December-2020 at 16:00 Hrs Through Video conferencing. The video conferencing link will be shared with those bidders who are interested to participate in the meeting. The bidders who are interested to participate in the pre-bid meeting are requested to send an e-mail request for the same with their details at procurement@rebit.org.in along with their queries, if any, as per the last date and time specified above for submission of the pre-bid queries.
Date of communication of responses to pre-bid queries, addendum / corrigendum, if any	11-December-2020 through ReBIT's website (URL: https://rebit.org.in/procurement) and CPPP e-procurement portal (URL: https://eprocure.gov.in/eprocure/app)
Last date and time for submission of EOI (on or before)	23-December-2020 upto 15:00 Hrs through CPP Portal : (https://eprocure.gov.in/eprocure/app)
Opening of EOI	24-December-2020 at 16:00 Hrs through CPP Portal : (https://eprocure.gov.in/eprocure/app)
Name and address for communication	Head CPO (Centralised Procurement Office), Reserve Bank Information Technology Private Limited, 502, Building No 1, Mindspace Juinagar, Nerul, Navi Mumbai – 400706 Email: procurement@rebit.org.in

Purpose

1. The Reserve Bank Information Technology Pvt. Ltd. hereinafter also referred to as 'ReBIT', issues this Expression of Interest, hereinafter called 'EOI'.
2. ReBIT proposes for the Supply, Implementation, Maintenance and Support of Data Loss Prevention Solution and issues this Expression of Interest (EOI) for inviting responses from prospective bidders to express their interest for the aforementioned purpose.
3. Data Loss Prevention Solution hereinafter also referred as 'DLPS'.
4. This EOI does a fair amount of detailing of the requirements to enable quality and detailed responses. However, these requirements are subject to modification/addition/deletion and the final specifications will only be prescribed in the Request For Proposal (RFP). Respondents are encouraged to give additional suggestions and alternative designs and approaches in their response.
5. A vendor submitting a response to EOI for Supply, Implementation, Maintenance and Support of DLPS shall hereinafter be referred to as 'respondent' or 'bidder'.
6. This EOI document is neither an offer letter nor a legal contract, but an invitation for Expression of Interest.
7. No contractual obligation on behalf of the ReBIT whatsoever shall arise from this EOI.
8. ReBIT subsequently shall be floating a Request for Proposal (RFP) to those bidders who qualify in EOI process for selection of bidder for its development and implementation. The said RFP will be broadly covering the existing systems and processes, scope of work for the bidder which gives an overview of the entire project.
9. EOI and RFP for DLPS will be treated under process unless and until a formal contract is signed and executed by duly authorized officers of the ReBIT and the selected respondent / bidder.

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1. About ReBIT

Reserve Bank Information Technology Private Limited (ReBIT) has been set up by the Reserve Bank of India (RBI), to take care of the IT requirements, including the cyber security needs of the Reserve Bank and its regulated entities. ReBIT will act as a catalyst for innovation, big systems and new ideas apart from having the capability to guide the regulated entities in the IT areas of their operations as also for ReBIT's IT related functions and initiatives. Given the need for interoperability and cross-institutional cooperation, ReBIT will effectively participate in setting up of standards to strengthen Reserve Bank's role as regulator. ReBIT is a 100% wholly owned subsidiary of the RBI.

2. Objectives of the EOI

ReBIT issues this Expression of Interest (EOI) for inviting responses from prospective bidders to express their interest for Supply, Design, Implementation, Maintenance and Support of Data Loss Prevention Solution to meet its Security objective for a period of five years. The selection process consists of selecting the prospective bidders qualifying the minimum eligibility criteria for proposed solution. ReBIT subsequently shall be floating a Request for Proposal (RFP) to such qualified bidders for selection of bidder for supply, implementation, maintenance and support of DLPS.

3. Invitation of EOI

This EOI is an invitation for responses from eligible bidders. No contractual obligation on behalf of ReBIT whatsoever shall arise from the EOI process unless and until a formal contract is signed & executed by duly authorized official of ReBIT and the successful Bidder.

Bidder(s) are expected to examine all instructions, forms, terms, specifications, and other information in the EOI document. Failure to furnish any information required by the EOI document or to submit a bid not substantially responsive to the EOI document in every respect will be at the Bidder's risk and shall result in the rejection of their bid. The procedure and terms & conditions for submission of bid are enumerated in this EOI.

The Document can be downloaded from ReBIT's Website: <https://rebit.org.in/procurement>

This EOI is also published on Central Public Procurement Portal (www.eprocure.gov.in). The Bidders are required to submit soft copies of their Bids electronically to the CPP Portal using valid Digital Signature Certificates. Instructions for online bid submission is provided in Annexure Z, also, more useful information for submitting online Bids on the CPP Portal may be obtained at <https://eprocure.gov.in/eprocure/app>.

Bidders are required to enrol on the e-procurement module of the CPP Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online Bidder Enrolment". Enrolment on the CPP Portal is free of charge.

The Bidders shall submit their pre-qualification Bids in the standard formats prescribed in this EOI at www.eprocure.gov.in. The Bidders should upload the scanned copies of all relevant certificates, documents etc. on www.eprocure.gov.in in support of their pre-qualification Bid. The Bidder should sign on all statements, documents etc. uploaded by them owning responsibility for their authenticity. Bids must be submitted online by the last date and time indicated in the "Schedule of Events".

