



## **Setup and Implementation Of Deception Technology**

### **REQUEST FOR PROPOSAL (RFP)**

(16 March 2021)  
RFP: ReBIT/2021 / CPO / 031

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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 this RFP. While ReBIT has taken due care in the preparation of this RFP document and believes it to be accurate, neither ReBIT nor any of its employees or representatives give any warranty or make any representations, expressed 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 a bid. The information is provided on the basis that it is non-binding on ReBIT or any of its employees or representatives. ReBIT reserves the right to modify the requirements to meet ReBIT's needs at any point of time.

ReBIT reserves the right not to proceed with the RFP or 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.

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 Bidder having the right to object to such reissue.

This RFP is neither an offer from ReBIT nor does it constitute any binding obligation or commitment on part of 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.

No reimbursement of cost of any type will be paid to persons or entities expressing interest. 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. No reimbursement of cost of any type will be paid to persons or entities proposing a solution.

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 this RFP issued by ReBIT is not authorized.

### Schedule of Events

The following is an indicative timeframe for the overall process. ReBIT reserves right to vary from this timeframe at its absolute and sole discretion and without providing any notice or reasons thereof. Changes to the timeframe will be communicated.

Tender inviting authority	Reserve Bank Information Technology Pvt. Ltd. (ReBIT)
RFP reference number	RFP: ReBIT/2021 / CPO / 031
Availability of RFP documents	16-March-2021 RFP document shall be available on ReBIT's website ( <a href="https://rebit.org.in/procurement">https://rebit.org.in/procurement</a> ) and CPPP e-procurement portal ( <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> )
Last date and time for submission of pre-bid queries	23 March 2021 upto 16:00 Hrs Queries should be submitted in the format prescribed in Annexure - N of this RFP and sent to <a href="mailto:procurement@rebit.org.in">procurement@rebit.org.in</a>
Pre-bid meeting	25 March 2021 at 15:00 Hrs Meeting will be held on-line. The link for pre-bid meeting will be shared with those bidders who express interest by sending e-mail to <a href="mailto:procurement@rebit.org.in">procurement@rebit.org.in</a>
Date of communication of responses to pre-bid queries and corrigendum, if any	31 March 2021 Through ReBIT's website, ( <a href="https://rebit.org.in/procurement">https://rebit.org.in/procurement</a> ) and CPPP e-procurement portal ( <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> )
Last date and time for bid submission (on or before)	14 April 2021 upto 15:00 Hrs through CPPP e-procurement portal ( <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> ) Bidder shall refer Annexure - P: "Instructions to Bidder for Online Bid Submission" for guidance.
Technical Bid opening	15 April 2021 at 16:00 Hrs through CPPP e-procurement portal ( <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> )
Product / Technical Demonstration/presentation by Bidder	Will be communicated later
Commercial (Price) Bid opening	Will be communicated later
EMD	Rs 50,000
Tender / E-portal Fee	Nil
Name and address for communication	Head CPO Procurement COE, Reserve Bank Information Technology Private Limited, 502, Building No 1, Mindspace Juinagar, Nerul, Navi Mumbai - 400706 Email: <a href="mailto:procurement@rebit.org.in">procurement@rebit.org.in</a>

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## 1. About ReBIT

Reserve Bank Information Technology Private Limited (ReBIT) has been set up by the Reserve Bank of India (RBI), to take care of the IT requirements, including the cyber security needs of the Reserve Bank and its regulated entities. ReBIT advises, implements and monitors internal or system-wide IT projects (both existing & new) of the Reserve Bank of India and manages its critical IT systems 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. Invitation of Bids

Reserve Bank Information Technology Pvt. Ltd., hereinafter also referred to as 'ReBIT', issues this Request for Proposal, hereinafter called 'RFP', to procure services for **Setup and implementation of Deception Technology** and for selection of a suitable vendor for the aforementioned purpose.

This RFP is an invitation for responses from eligible bidders. No contractual obligation on behalf of ReBIT whatsoever shall arise from the RFP process unless and until a formal contract is signed & executed by duly authorized official of ReBIT and the successful Bidder. However, until a formal contract is executed, this RFP, together with ReBIT's written acceptance & notification of award, shall constitute a binding contract on the successful Bidder.

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

All offers of the Bidders shall be unconditional and once accepted (with or without modifications) by ReBIT shall be binding between ReBIT and such Bidder. This document shall not be transferred, reproduced or otherwise used for purpose other than for which it is specifically issued.

## 3. Definition of terms

Throughout this RFP, the following terms shall be interpreted as indicated below unless inconsistent with the subject matter or context:

- i. **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.
- ii. **ReBIT/ Purchaser** - Reference to "ReBIT", "the ReBIT" and "Purchaser" shall be determined in context of this RFP.
- iii. **Proposal/ Bid** - the Bidder's written reply or submission in response to this RFP.
- iv. **RFP** - The Request For Proposal (this document) in its entirety, inclusive of any addenda/corrigendum that may be issued by ReBIT.
- v. **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.
- vi. **Project Cost** - Project cost would be initial cost / software cost / customisation cost / installation cost/ commissioning cost / training cost / technical assistance cost & support cost as requested in the price bid.
- vii. **Change Management** - Any request by ReBIT that results in changes in the scope /structure of the application / a new module is needed 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 support engineer.

## 4. Minimum Eligibility Criteria

Only those Bidders who fulfil the eligibility criteria mentioned at Annexure – G are eligible to respond to this RFP. Document(s) in support of eligibility criteria are required to be submitted along with the Technical Bid. Bids received from the Bidders who do not fulfil any of the eligibility criteria mentioned are liable to be rejected.

## 5. Scope of Work and project milestone

### 5.1 General terms of the scope of work

Scope of this RFP is to select a bidder for the purpose of Procuring, Designing, Sizing, Implementing and maintaining the Deception Technology solution for the period of contract with ReBIT as per the terms of this RFP.

Based on the contents of the RFP, the Bidder shall be required to propose a solution, which is suitable for ReBIT, after taking into consideration the effort estimated for implementation of the same and the resource and the equipment requirements. ReBIT expressly stipulates that 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.

Selected bidder in consultation with the OEM is expected to propose Hardware and Software suitable for the solution with technical justifications. The Bidder has to envisage all necessary services to be provided and ensure the same is delivered to ReBIT. 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.

### 5.2 Software requirements

- i. Bidder shall provide complete on premise DECEPTION TECHNOLOGY solution which will be required to detect and report attacks on decoys systems deployed through this solution.
- ii. The solution should work on proactively identifying the threat to ReBIT's environment rather than working on traditional defensive approach, it should create different decoys system which should be similar to those hosted in the ReBIT Environment and divert the attacker within the decoy system with appropriate logging and reporting of all actions, tactics, techniques and procedures used by the attacker.
- iii. The bidder shall provide the solution as per the requirements mentioned at Annexure-H.
- iv. The technical proposal should clearly call out details of prerequisites such as, additional modules of solution to capture specific type of attack, public IP addresses required to implement the solution etc and costs for the same should be provisioned in the commercial bid.
- v. Specify in detail how many Servers, VMs, network components will be required for this deception solution to be deployed in ReBIT.
- vi. The solution should be designed to cater the Deception technology requirement for 1 Office location with 1 Data center, 10 network zones including DMZ, guest Wi-Fi and 400 end point systems scalable to 2 office locations with 1000 end point systems in 3 years.
- vii. Vendor has to recommend which component of the proposed DECEPTION TECHNOLOGY solution should fit into what network zone as per best industry practices considering the organizational business requirements.
- viii. Internet decoys also need to be solutioned as part of this solution and the vendor should provide all the requirements for this as part of this solution.
- ix. The bidder shall specify if there is any agent installation is required to be made on the end points for the proposed solution. If yes, then support VA assessment reports shall be submitted along with the bid validating it is free from any security risk or vulnerability to ReBIT systems. After finalisation of the bid, the bidder shall also have to provide the end point agent software to ReBIT to test it against different security parameters. The bidder shall provide suitable justifications on the observations made by ReBIT, if any.

- x. The provided solution shall be of the latest versions and should not be end of support for the next 3 years.
- xi. All the softwares required for successful functioning of the technology shall be provided by the bidder.
- xii. The hardware and software licenses including OS 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. The SI will need to facilitate this procurement on behalf of ReBIT.
- xiii. The initial requirement for the Deception technology is for 400 “User Systems”, 9 zones, 9 VLANs and 1 DC location (subscription licenses) which may be scaled up in future based on ReBIT’s requirements
- xiv. There should not be any restriction on number of decoys that can be created based on the licensing.
- xv. License subscription cost shall also include product support. Product support shall include updates, upgrades, patches/bug fixes, problem resolution etc. If, any new version of the software is released during the subscription period, then the same shall be made available to ReBIT without any additional cost. 24 x 7 problem resolution support shall be provided through telephone/ e-mail/on-ste (whenever required) during the subscription period.
- xvi. The successful bidder shall provide all necessary software licenses, tools, deploy, implement, train and handover the solution to ReBIT.
- xvii. The effective start date of the licenses shall be from Go-live and acceptance by ReBIT.
- xviii. The proposed solution should support both IPv4 and IPv6.
- xix. Bidder shall submit the manufacturer/OEM authorisation letter as part of the bid to confirm that product/solution is delivered from Manufacturer/OEM and Bidder is partner with OEM for providing and implementing the solution as per the RFP. This agreement should include but not limited to the ownership of the activities, timelines and resources associated to the activities.

### 5.3 Hardware requirements

The bidder should supply and install all the required hardware along with the solution. Hardware shall be provided on subscription basis.

#### **Warranty/ Hardware support:**

The Bidder warrants that the product provided will be free of defects in workmanship and materials during the Warranty Period and must conform to the highest quality and standard.

All the parts/items/components/hardware/licenses delivered for the proposed solution as per specification in this RFP should be covered under comprehensive on-site warranty except for consumables.

Warranty shall start from date of installation at ReBIT’s site or 90 days from date of delivery whichever is earlier.

The Bidder has to provide comprehensive On-site replacement warranty. During the warranty period the Bidder should undertake to provide ReBIT free maintenance service (which will include repair and maintenance of all systems, kits or parts, spare parts etc. as and when required). The Bidder should maintain critical components supplied under this RFP.

The Bidder has to ensure on-site support (without any extra cost) for resolving all Hardware related issues, due to any reason what-so-ever, during warranty period (or such other extended period as per the contract terms and paid maintenance will commence only thereafter). Bidder should also keep note that no remote access to support personnel will be provided for RSB.

The Bidder should provide all the required spare parts during the contract period. If any of the peripherals, components etc. are not available or difficult to procure or if the procurement is likely to be delayed, the replacement shall be carried out with equipment of equivalent capacity or higher capacity at no additional charges to ReBIT, during the currency of warranty period.

If any critical component of the entire configuration is out of service for more than 24 hours, the Bidder shall either immediately replace the defective unit or replace it at its own cost or provide a standby (of equivalent or higher capacity).

If, during the warranty period, any system as a whole or any subsystem has any failure on two or



more occasions in a period of 3 months, it shall be replaced by equivalent new equipment by the Vendor at no cost to ReBIT.

Warranty should not become void if ReBIT buys any other supplemental hardware from a third party and installs them with this hardware. However, the warranty will not apply to such supplemental hardware items installed.

