



**Group Term insurance Policy and Group Health Insurance Policy for
ReBIT Employees**

REQUEST FOR PROPOSAL (RFP)

(13 July 2022)
RFP: ReBIT/CPO/2022-23/093/008

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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 authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it. The information is not intended to be exhaustive.

Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so, and they do not rely only on the information provided by ReBIT in submitting a bid. The information is provided on the basis that it is non-binding on ReBIT or any of its authorities or agencies or any of their respective officers, employees, agents or advisors. ReBIT reserves the right to modify the requirements as well as add or delete, as the case may be, to meet ReBIT's requirements at any point of time.

ReBIT reserves the right not to proceed with the RFP, 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 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 the 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/termination or reasons thereof. Changes to the timeframe will be communicated.

RFP inviting authority	Reserve Bank Information Technology Pvt. Ltd. (ReBIT)
RFP BID reference number	RFP: ReBIT/CPO/2022-23/093/008
RFP requirement	Group Term insurance Policy and Group Health Insurance Policy for ReBIT Employees
Method of selection	Selection will be based on Least Cost (L1)
Availability of RFP documents	13-July-2022 RFP document will be available on CPP e-procurement portal (https://eprocure.gov.in/eprocure/app) and on ReBIT's website (https://rebit.org.in/procurement) Bidder shall refer Annexure - O: Instructions to Bidder for Online Bid Submission
Last date and time for submission of pre-bid queries	18-July-2022 up to 16:00 Hrs Queries should be submitted in the format prescribed in Annexure - E of this RFP and sent to procurement@rebit.org.in
Pre-bid meeting	20-July-2022 at 11:00 Hrs Through Video conferencing. The video conferencing link will be shared with those bidders who are interested to participate in the meeting. The bidders who are interested to participate in the pre-bid meeting are requested to send an e-mail request for the same with their details at procurement@rebit.org.in along with their queries, if any, as per the last date and time specified above for submission of the pre-bid queries.
Date of communication of responses to pre-bid queries and corrigendum, if any	22-July-2022 through ReBIT's website (https://rebit.org.in/procurement) and CPP e-procurement portal (https://eprocure.gov.in/eprocure/app)
Last date and time for bid submission (on or before)	3-August-2022 up to 15:00 Hrs through CPP e-procurement portal (https://eprocure.gov.in/eprocure/app) EMD DD / BG are to be submitted in originals at ReBIT Office.
Technical Bid opening	04-August-2022 at 15:00 Hrs in CPP e-procurement portal (https://eprocure.gov.in/eprocure/app)
Price Bid opening	To be informed later to the eligible bidders qualifying Technical Evaluation.
Proposal validity	Proposals must remain valid up to 180 (One hundred and eighty) days from the last date of submission.
Name and address for communication	Procurement Manager, Reserve Bank Information Technology Private Limited, 502, Building No 1, Mindspace Juinagar, Nerul, Navi Mumbai – 400706 Email: procurement@rebit.org.in , Phone No. 022 50233100/141

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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 wholly owned subsidiary of Reserve Bank.

2. Invitation of Bids

Reserve Bank Information Technology Pvt. Ltd. hereinafter also referred to as 'ReBIT', issues this Request for Proposal, hereinafter called 'RFP', The purpose behind issuing this RFP is to invite quotation from eligible bidders who will provide Group Term Insurance Policy and Group Health Insurance Policy (GHI)

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 with 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 the rejection of its 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. **Services** – "Services" means all services, scope of work to be provided by a Bidder as described in the RFP.

4. Minimum Eligibility Criteria

Only those Bidders who fulfil the eligible 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

The scope of work under this RFP is to enter into a contractual agreement with a successful bidder and select a suitable vendor for the proposed Group Term Insurance Policy and Group Health Insurance Policy as per the scope in subsequent section of the RFP document.

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.

The finally selected vendor/vendors shall need to provide insurance service to ReBIT for a duration of minimum **12 months**. The engagement duration may be extended based on mutual agreement and as per the ReBIT's requirement and compliance.

5.2 Scope of Work

5.2.1. Group Term insurance Policy Requirements

The purpose behind issuing this RFP is to invite quotations from the eligible insurance companies who will provide the Group term plan per employee for 331 employees as on June 30, 2022, with provision to charge premium on pro-rata basis for employees joining.