4. Scope of Work

Scope of this EOI is to select a system Integrator (SI) with appropriate recommendation from an Original Equipment manufacturer (OEM) for the purpose of Supply, Designing, Sizing, Implementation and Maintaining of the DLP solution for the period of 5 Years with ReBIT.

ReBIT already has an existing solution and hence the scope would also include migrating the existing policies from the previous system to the proposed solution. This EOI is drafted with the intention of allowing the interested SI and OEMs to understand ReBIT's requirements. ReBIT intends to float a detailed RFP to selected SI's who meet the minimum eligibility criteria as specified in the last section.

The high level requirements expected in each of the above stages is specified below.

4.1 Supply

SI in consultation with the OEM is expected to provide complete on premise DLP solution which will be required to detect and prevent information/data leakage from all possible egress channels such as endpoints, emails, web channel, and hard copies in the form of print. The solution proposed should cater for 400 user systems to start with and should be able to scale up when required.

The proposal will also be required to contain details of any associated databases and its costs in the commercial bid along with DLP solution.

4.2 Delivery

Once the contract is awarded, SI in consultation with the OEM will be required to deliver, implement and maintain the complete DLP solution as per time line agreed during the RFP stage. Purchase order will be issued to the selected SI who meets the minimum eligibility criteria, technical specification and other terms and conditions as mentioned in the RFP.

4.3 Design

Vendor has to recommend which component of the proposed DLP solution should fit into what network zone as per best industry practices considering the organizational business requirements. Vendor will also be required to share hardware, software and architecture diagram as part of the solution..

4.4 Implementation

Considering ReBIT already has an existing DLP solution, ReBIT will provide hardware and operating systems to the SI. The SI in consultation with the OEM is expected to suggest if the existing hardware is suitable for the solution proposed with technical justifications and if not, recommend / provide additional hardware to meet the overall requirements of the solution. The SI is expected to co-ordinate all the activities relating to provisioning and implementation of the solution which will include:

- I. Policy Designing, Data Classification, Fine Tuning, installation, configuration and commissioning of the entire DLP solution.
- II. Installation and configuration of Agents on the end points for the DLP Solution in line with the policy.

- III. Assignment of a project manager to coordinate the implementation of the proposed solution and ensure appropriate handover to the SI's operational team within the stipulated SLA

Considering, ReBIT already have DLP solution deployed and intend to migrate existing data/ configuration/policies to new DLP solution the SI should be able to migrate existing data to new set up and utilize the existing or alternatively propose appropriate Sizing of additional hardware components which need to be added to augment the existing hardware. Such recommendation will be given in consultation and endorsement of the OEM. The hardware and software licenses proposed in the solution will be procured in the name of ReBIT and will remain a property of ReBIT over the course of the contract and thereafter.

4.5 Maintenance & Support

The SI will be responsible to provide maintenance and support services for the period of contract. ReBIT as per their infosec policy, will not provide remote access of their infrastructure to fix issues remotely, hence the SI will be expected to send engineer on site at the ReBIT office in Juinagar to fix any technical issues.

It will be the responsibility of SI to have strong backing of OEM support to seek extended support in cases wherever required and ensure all issues are addressed within the stipulated time line as per SLA defined in the RFP.

The SI will also be responsible to provide and install patches/ updates/ version upgrades of all software including any major or minor releases. The downtime resulting in such upgrades should not exceed the allowable downtime as mentioned in the RFP.

4.6 Training / Documentation

Provide training to ReBIT admin(s) and security operation team for effective management of solution and incident response.

Create and provide all necessary documents related to deployment architecture, admin guide, incident management.

Also provide necessary awareness to users and IT team for managing infrastructure associated DLP solution.

5. Instructions for EOI Submission

1. This EOI process shall be administered through the e-procurement portal specified in Schedule of Events.
2. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>), if not done earlier. The detailed instructions are provided at Annexure - Z.
3. All the necessary documents requested in the EOI shall be uploaded in the CPP portal.
4. The authorised signatory representing the Bidder shall digitally sign all proposal documents uploaded on the e-procurement portal.
5. The Bidder, after submitting its response, is permitted to withdraw/alter/modify their response so long such withdrawal/alterations/ modification are before the cut-off date and time of submission of bids. Any withdrawal/amendment/modification request received after the prescribed date and time of receipt of tenders will not be considered.
6. ReBIT reserves the right to resort to re-tendering without providing any reason whatsoever.

- ReBIT shall not incur any liability on account of such rejection.
7. ReBIT further reserves the right to reject any or all offers based on its own evaluation of the offers received, or based on stability, capabilities, track records, reputation among users and other similar features of a Bidder.
 8. ReBIT reserves the right to disqualify the Bidder/(s), if Bidder/(s) have not completed any project successfully in ReBIT in stipulated time i.e. Supply, Installation, Setup, Implementation etc in the past or having poor performance record.
 9. ReBIT reserves the right to modify any terms, conditions or specifications of RFP before date and time of submission of bids. Bidder must submit bid documents as per the changes/modifications while submitting the bid. Notification of amendments/corrigendum will be made available on the ReBIT's website (<https://rebit.org.in/procurement>) along with the CPP Portal and will be binding on all Bidders and no separate communication will be issued.
 10. ReBIT, at its discretion, may extend the deadline for a reasonable period as decided by ReBIT for the submission of bids.
 11. Bids received after cut-off date and time will not be considered.