If any defect in the Hardware is not rectified by the selected Bidder before the end of the Warranty Period, the Warranty Period shall be extended until, in the opinion of the ReBIT: a) the defect has been corrected; and b) the Hardware functions in accordance with the Contract for a reasonable period of time.

Bidders shall provide report for warranty services provided for ReBIT's review and approval after the contract is awarded to them during the Warranty period.

## 5.4 Implementation

### 5.4.1 Kick-off and Project Management

The Bidder must provide complete/detailed Project Plan including the following within One week of Notification of Award.

- Solution Architecture (Functional and Non-Functional)
- Security Architecture
- Deployment/Network Architecture
- Resource Details
- Bill of Materials – build
- Hardware & Software
- Project Plan
- Risk/Mitigation Plan including security risks

The selected Bidder shall prepare a detailed project and resource deployment plan and provide weekly status updates to ReBIT highlighting progress, issues, delays, risks and mitigation plans.

The selected Bidder shall provide performance and SLA compliance reports to ReBIT at agreed intervals and ensure that all key issues and operational metrics are presented to ReBIT on a regular interval.

The selected Bidder shall create a strong compliance framework supporting IMS framework (ISMS, ITSMS), cyber security framework, risk and privacy framework etc.

The bidders shall provide proposed team details in Annexure L. ReBIT reserves the right to interview the team and may suggest changes, if necessary to the Bidder. The bidder shall accordingly accommodate ReBIT's request for providing team members. A project manager shall be assigned to coordinate the implementation of the proposed solution and ensure appropriate handover to the ReBIT within the stipulated time line.

In case any key personnel have resigned then the selected bidder shall inform ReBIT within one week of such resignation. The selected bidder shall promptly initiate and provide a replacement to ensure that the role of any member of the key personnel is not vacant at any point in time during the project,

The selected bidder shall commit 100 percent of time availability of key personnel proposed from day 1 of the project.

The selected bidder shall not make any changes to the composition of the key personnel and not require or request any member of the key personnel to cease or reduce his/her involvement in the project:

- unless that person resigns, is terminated for cause, dies, is long-term disabled to render prescribed services, is on permitted mandatory leave or retires; or
- without ReBIT's prior written consent

## 5.4.2 Process and 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 (SRS) document with the understanding. The SRS preparation team of the successful Bidder should be experienced, with full functional knowledge of the software. ReBIT reserves the right to ask for replacement of any team member if the respective resource is found not adequately qualified for the same. The SRS Document shall be signed off by ReBIT on acceptance of the same.

Selected bidder has to design the solution with high availability at secure infrastructure in Data Centre as per Industry accepted security standards and best practices. Bidder also has to recommend which component of the proposed DECEPTION TECHNOLOGY solution should fit into what network zone as per best industry practices considering the organizational business requirements.

### Preparation of System Requirement Specification Document

- i. The SRS document shall include all proposed interfaces and customisations involved.
- ii. 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 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 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 decided by ReBIT. ReBIT shall impose financial penalties or / and invoke the performance bank guarantee in such circumstances.
- iii. The Bidder is expected to prepare the System Requirement Specification Document containing the following details but not limited to:
  - a. Overview of the Process with System/Application FAQs
  - b. Security features
  - c. Application deployment architecture with Hardware topology
  - d. User manual & Run Book
  - e. Version description document
  - f. Application upgradation and patches management document
  - g. Architecture & design document including Traffic flow document between the devices
  - h. IP address allocations to various components
  - i. Project Plan with milestones, resourcing and deliverables
  - j. Inventory list consisting hostnames, make, model, serial number
  - k. Testing cases and test results documented before and after implementation.
  - l. Standard Operating Procedures
  - m. Industry Best Practice Use cases and customization for ReBIT
  - n. Vendor support details and escalation matrix
  - o. OEM support details and escalation matrix
  - p. List of reports related directly/ indirectly to module(s)/ customisation/ interface
  - q. IT Security and Backup Architecture and parameterization with relevant details
  - r. Handling of Logs
  - s. User Manual and on-line tutorial
  - t. Performance Measurement Matrix.

## 5.4.3 Deployment

- i. The selected bidder shall deploy the Solution that complies with specifications mentioned in the RFP.
- ii. The Bidder should provide a detailed Plan of action (POA) for implementation of the solution. It should include the approach, risk, benefits and downtime (if any). Post approval

- of POA, solution provider should work with ReBIT's Internal teams and application or business owners to complete the implementation of the solution.
- iii. The selected Bidder 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.
  - iv. The Bidder's resources will be required onsite during the deployment phase.
  - v. The Solution provided by the bidder may be able to support ReBIT's existing solutions and agents installed on the servers such as AV, Proxy, and any backup related agents such that the look and feel of the decoys is found to be very similar to any system running in ReBIT's Production environment.
  - vi. The solution provided by the bidder should support integration with ReBIT's existing SIEM (ReBIT has an SIEM from a highly reputed and industry standard OEM). The Bidder may for this purpose, implement a readily available parser, or write a new parser to parse logs in the SIEM. In case, a new parser is required to be written, such service shall be provided without additional cost to ReBIT. The bidder shall also provide the solution specific use cases which can be implemented in ReBIT's SIEM during the implementation stage.
  - vii. Installation and configuration of Agents on the end points for the DECEPTION TECHNOLOGY Solution in line with the ReBIT's IS policy if there is any agent is solutioned.
  - viii. 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.
  - ix. The Solution provider will deploy and validate all the features in the solution including (but not limiting to) Dashboard setup, use cases, auto-remediation of security policies/patches and report customization.
  - x. Setting up of test environment at ReBIT will be Bidder's responsibility.
  - xi. The Bidder should provide the deliverables and sign off for each of the deliverables at various stages of customization and implementation.

#### 5.4.4 Backup and Archiving

- i. Provision shall be made for taking backups and archive the replica of the systems' database and the solution as well. There should be a provision of adequate Business Continuity Management (BCM).
- ii. The methodology or strategy used for backing up of data and its archival shall be intimated to ReBIT and the same shall be in alignment with ReBIT's Backup and Archival strategy.
- iii. Provision shall also be made for easy retrieval of the backed-up data (both application and the database) with least amount of manual intervention with no data Loss events.

#### 5.4.5 Activity Log Management

Provision shall be made for complete audit trail of all operations by the users. Provision / functionality shall also be made 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 shall take it as an input for redressal of the issue, if the same is application related.

#### 5.4.6 System Integration Testing and User Acceptance Testing

- i. Bidder can use the ReBIT test hardware which is provided for this project for UAT.
- ii. The Bidder's resources will be required onsite during the testing phase.
- iii. All security issues identified will have to be resolved by the successful bidder or a mutually accepted remediation shall be provided.
- iv. The Bidder shall provide test plan, test cases and test results.
- v. ReBIT shall commence the User Acceptance Testing only after a formal confirmation that the system is ready for UAT.
- vi. The Bidder should provide test cases for UAT for ReBIT's review. Upon finalisation of test cases, user acceptance testing will be started by the business users.
- vii. 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.

- viii. 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.
- ix. 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. 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 without any additional cost to ReBIT.
- x. 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.
- xi. REBIT may accept the application software only after the critical or major Bugs are fixed.
- xii. 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.
- xiii. The Bidder shall be responsible for providing and updating system & user documentation as per the modifications/Changes done in the solution.

#### 5.4.7 Security Requirements

- i. Provide security in compliance with ReBIT security requirements to protect the confidentiality, integrity, and availability of the information systems.
- ii. 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.
- iii. 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 implementation phase.
- iv. The Bidder shall abide by the access level agreement to ensure safeguards of the confidentiality, integrity, and availability of the information systems.
- v. Selected bidder 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.
- vi. 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).
- vii. ReBIT will review all relevant Policies/ Processes/ Guidelines/ SOPs/Technical documentations (such as Solution Architecture including Deployment, Network and Security, System Requirements Specifications, Business Requirement Document) etc. and designated security teams to perform tests for validating the effectiveness and coverage of business and IT controls.

#### 5.4.8 Training

ReBIT expects the Bidder to train the administrator/business users till the personnel gain enough 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, back-up, archiving and retrieval etc. 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.

#### 5.4.9 Documentation Requirement

- i. 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.
- ii. Bidder should provide all documents to ReBIT as listed below (where applicable)
  - a. Project Plan with milestones, resourcing and deliverables.
  - b. Architecture & design document including Traffic flow document between the devices.



the same shall not be included as a part of change management. Bidder should bring to notice of ReBIT all release /version change.

- iv. Bidder should obtain a written permission from ReBIT before applying any of the patches/ upgrades/ updates in UAT or live environment.
- v. Onsite support should be provided to implement / configure new features or functionalities as and when required by ReBIT
- vi. The bidder should share / deliver SLA reports and Call Reports so that payment can be released.

### 5.5.1 Guidelines for Maintenance and Support

- i. 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.
- ii. Vendor should develop a disaster recovery plan for restoration of the system in the event of a disaster or major incident.
- iii. Vendor should follow ReBIT policy on Change, Patch & Incident management process.
- iv. 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.
- v. All exceptions to be documented and signed off by appropriate ReBIT personnel.
- vi. 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.
- vii. Additional guidelines would be provided based on the support scenario that's decided between vendor and ReBIT.

## 5.6 Project Milestones

The bidder has to deliver, implement and maintain the complete Deception Technology solution as per project time line mentioned below:

Sr. No	Project Milestones	Deliverables/Key Activities	Timeline	Payment
1	<b>Receipt of Software and Hardware</b>	Receipt of all necessary Software and hardware for Deception technology.	4 to 6 weeks from PO	10% of Hardware and Software Cost. (S. No. 1 and 2 of Annexure I - Price Bid Format)

2	<b>Implementation upto Go Live as mentioned in section 5.4</b>	<ul style="list-style-type: none"> <li>• Install hardware and software.</li> <li>• VAPT Compliance sign off</li> <li>• Completion of ReBIT audit</li> <li>• Fixing observations</li> <li>• Completion of Security risk assessments</li> <li>• User and Technical Documentation</li> <li>• Client Training Feedback from Users</li> <li>• Client Handbook</li> <li>• E-Learning</li> <li>• Other scope as mentioned at 5.3</li> <li>• Go-live certificate</li> </ul>	6 to 8 weeks from delivery.	90% of Hardware and Software Cost (S. No. 1 and 2 of Annexure I - Price Bid Format)
3	<b>30 days after Go-Live</b>	<ul style="list-style-type: none"> <li>• Project completion certificate</li> </ul>	30 days after Go-live	100% of Implementation cost for Year 1 (S. No. 3 of Annexure I - Price Bid Format)
4	<b>Renewal of Licenses Support / Subscription for Year 2</b>	Renewal of Subscription for Year 2	Beginning of Year-2	100% of subscription cost for Year 2 (S.No. 1 of Annexure I - Price Bid Format)
5	<b>Renewal of Licenses Support / Subscription for Year 3</b>	Renewal of Subscription for Year 3	Beginning of Year-3	100% of subscription cost for Year 3

## 5.7 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 starting after the last day mentioned in Project Completion Certificate by ReBIT.

### 5.7.1 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 and share with ReBIT, 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.