Insured's Name	Employee / Reserve Bank Information Technology
Address for Communication	502, Building No 1 Mindspace Juinagar, Nerul, Navi Mumbai, Maharashtra 400706
Policy Period	1 year (From 24 August 2022 to 23 August 2023) with the provision to renew the policy for another two years after expiry of policy
Number of persons to be insured	330

Details of employees:

Grade of Employees	Proposed amount of cover	Total employee Count
P0 & P1	30 lakhs	163
P2, P2A, P3 & P3A	50 lakhs	158
P4 & above	75 lakhs	9

Additional information - List of insured / Employees: Available on request. Please mail to procurement@rebit.org.in

The policy covers the Insured Person for the occurrence of death during the Policy Period but not exceeding the Sum Insured as specified under the Policy Schedule.

Benefits:

- Death
- Permanent/Total Disablement

Payout Basis:

Disbursement of claims of covered benefits up to specified sum insured as per the scope of cover within 30 days of claim.

The offered policy and coverage by the bidder should comply with the abovementioned benefits and coverage. However, the bidders may offer additional benefits as per their standard offerings.

5.2.2. Group Health Insurance Policy:

The purpose behind issuing this RFP is to invite quotations from the eligible insurance companies who will provide the Group Health Insurance Policy for 330 employees and their dependents as per schedule below, as on June 30, 2022, with provision to charge premium on pro-rata basis for employees (and their dependent family members) joining thereafter and refund of premium in case of deletions (and their dependent family members).

Pay scale-wise limits on Sum Insured & Limit on bed charges per day for normal hospitalization

Pay scale grade	Sum Insured	Bed Charges/day
P0	600000	4000
P1	600000	4000
P2	600000	4000
P3	600000	4000
P4	600000	4000
P5	700000	6000
P6	700000	6000

Sr.No.	Particulars	Policy Details
1	Type of Cover	Family Floater Mediciclaim
2	Number of employees Covered	330 Approx
3	Number of dependents Covered	798 Approx
4	Total beneficiaries	1128 Approx
5	Family Definition	Employee+ Spouse+ 2 Dependent Children up to 25 years + 2 Dependent Parents/in laws
7	Cover for more than 2 children	Not Covered (unless twins in the second birth)
8	Cover for children above 25 years	Not Covered
9	Pre-existing including Internal congenital Diseases	Covered from day 1
10	Maternity	₹ 50,000 for normal & ₹ 75,000 for Csection
11	New-born baby cover	Under the Floater Sum Insured from Day one
12	Pre & Post Natal expenses	Covered within maternity limit
13	COVID - Home treatment expenses	To be covered
14	1,2,3,4th year exclusions of any specified cases/diseases etc	Not applicable
15	30 day Waiting Period	Not applicable
16	Cover starts from	Date of Joining
17	Hospitalization due to Terrorism Effect	Covered
18	ICU Rent per Day	No Capping
19	Restrictions for room rent	As per table attached at para 5.2.2
20	Name of the current General Insurance Co.	M/s ICICI Lombard General Insurance Company Limited
21	Name of Current TPA	Internal TPA
22	TPA Cards (Physical Cards/E-Cards)	Physical as well as E-cards. Provision of downloading E-cards of employees should

Sr.No.	Particulars	Policy Details
		be available with the centralized HR team at ReBIT as well.
23	Pre-Hospitalization Expenses	Covered for 30 days
24	Post Hospitalization Expenses	Covered for 60 days
25	Method of Addition/ Deletion of Employees	Pro-rata basis
26	Claims allowed	Cashless (preferred) / Reimbursement. In case of reimbursement, the same shall be provided within 15 days of submission of bills. Interest must be paid if the bills are not settled within 30 days of submission of bills.
27	Corporate Buffer	Rs 5,00,000
28	Ambulance Charges	₹ 1,000 in normal & ₹ 3,000 for Cardiac/ICU
29	Special Conditions	Employee is covered under the policy, dependents will be deemed automatically 'covered from the date Employee is covered, even if not intimated
30	Policy Start date	24 August 2022
31	Policy End date	23 August 2023
32	Policy copy	Available on request. Please mail to procurement@rebit.org.in
33	Voluntary Top Up cover (Voluntary Cover)	To be made available. Dedicated portal for employees to be provided.
34	Termination / Cancellation of policy during first year	Not allowed
35	Option for including additional dependents.	To be made available.