5.1 Cost of Bidding

The Bidder shall bear all the costs associated with the preparation and submission of its bid and ReBIT will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process

5.2 Language of Bidding

The language of the bid response, supporting documents and any communication with ReBIT must be in written English only

5.3 Amendment in EOI Documents

Prior to the last date for bid-submission, ReBIT may, for any reason, whether at its own initiative or in response to clarification(s) sought from the prospective Bidders, modify the EOI contents/ covenants by amendment. Clarification /amendment, if any, will be notified on ReBIT's website and CPP Portal. No individual communication would be made in this respect. In order to provide Bidders reasonable time to take the amendment into account for preparing their bid, the ReBIT may, at its discretion, extend the last date of submission of bids.

5.4 Authorization to Bid

The bid being submitted would be binding on the Bidder. As such, it is necessary that authorized signatory of the firm or organization sign the bid documents. The signatory should be either CEO or authorised by the CEO or the Board of the organization.

1. All pages of the bid shall be initialled by the person or persons signing the bid.
2. Bid form shall be signed in full & official seal affixed.
3. Any inter-lineation, erasure or overwriting shall be valid only if they are initialled by the person or persons signing the Bid.
4. All such initials shall be supported by a rubber stamp impression / digital signature of the Bidder's firm.

The proposal must be accompanied with an undertaking letter duly signed by the designated personnel providing a bid commitment. The letter should also indicate the complete name and designation of the designated personnel.

5.5 Pre-Bid Meeting

For the purpose of clarifications of doubts of the Bidders on issues related to the EOI, ReBIT intends to hold a pre-bid meeting on the date & time as indicated in the EOI. It may be noted that no query of any Bidder shall be entertained / received after the mentioned date. Queries raised by the prospective Bidder(s) and ReBIT's response will be available at ReBIT website and CPP Portal. Only authorized representative of Bidder(s) (maximum two) will be allowed to attend the Pre-bid meeting.

Any modification of the EOI, which may become necessary as a result of the Pre-bid meeting will be made available by ReBIT exclusively through the issue of a Corrigendum which will be published on ReBIT's website www.rebit.org.in/procurement and CPP Portal.

One or more pre-bid conferences may be held for clarifying issues/clearing doubts (if any), about the specifications and other allied technical details of the equipment, product and services projected in the EOI document and for ensuring that the technical requirements provide a level playing field. The date, time and place of the pre-bid conference will be as indicated in the RFP document.

ReBIT shall not be obligated to respond to any or all of the queries. ReBIT may, at its sole discretion, choose to send responses to the pre-bid queries and / or corrigendum through email or any other means.

5.6 Submission of EOI

1. Only those Bidders who meet Eligibility Criteria given in the **Annexure - C** may submit their EOI.
2. Either the SI on behalf of the OEM or the OEM itself can bid, but both cannot bid simultaneously for the same product.
3. One OEM can bid with One (1) SI.
4. One bidder can bid only with a single OEM for the EOI. Bids from the same bidder proposing multiple OEMs will not be considered.
5. An bidder can only propose a solution or product which has been already implemented by the bidder adhering to the scope of work mentioned in EOI.
6. Bidder to submit documentary evidence such as:
 - Satisfaction/ credential letter from the client clearly stating the scope of work and project value.
 - Completion letter from the client indicating the scope of work executed by the Bidder and the project value OR
 - Contract copy between the Bidder and its client and documentary evidence proving project value.
7. The onus of proving the credentials via documentary evidence will fall on the Bidder.
8. In case, the Bidder is unable to provide any of the above, it will be the ReBIT's discretion to evaluate the claim in this regard. Only completed assignments will be evaluated. Projects under implementation or not completed for any reason will not be evaluated
9. The bidder should provide proper authentication from the manufacturer/OEM as per the format given in Annexure M of the EOI. Bids without proper authentication from the manufacturer/OEM shall be treated as incomplete and shall be rejected.
10. The Bidder/Bidder should submit its Organizational / Financial profile in the format

given in Annexure B.

11. The following documents along with the documents mentioned in Section 7 should be submitted as part of the EOI:-

- I. Annexure A - Letter of Application for EOI for DLPS.
- II. Annexure B – Bidder’s Profile Format with supporting documents.
- III. Annexure C – Minimum Eligibility Criteria with supporting documents.
- IV. Annexure E – Declaration for Compliance
- V. Annexure F – Undertaking by Bidder
- VI. Annexure G – Confidentiality / Non-Disclosure Agreement
- VII. Annexure H – Reference Site Details
- VIII. Annexure I – EOI Query Format
- IX. Annexure J - Confirmation of Terms and Conditions
- X. Annexure K - Self Declaration Relatives in ReBIT
- XI. Annexure L - Self Declaration Sexual Harassment
- XII. Annexure M – Manufacturer’s Authorisation Form

5.7 Evaluation of EOI

Evaluation of the responses received against this EOI shall be evaluated as per the minimum eligibility criteria and terms and conditions of this EOI.