## 5.7.2 Change Management

- i. Post-Implementation, any request by 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.
- ii. 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 and are to be delivered by the Bidder as part of this RFP.
- iii. Bidder should bring to notice of the ReBIT all release /version change. Any release/version with critical patches shall be informed to ReBIT within a week of release by the OEM.. Bidder should obtain a written permission from ReBIT before applying any of the patches/ upgrades/ updates in UAT or live environment.
- iv. 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.
- v. 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.
- vi. 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, with all change requests classified, and approval and escalation mechanisms should be defined as per classification.
- vii. The vendor should maintain records of all changes made in the application with a proper audit trail and time-stamp. 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).
- viii. 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.
- ix. 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.
- x. 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.

## 6. OEM Authorization

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 the Bidder is not the OEM; then the bidder should submit a copy of the OEM Authorisation to 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.

In case the successful Bidder is not ready to provide support during the warranty/AMC period, if support is provided by OEM directly or through their authorized partners for the remaining period of warranty/AMC, ReBIT will not pay additional cost to OEM/Authorised partners.

Bidders should ensure that the OEM authorisation letter, shared by them, covers all the points mentioned in this section



## 7. Locations to be covered

The services are required at ReBIT's offices presently situated in Navi Mumbai. However, ReBIT reserves the right to change locations/add new locations (with mutual agreement if required) as per ReBIT's requirement within India. Cost for travel of Bidder's own personnel and hotel/incidental expenses are to be borne by Bidder.

## 8. 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.

## 9. Bidding Process:

### 9.1 Language of Bid

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

### 9.2 Authorization to Bid

The proposal/ bid being submitted would be binding on the Bidder. As such, it is necessary that only authorized signatory/s of the firm or organization sign the bid documents.

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 submit authenticated documentary evidence to 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.

All pages of the bid shall be initialled by the person or persons signing the bid.

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

A copy of board resolution along with a copy of power of attorney (POA wherever applicable) showing that the signatory has been duly authorized to sign the Bid document.

### 9.3 Bid Security/ EMD

All Bidders should deposit bid security/EMD of as specified in Schedule of Events in the form of a demand draft in favour of Chief Executive Officer .Reserve Bank Information Technology Pvt. Ltd., payable at Mumbai or a Bank Guarantee in prescribed format Annexure M issued from Scheduled Commercial Bank. Bank Guarantee should be valid for minimum 6 months from the date of issuance of RFP with claim period of one month. The scanned copy of DD/ BG should be submitted along with technical bid and the original DD/BG shall be couriered to the below address so as to reach ReBIT on or before the date of opening of technical bid:

Address: The Chief Executive Officer, Reserve Bank Information Technology Pvt Ltd (ReBIT502, Building No 1, MindSpace Juinagar, Nerul, Navi Mumbai – 400706)

The failure or omission to deposit or keep deposited the Earnest Money shall disqualify the Bidder.

No interest shall be payable by ReBIT in respect of the EMD amount.

The EMD is refundable after signing of the contract and furnishing Performance Bank Guarantee (PBG) in case of successful bidders.

The EMD of an unsuccessful Bidder will be refunded within 30 days after the final decision on the Bids or on expiry of the bid validity period, whichever is earlier.

The unsuccessful Bidders should submit the Letter for Refund of EMD/Bid Security for returning the bid security amount.

Micro & Small Enterprises (MSE) units and Start-ups are exempted from payment of EMD and tender fee provided the products and/or services being procured are manufactured and/or rendered by them. Exemption as stated above is not applicable for selling products and/or services, manufactured/ rendered by other companies. Bidder should submit supporting documents issued by competent Govt. bodies to become eligible for the above exemption.

MSEs and Start-ups are required to submit a "Bid Security Declaration" where the bidder must accept that if the bid is withdrawn or modified during the period of validity etc., then the bidder they will be suspended for a period as decided by ReBIT.

The Earnest Money Deposit (EMD) may be forfeited or bidder may be suspended, as the case may be:

- If the successful bidder withdraws/revokes offer or modifies/changes the same.
- If the successful bidder fails to submit the Performance Bank Guarantee within the stipulated period. Additionally, ReBIT at its discretion may also cancel the contract awarded to the selected Bidder without giving any notice.
- If the successful bidder makes any statement or encloses any form/document which turns out to be false/incorrect/mis-representation at any time during the RFP / Contract finalization of successful bidder / signing of the contract.
- Where the Bidder, withdraws after opening of Part I / Technical Bid at any time before finalization of successful bidder without any satisfactory / valid reasons. If any technically qualified bidder fails to login into the Reverse Auction portal, where applicable, then the same will be treated as withdrawal of the Bid.
- If the bidder makes any statement or encloses any form/document which turns out to be false/incorrect/mis-representation at any time during the RFP process.

## 9.4 Bid and Price Validity

Bids should remain valid for the period of at least 180 days from the submission date of bid and reverse auction completion, wherever applicable. In case the last date of submission of bids is extended, the Bidder shall ensure that validity of bid is reckoned from modified date for submission. Further extension of the validity of the bid will be decided by ReBIT in case of need. Any extension of validity of Bids will not entitle the Bidder to revise/modify the Bid document.

Finalized prices shall remain valid for contract period from the last date of submission of commercial bid and reverse auction completion, wherever applicable. The commercial offer shall be on a fixed price basis, and no upward revision in the price would be considered. ReBIT reserves the right to call for fresh quotes at any time during the Bid validity period, if considered, necessary.

## 9.5 Pre-Bid Meeting

For the purpose of clarification of doubts of the Bidders on issues related to the RFP, ReBIT intends to receive queries on the RFP and to hold a pre-bid meeting on the date & time as indicated in the RFP. Only authorized representatives of Bidder(s) (maximum two) will be allowed to attend the Pre-bid meeting.

Any modification of the RFP, 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](http://www.rebit.org.in) and CPP Portal.

ReBIT shall not be obligated to respond to any or all of the queries.

## 9.6 Clarifications and Amendment in RFP Documents

No queries / clarifications will be entertained/communicated over the phone. Bidders requiring any clarification on the RFP may notify ReBIT in writing strictly as per the format given in Annexure-E at the address/by e-mail given in this document within the date/time mentioned in the schedule of events.

The Bidder is requested to review all the RFP requirements, collate and submit queries together to seek clarifications / responses from ReBIT. The Bidder should ensure that all the queries and clarifications are communicated in email on or before the date given in the schedule of events of this RFP document. It may be noted that no query of any Bidder will be entertained / received after the mentioned date and time.

Queries raised by the prospective Bidder(s) within the date/time mentioned in the schedule of events and ReBIT's response will be available at ReBIT's website. No individual communication would be made in this regard.

Any modification in the RFP, which may become necessary as a result of the queries, will be made available by ReBIT exclusively through the issue of an Addendum/Corrigendum, which will be published on ReBIT's website <https://rebit.org.in/procurement> and on other portals <Name of Portal>.

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.

## 9.7 Two-part Bid

The Bid shall be submitted in two parts:

Part I : Technical Bid. **No price information should be provided in Part-I.**

Part II : Price/Commercial Bid

### 9.7.1 Part I : Technical Bid

- i. The Technical Bid submitted should be complete in all respects and contain all information asked for in this document.
- ii. The following original documents are required to be submitted along with the technical bid:
  - a. Scanned copy of the bid security (EMD) in the form of a demand draft or equivalent Bank Guarantee from commercial Bank along with the Technical Bid to be submitted online and the original copy of the same to be couriered as per the instructions provided in the RFP.
  - b. The documents as requested in Annexure – A .
  - c. All the Annexures should be submitted on letter head of Bidder's company and duly signed with seal of the company. Self attested photocopies of relevant documents / certificates are to be submitted as proof in support of various information submitted in aforesaid Annexure and other claims made by the Bidder.
  - d. Detailed Architecture of the proposed solution with various features/functions of the system/sub-system/Network including fail-over methodology/strategy are to be submitted.
  - e. Documents and brochures pertaining to product that will be deployed in the proposed solution.

### 9.7.2 Part II : Price /Commercial Bid

The Price Bid must not contradict the Technical Bid in any way and should include the cost of all the items offered. The suggested directive for Commercial offer is as follows:

- i. The Price Bid should be submitted as per Annexure-I by way of entering the values in the format.(not in hand written).This must contain all price information, and prices should be exclusive of GST (for all products, services, implementation, certificates etc.). However, all the Tax details to arrive at the final amount payable to vendor should be mentioned in Price Bid.
- ii. The Bidders should not offer any options or conditional offers while giving the price information. The offer should strictly be in conformity with the items as specified by ReBIT. No additions or deletions to the Annexure I is allowed. Any deviations may lead to disqualification of the bid.
- iii. 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. Only fixed price commercial bids indicating total price for all the deliverables and services specified in this RFP will be considered.
- iv. The prices mentioned in Annexure I should be CIF ReBIT office, Navi Mumbai.
- v. The price quoted should be inclusive of cost of delivery of equipment, installation, customization, operate, maintenance and support of hardware and software as per ReBIT's requirement.
- vi. ReBIT will not pay any Labour charges for transportation, Road Permit, installation of hardware, items separately. All such costs, if any, should be absorbed in the TCO.

- vii. All out of pocket expenses, travelling, boarding and lodging expenses for the entire project period and subsequent agreement is included in the prices 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.

## 9.8 Submission of bids

The Bidders must submit technical and commercial (price) bids, and all other documents as per requirement of RFP in the CPP portal within the date & time mentioned in the RFP. Bids received after stipulated date and time will not be entertained.

Original DD/BG for EMD must be submitted physically in sealed cover **mentioning “EMD for <RFP Description>” on the cover**, at the following address on or before scheduled date and time.

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

ReBIT may, at its discretion, extend the deadline for submission of bids by releasing corrigendum to this tender document.

All submissions will become the property of ReBIT. Bidders shall be deemed to have granted all rights to ReBIT to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right that may subsist in the submission.

## 9.9 Modification and Withdrawals of Bid

No modification in the Bid submitted shall be allowed after the deadline for submission of Bid is over.

No Bid submitted shall be withdrawn after the last date and time for bid submission and before the expiration of the period of Bid validity specified in the RFP. Withdrawal of a Bid during this interval may result in forfeiture of EMD submitted by the Bidder.

## 9.10 Bid opening and Evaluation Process

- i. Technical Bids will be opened on the CPP portal as per the date and time mentioned in the RFP.
- ii. ReBIT will follow a two-step evaluation and selection process. The selection of successful Bidder will be based on evaluation of technical and commercial parameters as per the RFP.
- iii. During the period of evaluation, Bidders may be asked to provide more details and explanations about information provided in the proposals. Bidders should respond to such requests within the time frame indicated in the letter/e-mail seeking explanation, if the Bidder does not comply or respond by the date, their bid will be liable to be rejected.
- iv. ReBIT may, at its discretion, waive any minor nonconformity or irregularity in a bid which does not constitute a material deviation and financial impact, provided such waiver does not prejudice or affect the relative ranking of any other Bidder. Wherever necessary, observations on such minor issues (as mentioned above) may be conveyed to the Bidder, asking them to respond by a specified date. If the Bidder does not respond by the specified date, the respective bid will be liable to be rejected.
- v. The Bidder at no point of time can excuse themselves from any claims by ReBIT whatsoever for their deviations in conforming to the terms and conditions, payment schedules, timeframe for implementation, etc. as mentioned in this RFP.

### 9.10.1 Technical Bid Evaluation

- i. Initial proposal scrutiny will be held and proposals will be treated as non-responsive and rejected, if proposals are:
  - Not submitted in the format specified in this RFP
  - Received without letter of authorisation
  - Non-compliant with any of the clauses specified in this RFP
  - Have less than prescribed validity period
  - Submitted with incomplete information, subjective, conditional offers and partial

offers

- Submitted without the documents required under this RFP, including EMD.
- ii. Bids of those bidders which meet the minimum eligibility criteria will be considered for technical evaluation.
- iii. Eligible technical proposals shall be evaluated by ReBIT according to the technical evaluation process defined in this RFP. ReBIT may, at its discretion, seek clarifications or ask the Bidder to make technical presentations on any aspect.
- iv. ReBIT at its discretion may reject the proposal of the Bidder without assigning any reason whatsoever, if in ReBIT’s opinion, the Solution Sizing was not made appropriately to meet the performance criteria as stipulated by ReBIT.
- v. The decision of ReBIT regarding the evaluation and selection of the Bidder would be final. No correspondence shall be entertained in this regard.
- vi. The following criteria shall be used for evaluation of technical proposals:

Evaluation Criteria	Maximum Marks	Cut off
Product Demonstration and presentation	130 as specified at Annexure R	All “must-have” requirements of Annexure H are to be met during product demo.

- vii. The total score of “Product Demonstration and Presentation” will be considered as technical evaluation score.
- viii. Bidders, whose technical proposals are responsive, fully compliant and score 70% in overall technical evaluation shall be considered technically qualified.
- ix. All technically qualified Bidders will be notified to participate in the price bid opening process.
- x. The technical bid evaluation decision of ReBIT shall be final.No correspondence shall be entertained in this regard.
- xi. In preparing the response to Technical Criteria, the Bidders are expected to examine the documents comprising this RFP in detail. Material deficiencies in providing the information requested may result in rejection of a Proposal. The technical proposal should clearly demonstrate the Bidders understanding of the assignment requirements and capability and approach for carrying out the tasks set forth in the RFP. While preparing the Technical Proposal, the Bidders must give attention to the following:

**A. Technical Specification Product Demonstration**

- i. Technical\_Specification mentioned at Annexure - H is comprised of “Must Have”, “Business Critical” and “Good To Have” requirements.
- ii. “Must Have” requirements are knockout criterion and the technical bid will not be considered for further evaluation.
- iii. Bidders are required to carry out **Technical Product Demonstration** of the solution proposed by the Bidder. Demo should be done using web conferencing and/or videoconferencing.
- iv. All the “Must-have” criteria should be demonstrated during the Product demonstrations. All “Business Critical” and “Good-to-have” criteria as specified by the bidder in the technical bid shall also be demonstrated.
- v. “Business Critical” and “Good To Have” requirements will carry weightage as specified in Annexure - H. Total marks - 110
- vi. Detailed response is expected from bidder on each technical point (please be as elaborate as possible and demonstrate on how bidder’s solution addresses the requirements). Only detailed response along with successful demonstration on each point categorised as “must Have” will be considered. Bidder will be disqualified in case the Bidder do not elaborate on any of the point of the technical specifications.

**B. Technical Presentation**

- i. The Bidder would be invited to make a presentation pertaining to the proposed solution
- ii. Total Solution Sizing which would be evaluated by ReBIT’s expert committee (may comprise of external as well as internal personnel).
- iii. We would send a WebEx link and the presentations will be presented remotely



Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the ReBIT's action.

ReBIT reserves the right to disqualify any Bidder/(s), if Bidder/(s) have not completed any project successfully in ReBIT within stipulated time i.e. Supply, Installation, Setup, Implementation etc. in the past or having poor performance or otherwise record.

## 11. Performance Bank Guarantee

The successful Bidder shall provide a Performance Bank Guarantee for 3% of the Total Cost of the Project as arrived at Annexure I for a period of 3 years within 15 days from the date of notification of award in the format as provided in Annexure N with a claim period of 3 months and such other extended period as ReBIT may decide based on performance of the Bidder and project obligations. The PBG should be provided from any Scheduled Commercial Bank only.

If the PBG is not submitted within the stipulated time, ReBIT reserves the right to cancel the order / contract and the earnest money deposit will be forfeited from the successful Bidder.

ReBIT reserves the right to cancel the order and/or initiate the process for invocation of Performance Bank Guarantee (PBG) in the event of one or more of the following circumstances:

- Breach by the bidders of any of the terms and conditions of the RFP;
- If the bidder goes into liquidation voluntarily or otherwise;
- Exceptionally long delay in supply / execution of the project, without any satisfactory reason.
- Failure of the successful Bidder to agree with the terms and conditions of this RFP shall constitute sufficient grounds for the annulment of the award, in which event, ReBIT reserves the right to invoke the Performance Bank Guarantee.

For reasons as specified above, ReBIT shall be entitled to invoke the performance guarantee without notice or right of demur to the successful Bidder.

Penalties as per the RFP clauses will be deducted from the invoice payments. Otherwise the penalty amount will be adjusted from PBGs.

ReBIT reserves the right to recover any dues payable to the selected Bidder from any amount outstanding to the credit of the selected Bidder, including the pending bills and/or invoking Performance Guarantee, if any. Any amount pending for payment due to non-achieving of milestone/s set under the agreement or any other reason solely attributable to the successful Bidder should be included in the pending bills / remaining amount of the contract value.

All incidental charges whatsoever such as premium, commission, etc. with respect to the Performance Bank Guarantee shall be borne by the Bidder.

If the project implementation / go-live is delayed, the Performance Bank Guarantee shall be extended by the Bidder for such additional duration.

The Performance Bank Guarantee will be discharged / returned by ReBIT upon being satisfied that there has been due performance of the obligations by the Bidder under the contract.

## 12. Payment Terms and Milestone

ReBIT shall endeavour to make all payments for the products / services delivered to it, based on completed milestones as per the RFP within a period of 45 days from the date of acceptance of invoice by ReBIT.

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

Any delay in achievement of milestones/ deliverables/ activities from Bidder shall automatically result in delay of corresponding payment from ReBIT including deduction of payment as per applicable penalties.

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), ReBIT will make payment within forty five (45) working days of the settlement of such disputes.

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.

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 that “Clauses, if any contained in the Invoice which are contrary to the terms contained in the Contract will not hold good and the Invoice would be governed by the terms contained in the Contract concluded between ReBIT and the Bidder”. Bidder should ensure that the project deliverables are not impacted for this reason.

### 13. Taxes and Duties

The Bidder shall solely be responsible for all payments (including any statutory payments) to its employees and shall ensure that at no point of time shall its employees, personnel or agents hold themselves out as employees or agents of ReBIT, nor seek to be treated as employees of ReBIT for any purpose, including claims of entitlement to fringe benefits provided by ReBIT to its employees, or for any kind of income or benefits.

The Bidder alone shall file all applicable tax returns for all its personnel assigned hereunder in a manner consistent with its status as an independent contractor of services and the Bidder will make all required payments and deposits of taxes in a timely manner.

The amount payable by 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 due under this RFP and subsequent agreement after deducting any tax deductible at source (“TDS”) and GST-TDS\* as applicable.

\* As per GST Notification No.33/2017 read with Notification No. 50/2018, ReBIT being a 100% subsidiary of Reserve Bank of India would be required to deduct TDS under the GST regime. Therefore, ReBIT would be required to deduct additional TDS as under:

Nature of Supply	Name of GST	Rate of GST - TDS
Location of service provider and place of supply is in Maharashtra	CGST	1%
	SGST	1%
Location of the service provider and place of supply are outside Maharashtra	IGST	2%

ReBIT agrees to file GST TDS returns for the amount deducted as TDS under GST laws.

The Bidder will need to provide the details for the GST deposited with the authorities for the GST component to be paid off by ReBIT.

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, after its receipt unless otherwise mutually agreed in writing, provided that such invoice is dated after such amounts have become due and payable under this RFP and subsequent agreement provided that such invoice is dated after such fees have become due and payable under this RFP and subsequent agreement.

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 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 on to ReBIT and adjusted in the payment milestones. If the Bidder makes any conditional or vague offers, without conforming to these guidelines, ReBIT will treat the prices quoted as not in conformity with these guidelines and proceed accordingly.

If 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, 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, ReBIT shall adjust the amount out of the payments due to the Bidder from REBIT along with the interest calculated as per the rate prevailing at the time of actual payment

The Bidder shall be liable to pay all applicable corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India.



Wherever the laws and regulations require deduction of such taxes at the source of payment, ReBIT will effect such deductions from the payment due to the Bidder. The remittance of amounts so deducted and issuance of certificate for such deductions will be made by ReBIT as per the laws and regulations in force. Nothing in the Contract shall relieve the Bidder from his responsibility to pay any tax that may be levied in India on income and profits made by the Bidder in respect of this Contract.

## 14. Patent Rights

Bidder shall own complete responsibilities of Patent and infringement of copyright, trademarks etc. ReBIT shall be free from all such claims and notices. If any such instances occur, ReBIT will disqualify the Bidder or terminate the contract.

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc. arising from the use of the procurement under this RFP or any part/component thereof in India, the Bidder shall act expeditiously to extinguish such claim. If the bidder fails to comply and ReBIT is required to pay compensation to a third party resulting from such infringement, the bidder shall be responsible for the compensation including all expenses, court costs and lawyer fees. ReBIT will give notice to the bidder of such claim, if it is made, without any delay.

## 15. Cancellation / Termination

- i. ReBIT reserve the right to terminate the contract in case of any the following (but not limiting to):
  - **Deficiency in the Product / Solution / Service** in terms of, performance, uptime (basis the SLA reports), reporting, enhancements (updates and Upgrades are not received as per the frequency defined in Technical Specification sheet, escalations are required to be done frequently, etc.
  - ReBIT reserves the right to terminate the contract if there is delay beyond 4 weeks.
  - Implementing / impacting changes to the solution without necessary approvals from ReBIT.
  - Breach of terms & conditions in NDA, leakage of ReBIT's Intellectual Property due to misconfiguration, wrong configuration, no-action or limited action on available threat Intelligence or threat advisories.
  - Deletion, modification, tampering of ReBIT's logs.
  - Non-adhering to regulatory compliance for ReBIT data.
  - Leakage of any confidential information.
  - Not being transparent or hiding the truth or misrepresenting facts on issues relating to management and operation, security incidents to ReBIT.
  - In case of the bidder going insolvent, getting blacklisted, involvement in fraud, etc.
- ii. 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.
- iii. 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.
- iv. ReBIT reserves the right to recover any dues payable to the selected Bidder from any amount outstanding to the credit of the selected Bidder, including the pending bills and/or invoking Bank Guarantee, if any, under the contract or any other contract/order.
- v. On termination of the project/Contract, the Bidder commits to provide all necessary support in transitioning 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.
- vi. ReBIT reserves its right to cancel the Purchase Order / Contract at any time by assigning appropriate reasons and recover expenditure incurred by ReBIT in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:



## 16. Sub-Contracting

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

## 17. Service Level Agreement (SLA)

### 17.1 Purpose and Objective of SLA

ReBIT intends to enter into a Service Level Agreement (SLA) with the successful Bidder in order to provide complete utility of the service that could be provided to ReBIT under this RFP. 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".

The purpose of this Service Level Requirements/Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the Bidder to ReBIT for the duration of this contract period of the Project.

This SLA provides for minimum level of services required as per contractual obligations based on performance indicators and measurements thereof. The Bidder shall ensure provisioning of all required services, while monitoring the performance of the same, to effectively comply with the performance levels mentioned in the RFP.