The ReBIT may disqualify any Bidder who does not meet any of the mentioned bidding parameters from the bidding process.

However, it is the ReBIT discretion to ask for any additional documents, inputs or proof of concepts at later point of time for the purpose of bidder evaluation.

ReBIT subsequently shall be floating a Request for Proposal (RFP) to those bidders who qualify in EOI process for selection of bidder for the deployment and implementation of DLPS after signing a Non-Disclosure Agreement with the ReBIT in a specific format.

6. Rejection of EOI

The Bid is liable to be rejected if:

1. The document does not bear signature of authorized person in each page and duly stamp.
2. It is received after expiry of the due date and time stipulated for Bid submission.
3. Incomplete Bids, including non-submission or non-furnishing of requisite documents/ Conditional Bids/Bids not conforming to the terms and conditions stipulated in this EOI are liable for rejection by ReBIT.
4. It is evasive or contains incorrect information.
5. Any form of canvassing / lobbying /influence/ query regarding short listing, status etc. will be a disqualification.
6. Bidder should comply with all the points mentioned in the scope of work. Non-compliance of any point will lead to rejection of the bid.
7. Purchaser shall justify rejection of tenders; all bids may be rejected when none of the bids are substantially responsive.

7. Annexure:

#	Annexure	DLPS EOI Reference & Summary
1	Annexure A	Annexure A - Letter of Application
2	Annexure B	Annexure B - Bidder's Profile Format
3	Annexure C	Annexure C - Eligibility Criteria
5	Annexure E	Annexure E - Declaration for Compliance
6	Annexure F	Annexure F - Undertaking by Bidder
7	Annexure G	Annexure G - Confidentiality / Non-Disclosure Agreement
8	Annexure H	Annexure H - Reference Site Details
9	Annexure I	Annexure I - EOI Query Format
10	Annexure J	Annexure J - Confirmation to Terms & Conditions
11	Annexure K	Annexure K - Self Declaration Relatives in ReBIT
12	Annexure L	Annexure L - Self Declaration Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013
13	Annexure M	Annexure M - Manufacturer's Authorization Form
14	Annexure N	Annexure Z - Instructions for Online Bid Submission

Annexure A - Letter of Application
(Letter to ReBIT on the bidder's letterhead)

To,

The CEO,
Reserve Bank Information Technology Pvt. Ltd.
502, Building No 1, Mindspace Juinagar, Nerul,
Navi Mumbai - 400706

Dear Sir,

Sub: Expression of Interest (EOI) for Supply, Implementation, Maintenance & Support of Data Loss Prevention Solution.

With reference to the above subject, having examined and understood the instructions, terms and conditions forming part of it, we hereby express interest for the desired solution as detailed in your above referred EOI.

We further confirm that we have reviewed and fully understood all the eligibility criteria / qualification requirements and information provided, and our proposal is in conformity with the terms and conditions as mentioned in the EOI.

The following documents as per the requirements of EOI are enclosed for your consideration.

- I. Annexure A - Letter of Application for EOI for DLPS.
- II. Annexure B - Bidder's Profile Format with supporting documents.
- III. Annexure C - Minimum Eligibility Criteria with supporting documents.
- IV. Annexure E - Declaration for Compliance
- V. Annexure F - Undertaking by Bidder
- VI. Annexure G - Confidentiality / Non-Disclosure Agreement
- VII. Annexure H - Reference Site Details
- VIII. Annexure I - EOI Query Format
- IX. Annexure J - Confirmation of Terms and Conditions
- X. Annexure K - Self Declaration Relatives in ReBIT
- XI. Annexure L - Self Declaration Sexual Harassment
- XII. Annexure M - Manufacturer's Authorisation Form

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

Yours faithfully,

For _____

Signature _____

Name _____

Authorized Signatories

(Name & Designation, seal of the firm)

Date:

Annexure B – Bidder’s Profile Format
(On the bidder’s letterhead)

#	Parameters	Response	
1	Name of the Firm/Company		
2	Year of Incorporation in India		
3	Names of the Partners/Directors		
4	Name and Address of the Principal Banker		
5	Addresses of Firm/Company		
	a) Head Office		
	b) Local Office in Mumbai (if any)		
6	Authorized Contact person		
	a) Name and Designation		
	b) Telephone number/Mobile No.		
	c) E-mail ID.		
7	Financial parameters		
	Business Results (last four years)	Annual Turnover (₹ In Crores)	Profit After Tax (₹ In Crores)
	2019-2020		
	2018-2019		
	2017-2018		
	2016-2017		
	(Only company figures need to be mentioned. Not to include group/subsidiary Company figures)	(Mention the above amount in ₹ only)	

N.B. Enclose copies of Audited Balance Sheet along with enclosures.