The Bidder should provide SLA monitoring tool/system which will be used for monitoring SLA based on the SLA defined.

The Bidder has to facilitate all the reports pertaining to SLA Review process. All the reports must be made available to ReBIT, as and when the report is generated or as and when asked by ReBIT.

Timelines specified at Project Milestones shall form the Service Levels for delivery of Services specified there-in.

The maximum limit on the penalties including liquidated damages during the period of contract shall be 10% of the total contract value.

### 17.2 Definitions

For purposes of SLA, the definitions and terms as specified along with the following terms shall have the meanings set forth below:

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".

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

Where BU = Business Utility,  $S_{BOH}$  = Scheduled Business Operation Hours,  $S_{BDT}$  = 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” would be from 9:30 AM to 6:30 PM from Monday to Friday. 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.

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 SAST services to ReBIT. 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”.

**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.

### 17.3 Service level Requirements

The Bidder is expected to take care of the systems by covering them under the contract period

Sr. No.	Criticality	Response Time (Acknowledgement of the problem)	Time to Recovery (TTR) / Resolution Time
1	Level 1	1 Hour	1 Working Day
2	Level 2	1 Hour	2 Working Day
3	Level 3	2 Hours	3 Working Day
4	Level 4	4 Hours	4 Working Days

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 level 3 and level 4, is still required to be resolved by the Bidder in the duration as mentioned in the above table.

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).

### 17.4 Performance Tracking and Reporting

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.

## 17.5 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.

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

Elapsed Time of unavailability per incident(based on the type of incident specified in section 17.3)	Penalties in (INR)
Up to 8 hours	NILL
Up to 24 hrs	2.5% of the total support/subscription cost of a year
Greater than 24 hours	5% of the total support/subscription cost of a year

In addition to the above, not informing ReBIT of any security patches released by OEM and not implementing critical security patches to the appliances implemented within a period of 10 days, will result in penalties upto 2.5% of the total support/subscription cost per year.

ReBIT will deduct the penalties from the payment due of the same project from the Successful Bidder or invoke the Bank Guarantee. ReBIT may also withhold the amount to be recovered from the payment due from other projects held by the same Bidder.

Any such recovery or penalties shall not in any way relieve the successful Bidder from any of its obligations to complete the works / service(s) or from any other obligations and liabilities under the Contract/Agreement/Purchase Order.

## 18. Liquidated Damages (LD)

If Successful Bidder fails to deliver any or all of the Service(s) / Systems or perform the Services within the time period(s) specified in the RFP/Contract / Agreement, ReBIT shall, without prejudice to its other rights and remedies under and in accordance with the RFP/Contract / Agreement, levy Liquidated Damages (LD) from payments, which are due to the Successful Bidder. For calculation of LD:

- i. In case of delay by the Bidder in any stage of the project milestone, the LD as per the ReBIT’s discretion will be imposed on the Bidder at 1% of the total contract value per week of delay, subject to the maximum of 10% of the total contract value as per the agreement between ReBIT and the successful Bidder.
- ii. ReBIT reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by ReBIT to the bidder.
- iii. Part of month will be treated as a month for this purpose.
- iv. However, ReBIT may, at its discretion, waive the liquidated damages in case the delay cannot be attributed to the Bidder.
- v. ReBIT will deduct the amount of liquidated damages from the payment due of the same project from the Successful Bidder or invoke the Bank Guarantee. ReBIT may also withhold the amount to be recovered from the payment due from other projects held by the same Bidder.

- vi. Any such recovery or liquidated damages shall not in any way relieve the successful Bidder from any of its obligations to complete the works / service(s) or from any other obligations and liabilities under the Contract/Agreement/Purchase Order.
- vii. ReBIT reserves the right to condone the delay, if it is not attributable to the successful Bidder.

If the Bidder fails to complete the due performance of the contract in accordance with the specification including SLAs and conditions of the offer document, ReBIT reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance.

## 19. Adherence of Cyber Security Policy

Bidders are liable for not meeting the security standards or desired security aspects of all the ICT resources as per ReBIT's IT/Information Security / Cyber Security Policy. The salient aspects of security that the vendor needs to follow will be shared by ReBIT. Bidder should ensure Data Security and protection of facilities/application managed by them.

The deputed persons should aware about ReBIT's IT/IS/Cyber security policy and must maintain the utmost secrecy & confidentiality of the ReBIT's data including process performed at ReBIT premises. At any time, if it comes to the notice of ReBIT that data has been compromised / disclosed/ misused/misappropriated due to any gap in compliance to the above-mentioned policies then ReBIT would take suitable action as deemed fit and selected vendor would fully be required to compensate ReBIT of loss incurred by ReBIT.

Bidder must agree and provide undertaking not to disclose any ReBIT information and will maintain confidentiality of ReBIT information as per policy of ReBIT and will sign "Non-Disclosure Agreement" document provided by ReBIT.

The legal and regulatory requirements, including data protection, intellectual property rights, copy right, all the relevant regulations for sub-contracting; including the controls that need to be implemented shall be included in the supplier agreement.

All information resources (online/in-person) of the vendors and its partners shall be made accessible to ReBIT as and when sought. Credentials of vendor/third party personnel accessing and managing the ReBIT's critical assets shall be maintained and shall be accordance with ReBIT's policy.

ReBIT shall evaluate, assess, approve, review, control and monitor the risks and materiality of vendor/outsourcing activities and Bidder shall ensure to support baseline system security configuration standards. ReBIT shall also conduct effective due diligence, oversight and management of third-party vendor's/service providers & partners.

vendor security risk assessment will be carried out for the selected partner as detailed in Section 24 below.

Appropriate management and assurance on security risks in outsourcing and partner arrangements shall be ensured.

## 20. Confidentiality

The Bidder must undertake that they shall hold in trust any Information received by them, under the Contract/Agreement, and the strictest of confidentiality shall be maintained in respect of such Information. The Bidder has also to agree:

- i. To maintain and use the Information only for the purposes of the Contract/Agreement and only as permitted by ReBIT
- ii. To only make copies as specifically authorized by the prior written consent of ReBIT and with the same confidential or proprietary notices as may be printed or displayed on the original;
- iii. To restrict access and disclosure of Information to such of their employees, agents, strictly on a "need to know" basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause and
- iv. To treat all Information as Confidential Information.
- v. The Selected Bidder shall be required to sign a Non-Disclosure Agreement with ReBIT as per prescribed format provided in Annexure O within 15 days of issuing the purchase order/notification of award.

## 21. Limitation of liability

Neither party shall, in any event, regardless of the form of claim, be liable for any indirect, special, punitive, exemplary, speculative or consequential damages, including, but not limited to any loss of data, business interruption, and loss of income or profits, irrespective of whether it had an advance notice of the possibility of any such damages. Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum liability, of selected Bidder (vendor) and purchaser (ReBIT) shall be, regardless of the form of claim, restricted to the total of bill of material received by vendor from ReBIT for the event that gave rise to such liability, as of the date such liability arose, during contract period.

Limitation of liability will not be applicable to any legal injuries suffered by ReBIT due to the bidder in following scenarios:

- (a) fraud, wilful misconduct or gross negligence;
- (b) breach of intellectual property with respect to third party claims; and
- (c) breach of confidentiality, cybersecurity breach or data losses

## 22. Indemnification

- i. Bidder shall indemnify, protect and save ReBIT and hold ReBIT harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from -
  - a. an act or omission of the Bidder, its employees, its agents, or employees of the consortium in the performance of the services provided by the Bidder,
  - b. breach of any of the terms of this RFP or breach of any representation or warranty by the Bidder
  - c. Use of the deliverables and or services provided by the Bidder,
  - d. Infringement of any patent trademarks copyrights etc. or such other statutory infringements in respect of all components provided to fulfil the scope of this project. Bidder shall further indemnify ReBIT against any loss or damage to ReBIT's premises or property, ReBIT's data, direct financial loss, loss of life, etc., due to the acts of the Bidder's employees or representatives. The Bidder shall further indemnify ReBIT against any loss or damage arising out of loss of data, claims of infringement of third- party copyright, patents, or other intellectual property, and third-party claims on ReBIT for malfunctioning of the equipment or software or deliverables at all points of time, provided however,
    - i. ReBIT notifies the Bidder in writing in a reasonable time frame on being aware of such claim,
    - ii. The Bidder has sole control of defence and all related settlement negotiations,
    - iii. ReBIT provides the Bidder with the assistance, information and authority as it deems fit to perform the above.
- ii. It is clarified that the Bidder shall in no event enter into a settlement, compromise or makes any statement (including failure to take appropriate steps) that may be detrimental to the ReBIT's (and/or its customers, users and service providers) rights, interest and reputation.
- iii. Bidder shall be responsible for any loss of data, loss of life, etc., due to acts of Bidder's representatives, and not just arising out of gross negligence or misconduct, etc., as such liabilities pose significant risk.
- iv. Bidder should take full responsibility for its and its employee's actions. Further, since the ReBIT's data could be integrated / used under Bidder provided software, the Bidder should be responsible for loss/compromise or damage to ReBIT's data and for causing reputation risk to ReBIT.
- v. The Bidders should indemnify ReBIT (including its employees, directors or representatives) from and against claims, losses, liabilities, penalties, fines and suits arising from:
  - a. IP infringement under any laws including Copyrights Act 1957 & IT Act 2000 and such other statutory acts and amendments thereto.
  - b. Negligence and misconduct of the Bidder, its employees, and agents.
  - c. Breach of any terms of RFP, Representation or Warranty.
  - d. Act or omission in performance of service.
  - e. Loss of data due to any of the reasons mentioned above.
  - f. Non-compliance of the Bidder with Laws/Governmental /regulatory Requirements.
- vi. In the event that ReBIT is called as a defendant for IPR infringement of patent, trademark or industrial design rights arising from use of any of the components of the supplied solution, the Bidder on its own expense will undertake to defend ReBIT.
- vii. It will be the Bidder's responsibility to rapidly do away with third-party claims. The Bidder will

also pay any compensation arising from the infringement claims and ReBIT will in no manner be responsible for such payments. In addition, the Bidder will bear all the related expenses and legal fees.

- viii. On its part, ReBIT will immediately relay to the Bidder any such claims and offer assistance within reasonable limits to rid the claim.
- ix. Once the components delivered at ReBIT premises, The Bidder must undertake to indemnify that all the components delivered are free of defects, are brand new and original. If at some stage it is discovered that the components do not meet these criteria, ReBIT has the right to cancel the order and the Bidder will have to refund the total amount received from ReBIT along with the interest and separate penalties. Similar conditions apply to software; as well the system software must be licensed and original.
- x. The Bidder claims and represents that it has obtained appropriate rights to provide the Deliverables and Services upon the terms and conditions contained in this RFP.
  - a. The Bidder shall be responsible at its own cost for obtaining all necessary authorizations and consents from third party licensors of Software used by Bidder in performing its obligations under this Project.
  - b. If a third party's claim endangers or disrupts ReBIT's use of the Deliverables, Bidder shall at no further expense, charge, fee or cost to ReBIT, obtain a license so that ReBIT may continue use of the Deliverables in accordance with the terms of this RFP.
  - c. Bidder shall indemnify and keep fully and effectively indemnified ReBIT from all legal actions, claims, or damages from third parties arising out of use of software, designs or processes used by Bidder or his subcontractors or in respect of any other services rendered under this RFP.

## 23. Responsibility for Completeness

Any supplies and services, which might not have been specifically mentioned in this tender but, are necessary for the installation, configuration, testing, commissioning, performance or completeness of the order, shall be provided / made available as per the time schedule for smooth and efficient operation and maintenance of the system under Indian conditions.

The Bidder shall be responsible for any discrepancies, errors and omissions in the technical details submitted by him/them, irrespective of whether these have been approved, reviewed or otherwise, accepted by ReBIT or not. The Bidder shall take all corrective measures arising out of discrepancies, errors and omissions in drawing and other information as mentioned above within the time schedule and without extra cost to ReBIT.

## 24. Vendor Security Risk Assessment

### i. General Security Requirements

- Bidder should have the security controls in place to protect sensitive and/or confidential information shared with the vendor.
- Bidder to ensure that any of its agent or subcontractor, to whom ReBIT provides access to information systems, agrees to implement reasonable and appropriate safeguards to ensure the confidentiality, integrity, and availability of the information systems.
- Bidder shall not copy any ReBIT's 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.
- All personnel who will be part of this engagement deployed at ReBIT's premises will need to adhere ReBIT's security policy.
- All personnel who will be part of this engagement will need to sign NDA with ReBIT.
- Bidder should carry out Background checks which includes Address, Education, past employment and criminal checks for all personnel that will be deployed at ReBIT for the implementation.
- Bidder shall disclose the origin of all software components used in the product including any open source or 3rd party licensed components.

### ii. Security for Support & Maintenance

- Bidder should follow all the process defined by ReBIT like Incident, Change, Release and Patch Management.



- Configuration items such as computers and other devices, software contracts and licenses, third party tools and business services which are related to this project should be disclosed.
- All user and technical access will be granted as per the Role Matrix approved by ReBIT. All access will be reviewed as per defined frequency and during control points e.g. when a team-members leave team or organization.
- The security requirements for vendors mentioned in these sections will be evaluated during the Vendor Security Risk Assessment. This assessment will be conducted on periodic basis.

## 25. Force Majeure

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

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

If the duration of delay due to force majeure continues beyond a period of three months, vendor and ReBIT shall hold discussion to find a solution. However, notwithstanding the above, the decision of ReBIT would be final and binding on the vendor.

## 26. 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.

## 27. Non-Payment of items/activities fees

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

## 28. 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.

## 29. Non-Solicitation

The Bidder, during the term of the contract and for a period of one year thereafter shall not without the express written consent of the 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 the ReBIT in rendering services under the contract; or

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.

### **30. No Employer-Employee Relationship**

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.

A self-declaration is required from the Bidder as part of the technical bid.

### **31. Ownership**

The RFP and all supporting documentation are the sole property of ReBIT and should NOT be redistributed without written consent of ReBIT.

Violation of this would be breach of trust and may, inter-alia causes the Bidders to be irrevocably disqualified.

Forthwith upon expiry or earlier termination of this Contract and at any other time on demand by ReBIT, the Bidder shall deliver to ReBIT all documents provided by or originating from ReBIT and all documents produced by or from or for the Bidder in the course of performing the Services, unless otherwise directed in writing by ReBIT at no additional cost

The Bidder shall not, without the prior written consent of ReBIT, store, copy, distribute or retain any such documents

The bid proposal and all supporting documentation submitted by the Bidder shall become the property of ReBIT. Unless ReBIT agrees to the Bidder's specific requests, in writing, the proposal and documentation are not to be returned.

### **32. Tender/RFP Cancellation**

ReBIT reserves the right to cancel the Tender/RFP at any time without assigning any reasons whatsoever.

### **33. Publicity**

Any publicity by the Bidder in which the name of ReBIT is to be used, will be done only with the prior written permission of ReBIT.

### **34. Dispute Resolution**

In the event of any dispute, disagreement or differences between the parties relating to the "Contract or LOI (Letter of Invitation) whichever is issued later", ReBIT and the vendor shall make every effort to resolve amicably, by direct informal negotiation.

If after thirty days from the commencement of such informal negotiations, ReBIT and the bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution by formal arbitration to be conducted in accordance with the Arbitration and Conciliation Act, 1996 and the venue of arbitration shall be at Mumbai, India. In the event of failure to resolve the differences through arbitration, either of the parties shall be free to undertake necessary further legal course with the Courts of Law in Mumbai who shall have jurisdiction for preventive, interlocutory and other incidental relief applied for by any party under or in relation to Agreement.

### **35. Jurisdiction**

Notwithstanding anything contained herein above, in case of any dispute, claim and legal action arising out of this RFP, the parties shall be subject to the jurisdiction of courts at Mumbai, Maharashtra State, India only.

## Annexure A: Submission Checklist

### Submission Checklist for Technical Bid

The Bidder must ensure that all the required documents as per the RFP are submitted as a part of the Technical Bid. Failure to provide any of the documents could lead to the disqualification of the Bidder from the bid. An indicative list of the required documents is provided below. The bidders shall review and provide any other documents required as per the RFP.

Items	Submitted (Bidder)	Verified (REBIT)
Index of all the documents, letters, signed RFP etc. submitted in response to this document along with page numbers.	<input type="checkbox"/>	<input type="checkbox"/>
DD/BG towards the Earnest Money Deposit.	<input type="checkbox"/>	<input type="checkbox"/>
A copy of board resolution along with a copy of power of attorney (POA wherever applicable) showing that the signatory has been duly authorised to sign the Bid document.	<input type="checkbox"/>	<input type="checkbox"/>
Copy of the RFP document along with all clarifications released by ReBIT duly stamped and signed on all the pages of the document for having noted the contents and testifying conformance to the terms and conditions set out therein.	<input type="checkbox"/>	<input type="checkbox"/>
Annexure B: Bid Submission Form	<input type="checkbox"/>	<input type="checkbox"/>
Annexure C: Self-Declaration for Relatives in REBIT	<input type="checkbox"/>	<input type="checkbox"/>
Annexure D: Self-Declaration to comply with Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013	<input type="checkbox"/>	<input type="checkbox"/>
Annexure F: Bidder's Details	<input type="checkbox"/>	<input type="checkbox"/>
Annexure G: Specific response with supporting documents in respect of Eligibility Criteria.	<input type="checkbox"/>	<input type="checkbox"/>
Annexure H : Compliances to Technical Specifications <b>(Bidders to submit all relevant catalogues duly highlighting the relevant specifications)</b>	<input type="checkbox"/>	<input type="checkbox"/>
Annexure J: Bidder's experience.	<input type="checkbox"/>	<input type="checkbox"/>
Annexure K: Manufacturer's Authorisation Form if the Bidder is not an OEM.	<input type="checkbox"/>	<input type="checkbox"/>
Annexure L: Proposed team profile	<input type="checkbox"/>	<input type="checkbox"/>
Annexure O: Confidentiality and Non-disclosure agreement	<input type="checkbox"/>	<input type="checkbox"/>
Annexure Q: Proposed project plan	<input type="checkbox"/>	<input type="checkbox"/>

Items	Submitted (Bidder)	Verified (REBIT)
Escalation matrix	<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)
Annexure I: Price Bid	<input type="checkbox"/>	<input type="checkbox"/>

## Annexure B: Bid submission form

[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 the validity as mentioned in the RFP and our Offer shall remain binding on us and may be accepted by ReBIT any time before expiry of the offer.

We undertake, if our Proposal is accepted, to start the services within the timelines as mentioned in the RFP 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.

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.

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 ReBIT or its appointed representatives.

If our Bid Response is accepted, we will obtain a performance bank guarantee in the format given in the Bid Document issued by a scheduled commercial bank in India for a sum mentioned in the RFP for the due performance of the contract.

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.

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.

ReBIT is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any 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.

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 namely "Prevention of Corruption Act 1988".

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.

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]



## Annexure D: Self Declaration on 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 (**Acquired Services/RFP/Etc**) with reference number RFP: ReBIT/2020 / CPO / \_\_\_\_ dated DD Month YYYY.

Further to our proposal, in response to the Request for Proposal for (**Acquired Services/RFP/Etc**) with reference number RFP: ReBIT/2020 / CPO / \_\_\_\_ dated DD Month YYYY (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 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,



## Annexure E: Bidders' Queries Format

Contact Details		
Name of Organization submitting request (Enter Full Legal Entity name)	:	
Full formal address of the organization	:	
Tel	:	
Fax	:	
Email	:	
Name & position of person submitting request		
Name	:	
Position	:	

#	Page No	Clause no.	Existing Clause of the RFP	Query	ReBIT's Response

## Annexure F: Bidder's Details

*[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: Designation: Address: Telephone/Fax numbers: Email Address:	
6. Attached are certified copies of original documents of firm/ company named in 1: o Document evidencing the person(s) duly authorised to commit the Bidder or a Power of Attorney	
7. Details for EMD Refund a) Account No. b) Name of account holder c) Name of Bank d) IFSC Code	

*Name and Signature of authorised signatory and Seal of Company*

## Annexure G: Minimum Eligibility Criteria

(On Bidders Organisation's Letterhead)

The Bidder may note that the below criteria is of critical importance and non-adherence / non-meeting of any of them would lead to disqualification from further bidding process :

Sr. NO	REQUIREMENTS	YES / NO	List of Documents to be Submitted
1	The Bidder must be an entity registered with the Registrar of Companies under Companies Act, 1956/2013		<ul style="list-style-type: none"> <li>• Copy of the Partnership deed/ Bye Law / Certificate of Incorporation issued by Registrar of Companies and full address of the registered office.</li> <li>• GST registration number, as applicable</li> </ul>
2	The Bidder should have a positive net worth in last three (3) financial years, i.e. 2017- 18, 2018 - 19, 2019-2020.		Certificate of the Chartered Accountant shall be provided for the specified period.
3	The bidder should be in net profit (profit after tax) in the last three (3) financial years, i.e. 2017- 18, 2018 - 19, 2019-2020.		Audited financial statements including profit and loss statement to be submitted/ or Certificate of the Chartered Accountant for the specified period.
4	The bidder should have an average annual turnover of atleast Rs 1 Crore in the last three (3) financial years, i.e. 2017- 18, 2018 - 19, 2019-2020.		
5	The bidder should have executed 2 or more projects of size 400 user systems each of the proposed OEM's Solution in the last 3 years and should be go-live as on 31-12-2020.		<p>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</p> <p>B) Contract / PO Copy as documentary evidence proving project value</p> <p>The onus of proving the credential via documentary evidence is of the Bidder.</p> <p>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.</p> <p>Note: Only completed assignments will be evaluated. Projects under implementation or not completed for any reason will not be evaluated.</p>

Sr. NO	REQUIREMENTS	YES / NO	List of Documents to be Submitted
			The name of the Bidder and the proposed OEM solution needs to be in sync with the credential letters / contract copies. Exceptions may be made in case of divesture, M&A.
6	<p>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 authorisation to setup implement, support and maintain the proposed solution in accordance to this RFP requirements.</p> <p>i.OEM or its SI can participate but both cannot participate in the RFP. ii.If Bidder is not OEM, the Bidder can participate through only one OEM.</p>		<p>Manufacturer authorization Form as specified in Annexure - K is to be submitted if the Bidder is not the OEM/OSD.</p> <p>If the Bidder is not OEM/OSD, then the Bidder shall have an understanding with the OEM / OSD that the OEM/OSD shall extend full support for successful deployment and implementation of the solution at ReBIT through the participating Bidder.</p>
7	Bidder should not be currently blacklisted from any of the government, semi government institutions, public/ private companies etc. in India and abroad.		Declaration is required on bidder's letter head.
8	There is no court case or insolvency proceedings pending against the bidder.		<p>Declaration is required on bidder's letter head.</p> <p>If such an action exists and the Bidder considers that it does not affect its ability to deliver the requirements as per the Tender, it shall provide details of the case /action(s).</p>

- 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.