Dated this..... Day of 2020

(Signature)

(In the capacity of)

Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder)

Annexure C – Eligibility Criteria

#	Pre-Qualification Criteria	Compliance (Yes/No)	Detail Of Proof Attached
1	The bidder should be a company registered in India as per Company Act 1956 /2013 or a partnership firm / a Limited Liability Partnership company under the Limited Liability Partnership Act 2008 in India and should be in existence for atleast 5 years.		i. Copy of the Partnership deed/ Bye Law / Certificate of Incorporation issued by Registrar of Companies along with Memorandum & Articles of Association and full address of the registered office. ii. GST Registration Number.
2	Bidder should have average annual turnover of ₹50.00 Crore during the last three financial years (2017-18, 2018-19 & 2019-20). This must be the individual company turnover and not that of any group of companies. In case the Bidder is unable to provide audited reports / CA certified reports for the year 2019-20, the Bidder shall provide audited reports of 2016-17 and un-audited reports of 2019-20. In such a case, the bidder should have average annual turnover of ₹50.00 Crore during the three financial years (2016-17, 2017-18, & 2018-19)		Copies of the audited balance sheet and Profit/Loss statement of the firm are to be submitted
3	The bidder should have positive PAT (Profit after Tax) in the last three financial years, (2017-2018, 2018-2019 & 2019-2020). In case the Bidder is unable to provide audited reports / CA certified reports for the year 2019-20, the Bidder shall provide audited reports of 2016-17 and un-audited reports of 2019-20. In such a case, the bidder should have PAT (Profit after Tax) in the financial years 2016-17, 2017-18, & 2018-19		Copies of the audited balance sheet and Profit/Loss statement of the firm is to be submitted
4	The Bidder should be OEM or Original Solution Developer (OSD) or their authorized partners or Service Provider (SP) or System Integrator (SI) of OEM/OSD in India with autorisation to Supply, Implement, Maintenance and Support of DLP Solution in accordance to this EOI requirements.		The Bidder needs to provide Manufacturer Authorization Form (MAF) as per Annexure M from OEM stating that the Bidder is authorized partner of OEM and authorized to participate in this EOI and in case the Bidder is not able to perform obligations as per contract during the contract period, contracted services will be provided by OEM within the stipulated time.

5	The Bidder should have deployed DLP solution to a minimum three organizations in the BFSI / Any other Sector. At least One of the deployments should be covering all the above stages required by ReBIT such as Supply, design, implementation, maintenance and training.		Address and Contact details should be submitted along with customer references for support provided in the last 5 years.
6	DLP solution deployed by the Bidder should be for minimum 500 or more user systems.		The Bidder shall provide the required document proof in the form of purchase order, go-live certificate for delivered and installed projects
7	The Bidder should have deployed DLP solution which have covered all data egress channel (such as endpoints, email, web upload, cloud storage and FTP etc.) at three BFSI companies/government agency		The Bidder shall provide the required document proof with detailed scope of work, features.
8	DLP solution proposed by Bidder should be widely accepted across the industry and available in the market from last five years.		The Bidder shall provide the required document proof in the form of purchase order, go-live certificate for delivered and installed projects from the client.
9	The Bidder should have minimum three certified DLP technical analysts.		The Bidder shall provide the required documentary proof with proposal.
10	The solution should appear in latest Gartner / Forrester or any other reputed analytics report for Data Loss Prevention.		Latest Gartner / Forrester or any other reputed analytics report for DLP
11	Bidder should not be currently blacklisted from any of the government, semi government institutions, public/private companies etc. in India and abroad.		Undertaking on bidder's letterhead as per Annexure H to be submitted by the bidder
12	There should not be any court case or insolvency proceedings pending against the bidder. If such an action exists and the Bidder considers that it affects its ability to deliver the requirements as per the Tender, it shall provide details of the case /action(s).		Undertaking is required on bidder's letter head.

Place :
Date:

Authorized Signatory

Name & Designation
Business Address & email id

Annexure E - Declaration for Compliance

All Terms and Conditions including scope of work except technical specifications

We hereby undertake and agree to abide by all the terms and conditions stipulated by the ReBIT in this EOI including all addendum, corrigendum etc. (Any deviation may result in disqualification of bids).

Signature:

Name:

Date:

Seal of company:

Technical Specification

We certify that the systems/services offered by us for tender confirms to the specifications stipulated by you with the following deviations

List of deviations

1. -----
2. -----
3. -----
4. -----

Signature:

Name:

Date:

Seal of company:

(If left blank it will be construed that there is no deviation from the specifications given above)

Annexure F – Undertaking by Bidder
(To be submitted by all Bidders’ on their letter head)

To,

The CEO,
Reserve Bank Information Technology Pvt. Ltd.
502, Building No 1, Mindspace Juinagar, Nerul,
Navi Mumbai – 400706

We _____ (bidder name), hereby undertake that -

1. As on date of submission of tender, we are not blacklisted by the Central Government / any of the State Governments / PSUs in India or any Financial Institution of India
2. We also undertake that; we are not involved in any legal case that may affect the solvency / existence of our firm or in any other way that may affect capability to provide / continue the services to ReBIT.

Yours faithfully,

Authorized Signatories

(Name, Designation and Seal of the Company)

Date:

Place:

Annexure G – Confidentiality / Non-Disclosure Agreement

This NON-DISCLOSURE AGREEMENT (“Agreement”) is made at, Navi Mumbai on this the _____ (the “Effective Date”)

BY AND BETWEEN:

(1) Reserve Bank Information Technology Private Limited, a company incorporated under the Companies Act, 2013, having its corporate office at (Hereinafter referred to as “ReBIT”, which expression shall, unless repugnant to the context or meaning thereof, be deemed to mean and include its successors and assigns).