**Eligibility criteria mentioned at SI No 2 to 4 in table above are relaxed for Startups subject to their meeting of quality and technical specifications. Bidder to note the following:**

- “Start-up” company should enclose the valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), (erstwhile Department of

Industrial Policy and Promotion), Ministry of Commerce & Industry, Govt. of India with the technical bid.

- ii. Bidder who solely on its own, fulfils each eligibility criteria condition as per the RFP terms and conditions and who are having “Start-up” company status, can claim exemption for eligibility criteria as mentioned above.

Authorized Signature

## Annexure H: Technical Specifications

Sr. No.	Requirement specification	Requirement categorisation	Score	Compliance (Y/N)	Detailed response (please be as elaborate as possible on how your solution addresses these points)
<b>Architecture</b>					
1	The proposed and presented solution should be an on-premises solutions that will be placed in ReBIT Data center.	Must have			
2	The Solution should support the following 4 stages of attack mentioned at S.Nos 3,4,5 and 6				
3	Before the Attack: <b>Preemption</b> (Attack Surface Reduction) The Deception Solution should have the ability to monitor an organization's attack surface.	Must have			
4	During the Attack: <b>Detection</b> (Deceptions, Decoys, Emulations) The Deception Solution should have the ability to easily create and deploy authentic deceptions across all endpoints.	Must have			
5	After the Attack: <b>Response</b> (Intelligence and Forensics) The Deception Solution should collect the precise forensic intelligence and context needed to understand and act on an incident.	Must have			
6	Stop attacker Movement: <b>Mitigation</b> The Deception Solution should be enterprise-grade ready and seamlessly integrate into the existing security ecosystem. Provide indepth logs to help SOC mitigate the risk.	Must have			
7	The solution should be able to create decoys on the ReBIT LAN with around 10 network zones including 1 DMZ and the non-network side e.g websites, DNS records, MX records, etc.	Must have			
8	Solution should have GUI based console to configure, monitor and administration.	Must have			
<b>Capability</b>					

Sr. No.	Requirement specification	Requirement categorisation	Score	Compliance (Y/N)	Detailed response (please be as elaborate as possible on how your solution addresses these points)
9	The solution should be able to create decoys for platforms like: · Windows · Linux · MacOS · PubliccloudIaaS(AWS,Azure) · IoTdevices(Printers,CCTV,etc.) · NetworkDevices(Routers,Switchesetc.)	Must have			
10	Specify if the solution is able to create decoys for Security solutions like Anti-Virus, Firewall, IPS/IDS, email gateway security, SIEM.	Good to have	1		
11	The solution should be able to create decoys for applications like · Browsers · Database · Scanners · FTP · Files · Emails · Network protocols · RDP · Recent connections · SSH · Scripts · Share drives · Windowscredentials/Active Directory	Must have			
12	Specify types of decoys or deceptions missed in the specifications - 13,14 & 15 that your solution can provide and we have not mentioned	Good to have	1		
13	Solution should automatically detect and alert scanning attacks and L2 attacks such as ARP flood	Business critical	2		
14	The solution needs to have an active detection system that will detect/highlight attacks based on <b>signatures</b>	Business critical	2		
15	The solution needs to have an active detection system that will detect/highlight attacks based on <b>pattern or behaviour</b>	Business critical	2		
16	<b>AD decoys</b> should be sophisticated so that the attacker does not identify easily that it is getting lured to a AD decoy. The solution should have automated capability in which AD decoys have random creation, modifications timestamps, etc. Bidder shall mention the solutions technique	Business critical	2		

Sr. No.	Requirement specification	Requirement categorisation	Score	Compliance (Y/N)	Detailed response (please be as elaborate as possible on how your solution addresses these points)
	to achieve near fool proof AD decoys in Remarks.				
17	Ability to integrate deception into any web or mobile application to cover attacks on <b>Mobile endpoints</b> connected to Datacenter Servers.	Good to have	1		
18	The system should detect all types of <b>attack vectors</b> including but not limited to pre attack reconnaissance, spear phishing, zero- day attacks, privilege escalation, lateral movement, data theft and malware.	Must have			
19	Each decoy should detect <b>multiple attacks simultaneously</b> .	Business critical	2		
20	The solution should have capability to dynamically deploy decoy or modify a decoy to lure the attacker as per attack technique	Business critical	2		
21	All <b>OS</b> on the decoys or any part of the deception solution should be <b>licensed</b> in the name of ReBIT or the name of the OEM as part of the offering.	Business critical	2		
22	The solution should be able to carry out a <b>session replay</b> of the attack carried out on the decoy for further analysis. The details available in session replay shall be mentioned in Remarks.	Business critical	2		
23	The solution should have a <b>central management console</b> to manage the deployment and event notifications. All other components should be controlled and configured through the central management console only.	Must have			
24	Decoys created should be able to add as computer objects to the real <b>Active Directory</b> domain and should avoid using a domain trust relationship between a dummy Active Directory and the real Active Directory domain that hackers can easily discover.	Business critical	2		
25	Ability to embed lures on real endpoints in the form of unique dummy credentials that lead attackers on to decoy systems leading to discovery of lateral movement	Good to have	1		



Sr. No.	Requirement specification	Requirement categorisation	Score	Compliance (Y/N)	Detailed response (please be as elaborate as possible on how your solution addresses these points)
26	The endpoint deception agent should be able to select users/computers on the basis of the following selection criteria: - Process list - Browser history - Installed programs - Interesting files - Recent commands - Active TCP connections - OU	Business critical	2		
27	The solution should have <b>Threat intelligence feed</b> integrated with this solution for the duration of the Project.	Must have			
28	Solution should provide <b>granular control</b> over decoys in each network segment. In addition, should provide capability to turn off or on all decoys in a particular group/ network segment.	Good to have	1		
29	Solution should cover every subnet of the network and logical zone or Vlan.	Business critical	2		
30	The solution should be capable of creating decoy processes on the endpoint with custom name and path.	Business critical	2		
31	The endpoints with Windows OS, deception should be able to detect attempts to <b>access Answer file</b> within the OS.	Business critical	2		
32	Deception platform must be capable of creating file decoys that are deployed on real systems and trigger alerts not only when opened but also when copied, modified and deleted	Good to have	1		
33	Solution should support synchronization of time with NTP servers and time zone should be pushed to all the decoys	Business critical	2		
34	The solution should have the ability to <b>capture commands</b> executed for high-interaction SSH connections on <b>Linux decoys</b> without any instrumentation processes or agents running within the decoys.	Business critical	2		
35	The solution should support <b>randomization of false credentials.</b>	Business critical	2		
36	Decoy services of SSH, HTTP / HTTPS, FTP, SMB, MySQL, telnet should be individually unique services and not	Business critical	2		

Sr. No.	Requirement specification	Requirement categorisation	Score	Compliance (Y/N)	Detailed response (please be as elaborate as possible on how your solution addresses these points)
	just a few VMs offering the same service on multiple IP addresses				
37	The solution should be able to deploy built in application decoys that look like webmail portals, vpn login portals, network printer, PIM login, HRMS, Email (Outlook/Lotus notes), Citrix, Cisco, Gitlab etc.	Business critical	2		
38	Decoy web-applications should include the ability to easily upload templates for high-interaction (login / browsing of the decoy application).	Business critical	2		
39	All Windows high interaction activity should be logged, not just code execution attempts. High-interaction should not involve transfer of malicious code to a separate analysis VM, but should provide full interactive access to the attacker.	Business critical	2		
40	The solution should have some technique to cater to <b>Phishing email</b> . The bidder shall explain the technique in Remarks.	Business critical	2		
41	Solution should include high-interaction Windows decoys that are accessible over the following channels: WMI, RDP, RPC-DCOM.	Business critical	2		
42	The solution should have the ability to record the screen in a video or screenshots (state which option is available) and must also capture keystrokes and mouse movements for hi-interaction remote desktop connections on Windows decoys and provide a downloadable video replay with keystroke capture of the attacker's activity in the decoy.	Good to have	1		
43	The solution must support <b>geolocation</b> of external threats.	Business critical	2		

Sr. No.	Requirement specification	Requirement categorisation	Score	Compliance (Y/N)	Detailed response (please be as elaborate as possible on how your solution addresses these points)
44	Solution should have the ability to create specialised Internet facing decoys to detect external reconnaissance of Internet facing websites. These decoys should only respond to requests on HTTP/HTTPS and only for their requests to the configured domain names. The Internet facing decoys should consume backscatter threat intelligence from platforms like MISP, Grey noise, Shodan etc.It should not respond to the scans on the IP addresses. ( If internet facing decoys require public IP addresses then this solution should be provisioned to provide public IP address by the Bidder and cost for the same shall be borne by the bidder. Public IP address shall be provided by the bidder.)	Business critical	2		
45	Deception platform should automatically fill network decoys with <b>realistic auto-generated enticing content</b> containing folders and files pertaining to specific business verticals like Finance, Legal, HR, IT etc. The number of folders and files to generate and the file creation dates (oldest to newest) should be configurable. The files generated should be a combination of terms relating to specific verticals as well as pre-configured keywords related to the organisation.	Business critical	2		
46	The solution should have the ability to detect network scans in all VLANs in the enterprise network including remote offices without the need for any complex network changes like GRE tunnels or additional virtual appliances in each branch	Business critical	2		
47	The solution must support deep protocol inspection of network traffic such as DCE/RPC for detection of exploits.	Business critical	2		
48	The solution should be able to create spear-phishing decoys to detect targeted spear phishing attempts.	Business critical	2		
49	The solution should be able to create multiple decoys with RDP access and show only one network Interface in	Business critical	2		



Sr. No.	Requirement specification	Requirement categorisation	Score	Compliance (Y/N)	Detailed response (please be as elaborate as possible on how your solution addresses these points)
61	The solution should automatically recommend un-listed subdomains to be deployed as decoys.	Business critical	2		
62	The solution should allow the user to choose from various server and versions for each un-listed subdomain.	Business critical	2		
63	The solution should allow custom decoy SSL certificate upload for each unlisted subdomain	Business critical	2		
<b>Incident Management</b>					
64	The solution should include the capability to automatically triage and extract forensics information from infected / compromised assets.	Must have			
65	When an event occurs, the solution should have built in orchestration to take specific actions based on preset or user specified rules that can be specified on any event meta-data. The rule engine should support multiple Boolean and logical conditions to appropriately orchestrate the response.	Business critical	2		
66	The solution should integrate with existing SIEM out of the box without custom parser. SIEM may be IBM Qradar, Splunk or MicroFocus Arc Sight. (state the compatibility for all 3)	Business critical	2		
67	Solution should have basic critical / high / medium / low categorization for incidents/attacks.	Must have			
68	The solution must use a numeric risk score for each attacker based on dynamic analysis of attacker behaviour.	Business critical	2		
<b>Reporting &amp; Alerting</b>					
69	The Solution should have alerting mechanism through emails	Must have			
70	Besides email alerts, the solution shall have the built in ability for real-time voice phone calls and SMS alerts based on preset or custom notification rules	Good to have	1		
71	There should be clear mechanism in the solution or process defined so that attacks on decoys are not mixed with actual attacks observed on the SIEM.	Business Critical	2		
72	Solution should support download of all endpoint deceptive object	Business Critical	2		