AND

(2)

.....
.....
.....
(hereinafter referred to as “Counterparty”, which expression shall, unless repugnant to the context or meaning thereof, be deemed to mean and include its successors and assigns)

(ReBIT and the Counterparty shall hereinafter be referred to, individually, as the “Party” and collectively, as the “Parties”)

Background:

- i) The Parties are, or will be, evaluating, discussing and negotiating a potential contractual relationship concerning the “.....” (the “Project”).
- ii) The Parties may, in these evaluations, discussions and negotiations, disclose to each other information that is technically and /or commercially confidential or proprietary in nature.
- iii) The Parties have agreed that disclosure and use of such technical and/or commercial confidential/proprietary information shall be made and, on the terms, and conditions of this Agreement.

Now it is agreed hereby as follows:

1. Definitions:

In this Agreement the following terms shall, unless the context otherwise requires, have the following meanings:

1.1 ‘Disclosing Party’ means the Party disclosing Confidential Information to the other Party under this Agreement.

1.2 ‘Receiving Party’ means the Party receiving Confidential Information from the other Party under this Agreement.

1.3 ‘Confidential Information’ means any information, which shall include but not be limited to, design, fabrication, assembly drawings, know-how, processes, product specifications, raw materials, trade secrets, market opportunities or business or financial affairs of the Parties, their parent companies or their customers, product samples, inventions, concepts, any other

technical and/or commercial information and any information which by its very nature is deemed to be confidential and/or proprietary, disclosed directly or indirectly and in any form whatsoever (including, but not limited to, disclosure made in writing, orally or in the form of samples, models, computer programs, drawings or other instruments) furnished by the Disclosing Party to the Receiving Party under this Agreement.

1.3.1 Such Confidential Information shall also include but shall not be limited to:

1.3.1.1 Information disclosed by the Disclosing Party in writing marked as confidential at the time of disclosure;

1.3.1.2 Information disclosed by the Disclosing Party orally which is slated to be confidential at the time of disclosure;

1.3.1.3 Information disclosed in any other manner designated in writing as confidential information at the time of disclosure; or

1.3.1.4 Notwithstanding sub-clauses 1.3.1.1, 1.3.1.2 and 1.3.1.3 of this definition, any information whose nature makes it obvious that it is confidential.

1.3.2 Such Confidential Information shall not include any information which:

1.3.2.1 Is, at the time of disclosure, publicly known; or

1.3.2.2 Becomes at a later date, publicly available otherwise than by a wrongful act or negligence or breach of this Agreement of or by the Receiving Party; or

1.3.2.3 the Receiving Party can demonstrate by its written records that such information was in its possession, or known to the Receiving Party, before receipt under this Agreement, and which was not previously acquired under an obligation of confidentiality; or

1.3.2.4 is legitimately obtained at any time by the Receiving Party from a third party without restrictions in respect of disclosure or use; or

1.3.2.5 The Receiving Party can demonstrate to the satisfaction of the Disclosing Party, that such information has been developed independently by the Receiving Party and without access/reference to the Confidential Information.

1.4 'Purpose' means the evaluations, discussions, negotiations and execution regarding a contractual relationship between the Parties in respect of the Project defined in paragraph (i) of the Background section.

1.5 'Affiliate' means any legal entity which, at the time of disclosure to/by it, of any Confidential Information, is directly or indirectly controlling, controlled by or under common control with any of the Parties.

1.6 'Contemplated Agreement' means any future legally binding definitive agreement between the Parties in respect of the Project envisaged under this Agreement.

2. Non-Disclosure of Confidential Information:

2.1 In consideration of the disclosure of Confidential Information by the Disclosing Party to the Receiving Party solely for the Purpose, the Receiving Party undertakes by itself and for its successors and heirs, not to disclose Confidential Information to any third party, unless in accordance with Clause 4.

2.2 In addition to the undertaking in Clause 2.1, the Receiving Party shall be liable for:

2.2.1 Any loss, theft or other inadvertent disclosure of Confidential Information, and

2.2.2 any unauthorized disclosure of Confidential Information by persons (including, but not limited to, present and former employees) or entities to whom the Receiving Party under this Agreement has the right to disclose Confidential Information, except where, the Receiving Party has used the same degree of care in safeguarding such Confidential Information as it uses for its own Confidential Information of like importance and in no event less than a reasonable degree of care; and upon becoming aware of such inadvertent or unauthorized disclosure the Receiving Party has promptly notified the Disclosing Party thereof and taken all reasonable measures to mitigate the effects of such disclosure and to prevent further disclosure.

2.3 The Receiving Party understands and agrees that:

2.3.1 Any information known only to a few people to whom it might be of commercial interest and not generally known to the public is not public knowledge;

2.3.2 A combination of two or more parts of the Confidential Information is not public knowledge merely because each part is separately available to the public.

2.4 The Receiving Party acknowledges the technical, commercial and strategic value of the Confidential Information to the Disclosing Party and understands that unauthorized disclosure of such Confidential Information will be against the interests of the Disclosing Party.

3. Use of Confidential Information:

The Receiving Party is entitled to use the Confidential Information only for the Purpose.

On completion of the Project, the Receiving party will delete all the data and information with written confirmation to the Disclosing Party.

4. Permitted Disclosure of Confidential Information:

4.1 The Receiving Party may disclose in confidence Confidential Information to any of its Affiliates and employees strictly on a need-to-know basis, in which event the Affiliate and employee shall be entitled to use the Confidential Information but only to the same extent the Receiving Party is permitted to do so under this Agreement. The Receiving Party agrees that such Affiliates or employees are subject to confidentiality obligations no less restrictive than those of this Agreement.

4.2 The Receiving Party shall limit the dissemination of Confidential Information to its Affiliates and employees having a need to receive such information to carry out the Purpose.

4.3 The Receiving Party may disclose Confidential Information to its consultants, contractors, sub-contractors, agents or similar persons and entities having a need to receive such information to carry out the Purpose on the prior written consent of the Disclosing Party. In the event that the Disclosing Party gives such consents, the Receiving Party agrees that such individuals are subject to confidentiality obligations no less restrictive than those of this Agreement.

4.4 Notwithstanding Clause 2.1, the Receiving Party shall not be prevented from disclosing Confidential Information, where (i) such disclosure is in response to a valid order of a court or any other governmental body having jurisdiction over this Agreement; or (ii) such disclosure is

otherwise required by law, provided that the Receiving Party, to the extent reasonably possible and legally permissible, has first given prior written notice to the Disclosing Party and made reasonable efforts to protect the Confidential Information in connection with such disclosure.

5. Copying and Return of Furnished Instruments:

5.1 The Receiving Party shall not be entitled to copy samples, models, computer programs, drawings, documents or other instruments furnished by the Disclosing Party hereunder and containing Confidential Information, unless and to the extent it is necessary for the Purpose.

5.2 All samples, models, computer programs, drawings, documents and other instruments furnished hereunder and containing Confidential Information shall remain the Disclosing Party's property.

5.3 At any time upon request from the Disclosing Party or upon the conclusion of the Purpose or expiry of this Agreement, the Receiving Party, at its own cost, will return or procure the return, promptly and in any event within 14 days of receipt of such request, conclusion or expiry (as applicable), of each and every copy of Confidential Information given by the Disclosing Party, and satisfy the Disclosing Party that it no longer holds any further Confidential Information.

6.0 Non-Disclosure of Negotiations:

Except as provided in Clause 4, each Party agrees that it will not, without the other Party's prior written approval, disclose to any third party the fact that the Parties are discussing the Project. The Parties acknowledge that the provisions of this Agreement shall apply in respect of the content of any such discussions. The undertaking set forth in this Clause 7 shall survive the termination/expiry of this Agreement.

7. Term and Termination:

7.1 This Agreement shall become effective on the Effective Date. The provisions of this Agreement shall however apply retrospectively to any Confidential Information, which may have been disclosed in connection with discussions and negotiations regarding the Project prior to the Effective Date.

7.2 This Agreement shall remain in force for five (5) years from the Effective Date, except to the extent this Agreement is superseded by stipulations of the Contemplated Agreement.

7.3 The rights and obligations of each Party with respect to all Confidential Information of the other Party that is received under this Agreement shall remain in effect for a period of five (5) years from the date of disclosure of Confidential Information.

8. Intellectual Property Rights:

All Confidential Information disclosed herein shall remain the sole property of the Disclosing Party and the Receiving Party shall obtain no right thereto of any kind by reason of this Agreement.

9. Future Agreements:

Nothing in this Agreement shall obligate either Party to enter into any further agreements.

10. Amendments:

Any amendment to this Agreement shall be agreed to in writing by both the Parties and shall refer to this Agreement.

11. Severance:

If any term or provision in this Agreement is held to be either illegal or unenforceable, in whole or in part, under any enactment or rule of law, such term or provision or part shall to that extent

be deemed not to form part of this Agreement, but the validity and enforceability of the remainder of this Agreement shall not be affected.

12. Arbitration:

In case of any disagreement, dispute, differences or claims whatsoever between the Parties, the dispute shall be resolved in the manner as outlined hereunder:

12.1 The Parties shall make every effort to resolve amicably by direct informal negotiations any disagreement or dispute whatsoever arising between them including any question regarding the Agreement's existence, validity, termination or in regard to the interpretation of the context thereof. If, after thirty days from the date the dispute first arose, the Parties are unable to resolve amicably a dispute, such differences and disputes shall be referred to and finally resolved by binding arbitration in accordance with the laws relating to arbitration in India.

12.2 Each of the Parties shall appoint one arbitrator each and the two arbitrators so appointed shall appoint the third arbitrator. The seat of arbitration shall be Mumbai.

12.3 The language to be used in the arbitral proceedings shall be English.

13. Governing Law:

This Agreement shall be governed by and construed in accordance with the laws of India and subject to clause 12 above, for any dispute arising out of or relating to this Agreement, the Parties submit to the exclusive jurisdiction of the courts situated at Mumbai India.

14. General:

14.1 Upon 15 days' prior written notice, ReBIT may audit the use of the Confidential Information by the Counterparty. The Counterparty agrees to co-operate with ReBIT and to provide reasonable assistance and access to information.