Sr. No.	Requirement specification	Requirement categorisation	Score	Compliance (Y/N)	Detailed response (please be as elaborate as possible on how your solution addresses these points)
	information in industry standard formats like JSON and CSV file.				
73	All the attacks should be classified based on the Mitre framework.	Good to have	1		
74	Solution should have ability to provide reports for the purpose of forensic investigations	Business Critical	2		
75	Reports should contain charts and be customizable	Business Critical	2		
76	Reports should be downloadable in excel and PDF format.	Must have			
77	Deceptions installed across the organization's endpoints must be unseen by the organization's users	Good to have	1		
78	Solution should be able to remotely deploy decoys/emulations/deceptions across network segments with minimal IT involvement	Must have			
79	Solution should be able to whitelist authorized IP addresses and applications based on Hashes, certificate and PE header	Must have			
80	Integrate with Active Directory and EDR solution	Must have			
81	Ability to integrate with any third party or custom threat feed	Must have			
82	Automatically create deceptions that are contextual to the unique pre-existing data on every single workstation and server	Must have			
83	Automatically create deceptions in accordance with organizational naming conventions	Must have			
<b>Additional Features</b>					
84	Please state all the additional features which are critical to enhancing Security provided by Deception technology that are provided in the offered solution which are not mentioned above.	Business Critical	2		

## Annexure I: Price 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 Ownership (TCO) should be calculated in below format. All prices shall be in INR.

S. No.	Details	Qty	Year 1			Year 2			Year 3		
			Unit Rate	Total cost excl GST	Total GST	Unit Rate	Total cost excl GST	Total GST	Unit Rate	Total cost excl GST	Total GST
1	License cost for upto: 400 user systems, 10 zones and VLANs, 1 location	As mentioned in details									
2	Server / Appliance	As required									
3	Implementation Cost (including training cost)	Lum psum				<b>Cost to be mentioned only for Year 1</b>					
	<b>TOTAL</b>			A			B			C	
	<b>TCO</b>			<b>(A+B+C)</b>							
4	Incremental Perpetual Licenses / Subscription cost	401-450									
5	Incremental Perpetual Licenses / Subscription cost	451-500									
6	Incremental Perpetual Licenses / Subscription cost	501-551									
7	Incremental Perpetual Licenses / Subscription cost	551-600									
8	Incremental Perpetual Licenses / Subscription cost	601-650									
9	Incremental Perpetual Licenses / Subscription cost	651-700									

1. Vendor has to provide the license cost in INR. GST Rates are to be provided separately. Licenses / Subscription Cost shall be overall cost (of products, licenses, product support, certificates etc.) inclusive of all Taxes (whichever is applicable), however exclusive of GST.
2. **Prices mentioned at S.No 4 to 9 shall not be more than prices mentioned at S.No 1. The start date of these licenses will be from the date of deployment as advised by ReBIT.**
3. For S.No 4 to 9 ReBIT shall pay per additional license as per the unit rates mentioned based on actual usage.
4. Renewal of licenses for Year 2 and Year 3 will be decided based on the actual requirement and will be considered based on successful implementation of the solution without any pending issues.
5. If vendor fails to submit the price in the above format the bid may be subject to get rejected.
6. License cost / Renewal of licnese will be paid to the successful bidder on yearly basis as per above mentioned cost sheet and payment milestone mentioned at section 5.6 based on actual

usage of licenses.

7. Implementation cost shall be paid 30 days after Go-live and project completion certificate as per the payment milestone mentioned at section 5.6.

Note:

**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.

Authorized Signature



## Annexure J: Bidder's Experience

(On letterhead of the Bidder)

S.No	Information Sought	Information
1	Client's name	
2	Assignment/Job name	
3	Name and Contact Details of the Client	
4	Scope of Supply/Services as a provided under the contract	
5	Current Status	
6	Duration of Assignment/Job (months )	
7	Approx. value of the contract (in Rupees)	
8	Approx Value of the assignment/job provided by your firm under the contract(In Rupees)	
9	Start date (month/year)	
10	Completion date (month/year)	
11	Copy of Purchase/ Work Order	
12	Any other Supporting Document	

Signature of Bidder

Date

Place

## Annexure K: Manufacturer’s authorisation form (MAF)

(To be filled for hardware/ application software / system software/ RDBMS/ any other suites, whatsoever applicable separately)

To  
Procurement- In - Charge  
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 RFP with reference number RFP: ReBIT/2020 / CPO / \_\_\_\_\_ dated \_\_\_\_\_.

We hereby extend our full guarantee and warranty for the following software’s / products offered by the above firm in response to ReBIT’s RFP/ tender and contract for supply, installation, commissioning, services and support for Products & Services as specified in tender / RFP as per the terms and conditions set out in the document for the purpose.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

We duly authorise the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

(Please mention the names of the Software, Desktop, laptop, Servers, System Software, RDBMS, any other suites, whatsoever applicable separately)

**Yours Faithfully,**  
**(Name)**

## Annexure L: 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

## Annexure M: Bank Guarantee for EMD

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

Dear Sir,

M/s \_\_\_\_\_ having their registered office at \_\_\_\_\_ (hereinafter called the “Bidder”) wish to respond to the Request for Proposal (RFP) for Setup and Implementation of RSB, self and other associated Bidders and submit the proposal for the same as listed in the RFP document.

Whereas the “Bidder” has submitted the proposal in response to RFP, we, the \_\_\_\_\_ Bank having our head office \_\_\_\_\_ hereby irrevocably guarantee an amount of (Amount as per the RFP) (Rupees \_\_\_\_\_ in words Only) as bid security as required to be submitted by the “Bidder” as a condition for participation in the said process of RFP.

The Bid security for which this guarantee is given is liable to be enforced/ invoked:

1. Withdraws its bid during bid validity period
2. Refuses to honour commercial bid. ReBIT reserves the right to place order onto Bidder based on prices quoted by them.
3. Refuses to accept purchase order or having accepted the purchase order, fails to carry out his obligations mentioned therein.
4. Any other reason for EMD forfeiture mentioned in the RFP

We undertake to pay immediately on demand, to ReBIT, the said amount of \_\_\_\_\_ (Rupees \_\_\_\_\_ Only) without any reservation, protest, demur, or recourse. The said guarantee is liable to be invoked/ enforced on the happening of the contingencies as mentioned above and also in the RFP document and we shall pay the amount on any Demand made by ReBIT which shall be conclusive and binding on us irrespective of any dispute or difference raised by the Bidder.

Notwithstanding anything contained herein:

1. Our liability under this Bank guarantee shall not exceed \_\_\_\_\_ (Rupees \_\_\_\_\_ Only).
2. This Bank guarantee will be valid up to \_\_\_\_\_(as per the RFP) ; and a claim period of one month thereafter and
3. We are liable to pay the guarantee amount or any part thereof under this Bank guarantee only upon service of a written claim or demand by you on or before \_\_\_\_\_.

In witness whereof the ReBIT, through the authorized officer has sets its hand and stamp on this  
\_\_\_\_\_ day of \_\_\_\_\_ at \_\_\_\_\_.

Signature .....

Name .....  
(In Block letters)

Designation .....

(Staff Code No.) .....

Official address:  
(Bank's Common Seal)  
Attorney as per power of Attorney No.

Date:

WITNESS:

1 ..... (Signature with Name, Designation & Address)

2 ..... (Signature with Name, Designation & Address)

## Annexure N: Performance Bank Guarantee

### Strictly Private and Confidential

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

Dear Sir,

**PERFORMANCE BANK GUARANTEE - (RFP Description) with reference number RFP: ReBIT/2021 / CPO / \_\_\_\_\_ dated \_\_\_\_\_**

WHEREAS

M/s. (name of Bidder), a company registered under the Companies Act, 1956, having its registered and corporate office at (address of the Bidder), (hereinafter referred to as "our constituent", which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), entered into an Agreement dated ..... (Hereinafter, referred to as "the said Agreement") with you (ReBIT) for <\_\_\_\_\_RFP Description\_\_\_\_\_> as detailed in the scope given in the RFP document, as detailed in the said Agreement.

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

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

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

1 In the event of our constituent committing any breach/default of the said Agreement, which breach/default has not been rectified within a period of thirty (30) days after receipt of written notice from you, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of Rs..... (in words and figures) without any demur.

2 Notwithstanding anything to the contrary, as contained in the said Agreement, we agree that your decision as to whether our constituent has made any such default/s / breach/es, as afore-said and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said Agreement, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

3 This Performance Bank Guarantee shall continue and hold good for thirty (30) days after the completion of the contract period i.e. (date), subject to the terms and conditions in the said Agreement.

4 We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Agreement until thirty (30) days after the completion of the contract period for the Total Solution as per said Agreement.

5 We further agree that the termination of the said Agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we have an obligation to honor the same without demur.

6 In order to give full effect to the guarantee contained herein, we (name and address of the bank), agree that you shall be entitled to act as if we were your principal debtors in respect of your claims against our constituent. We hereby expressly waive all our rights of suretyship and other

rights, if any, which are in any way inconsistent with any of the provisions of this Performance Bank Guarantee.

7 We confirm that this Performance Bank Guarantee will cover your claim/s against our constituent made in accordance with this Guarantee from time to time, arising out of or in relation to the said Agreement and in respect of which your claim is lodged with us on or before the date of expiry of this Performance Guarantee, irrespective of your entitlement to other claims, charges, rights and reliefs, as provided in the said Agreement.

8 Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.

9 If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you (ReBIT).

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

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

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

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

Notwithstanding anything contained herein:

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

Dated ..... this ..... day ..... 2020.

Yours faithfully,

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

(Signature)

Designation

(Address of the Bank)

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



## Annexure O: 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 bidding for -----, 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.

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 this RFP, 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.

## Annexure P: 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 enroll 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 Enrollment” 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.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to

upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

Note: My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.

### **SUBMISSION OF BIDS**

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener’s public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

### **ASSISTANCE TO BIDDERS**

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

## Annexure Q: 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. Signing of Agreement
2. Process & System Study (Receive SRS)
3. Deployment
4. Implementations
5. Training
6. Go-live
7. Post Implementation

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.

## Annexure R: Panel Presentation

Evaluation category	Evaluation Criteria	Marks
<b>Product Demo</b>	<b>As per scoring mentioned in Annexure H</b>	<b>110</b>
<b>Presentation (Max 20 marks as per the details mentioned below)</b>		
Implementation	Approach / Plan / Deliverables	2
	Operations Support model / Deliverables	2
Operations	Approach / Plan / Deliverables	2
Training	Solution maturity	1
OEM	Credentials (Global / India-specific / BFSI segment)	2
	Years of experience	2
SI	Assurance provided on staffing	1
	Quality of proposal response	2
Proposal	Quality of proposal presentation	1
	Vendor experience	1
	Feedback from existing customer	1
Customer reference	Additional features of relevance provided by the product	2
Additional Features	Additional features of relevance provided by the product	1
<b>Total</b>		<b>130</b>