14.2 In the event of a breach or threatened breach by the Receiving Party of any provisions of this Agreement, the Disclosing Party, in addition to and not in limitation of any other rights, remedies or damages available to the Disclosing Party at law or in equity, shall be entitled to a temporary restraining order / preliminary injunction in order to prevent or to restrain any such breach by the Receiving Party, or by any or all persons directly or indirectly acting for, on behalf of, or with the Receiving Party. The Counterparty shall not use the intellectual property rights of ReBIT or its' parent company including without limitation to trademarks, Logo, copyright, name, trade name etc. in its promotional or marketing materials or otherwise.

14.3. ReBIT shall not have any liability to the counterparty for any claims made by third parties arising out of the use of information received under this agreement and the counterparty shall indemnify ReBIT for any loss, liability, damages, cost or expense (including attorney's fees) arising out of the use of information received under this agreement.

IN WITNESS WHEREOF, this Agreement was duly executed on behalf of the Parties on the day and year first above written.

For and on behalf of
ReBIT

Sign: _____

Name:

Title: Senior VP
Title :

For and on behalf of
Counterparty

Sign:_____

Name:

Annexure H – Reference Site Details

The reference sites submitted must be necessarily of those Banks/Companies where the proposed vendor/ OEM"s solution has been deployed prior to Issuance of this EOI.

For those references where the offered solution is accepted but implementation is not started, the acceptance should be valid as on the last date for submission of bids at ReBIT.

Please provide reference details in the format defined below:		
Sr. #	Particulars	Response
1	Name of the Institution	
2	Country of Operation	
3	Address of the Organization	
4	Date of commencement of Project	
5	Date of completion of Project	
6	Scope of Work	
7	Number of concurrent users	
8	Name of the contact person for reference	
9	Contact details of contact person	
10	Modules/Components used at Branches/Offices	
11	Project Details	
	1. Supply	
	2. Delivery	
	3. Design	
	4. Implementation	
	5. Maintenance & Support	
	6. Training / Documentation	

(Enclose necessary documentary proof)

*Provide Information in respect of at least 1 major customer who fulfil the qualification Criteria. References may be enclosed from the customer from the above reference.

Dated this..... Day of 2019/2020

(Signature)
(In the capacity of)

Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder)

Annexure I – EOI Query Format

Bidders have to provide their queries on eligibility criteria, scope of work, terms & conditions etc. in excel format as mentioned below. Bidders are requested to categorize their queries under appropriate headings. Bidders are requested to provide a reference of the page number, state the clarification point and the queries/suggestion/deviation that they propose as shown below (all the queries will be entertained in this Microsoft Excel format by e-mail):

Queries will not be accepted in any other format other than Microsoft Excel.

#	Clause No.	Page No.	Clause	Query	ReBIT Response

Place:
Date:

Signature:

Name & Designation:

Business Address:

Annexure J - Confirmation of Terms and Conditions
(On Bidder's Letterhead)

To,

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

Sub: Expression for Interest (EOI) for Supply, Implementation, Maintenance and Support of Data Loss Prevention Solution with reference number RFP: ReBIT/2020/CPO/018 dated 30 November 2020

Dear Sir,

Further to our proposal dated _____, in response to the Expression for Interest (EOI) for Supply, Implementation, Maintenance and Support of Data Loss Prevention Solution (hereinafter referred to as "EOI") 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 EOI 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 EOI 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

Company Name

Place:

Date:

Annexure K - Self Declaration Relatives in ReBIT

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

#	Relationship with the employee (Mother/Father/Sister/Brother/Etc.)	Name of Relative	Designation	Department

**Annexure L - Self Declaration Sexual Harassment of Women at Workplace (Prevention,
Prohibition and Redressal) Act, 2013
(On Bidder's Letterhead)**

(Strictly Private and Confidential)

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

Sub: Expression for Interest (EOI) for Supply, Implementation, Maintenance and Support of Data Loss Prevention Solution with reference number EOI: ReBIT/2020/CPO/018 dated 30 November 2020

Dear Sir,

Further to our proposal, in response to the Expression for Interest (EOI) for Supply, Implementation, Maintenance and Support of Data Loss Prevention Solution with reference number EOI: ReBIT/2020/CPO/018 dated 30 November 2020 (hereinafter referred to as "EOI") 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 workplace (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 workplace 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

Company Name

Place:

Date:

Annexure M - MAF

Manufacturer's/Developer's Authorization Form (MAF/DAF)

(This letter of authority should be on the letterhead of the manufacturer(s) / developer(s) and should be signed by a competent person representing the manufacturer / developer.)

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

Dear Sir,

We _____ who are established and reputed manufacturer / developer of _____ having organization at _____ and _____ do hereby authorize M/s _____ (Name and address of Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above tender. We hereby extend our full guarantee and warranty for the following softwares / products offered by the above firm in response to ReBIT's tender and contract for supply, implementation, maintenance and support of Data Loss Prevention Solution as per the terms and conditions set out in the EOI document for the purpose.

1. _____
2. _____
3. _____
4. _____

(Please mention the names of the Softwares, Servers, System Softwares, RDBMS, and/or any other suites, as applicable).

Yours faithfully,

(Name)

for and on behalf of

M/s _____ (Name of Manufacturer/Developer)

Annexure Z – Instructions for Online Bid Submission

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrolment” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender; in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.