List of Employee and Dependents: Available on request. Please mail to procurement@rebit.org.in

General Terms and conditions:

- The Policy should cover expenses of hospitalization (room charges Doctors/surgeons fees, ICU/ICCU, Medicines, pathology reports, etc.) on a cashless/reimbursement basis, incurred as a result of illness and/or accidents as an in-patient in a recognized hospital.
- The policy should cover dental treatment following an injury/accident.
- The policy should cover hospitalization expenses incurred in connection with accidents and mishap/incidents caused due to terrorism . Pre/Post Hospitalization to be covered 30 & 60 days respectively.
- In case of physiotherapy, the post hospitalization is to be covered upto 180 days, in cases where physiotherapy is postponed due to plaster, benefit will be extended from next day of plaster removal date, subject to applicable per hospitalization ceiling.
- The policy must offer following covers:
 - ✓ Cashless facility (Minimum 24 hours hospitalization Or irrespective of day care surgeries) for hospitalization procedures arising out of sickness or accident. Claims can be made on cashless/reimbursement basis.
 - ✓ Cover for new members and their dependents from the date of joining of the member.

- ✓ Pre-existing diseases must be covered for all the members
- ✓ Waiting period (30 days, First year, etc) will not be applicable. No Time Deductible to be applicable on any ailment.
- ✓ Domiciliary Hospitalization benefit is covered.
- ✓ Chemotherapy, Dialysis, Radiotherapy, Chronic Renal failure including medicines, AIDS & HIV, Indoor Ayurvedic Treatment taken in government run/government approved hospital and at CGHS empanelled Ayurveda hospitals.
- ✓ Supply and fitting of external prosthetic devices, artificial aids including eyeglasses, hearing aids, artificial limbs, etc. if the same is necessitated following an accident.
- ✓ Local Ambulance charges for admission, transfer to another hospital and /or discharge under critical condition as advised by the doctor.
- ✓ Surcharges levied by hospital or any other charges similar in nature would be payable under the policy.
- ✓ Registration charges levied by hospital or any other charges similar in nature would be payable under the policy.
- ✓ Nursing charges should not be clubbed with room rent for arriving at eligibility.
- ✓ Service Charge levied by the Hospital or any other charges similar in nature would be payable under the policy.
- ✓ Charges for special nurse covered for insured persons irrespective of age during the hospitalization.
- ✓ Special nursing charges for persons above 75 years of age for a maximum period of 60 days after hospitalization if recommended by attending doctor or hospital.
- ✓ Investigation charges during hospitalization will be reimbursed in full irrespective of room occupied. Prorata deduction will not be applicable on investigation charges.
- ✓ Oral & adjuvant chemotherapy to be covered subject to sum insured on cumulative basis.
- ✓ Donor Medical expenses in case of transplants like kidney, liver etc. to be covered within the sum insured (Organ cost not covered under policy)
- ✓ Chemotherapy at home is covered.
- ✓ All organ transplants, including stem cell transplant/ therapy are covered, provided treatment is approved by Indian Medical Association.
- ✓ Artificial limbs payable for all diseases. Artificial limbs fitted following any surgical procedure to be covered.

Important Policy Features

The policy will pay in respect of the hospitalization expenses as per the limit per year per employee family stated in scope of work. If the insured is diagnosed with an illness or suffer accidental bodily injury, which necessitates his hospitalization, the insurer will reimburse the insured person's consequent hospitalization expenses for medical expenses reasonably and necessarily incurred including but not limited to:

1. In the event of the insured utilizing room rent higher than his/her limits then the additional amount on account of room rent would not be payable under the insurance policy.
2. Doctor's fees
3. Intensive care
4. Nursing expenses
5. Surgical fees, operating theatre, anaesthesia & oxygen & their administration
6. Physiotherapy
7. Drugs & medicines consumed on the Hospital premises
8. Hospitalization miscellaneous services (such as laboratory, x-ray, diagnostic test)
9. Dressing, ordinary splints & plaster costs
10. Cost of prosthetic devices
11. Organ transplantation including the treatment costs of the donor, but within the overall yearly sum insured.

Other customised features:

- Individual ID Cards for each member
- Access to 24 hours help line (TPA must set up /SPOC/ Helpdesk special help line numbers for ReBIT employees)

- In case of death of the insured during hospitalization or within 48 hours of discharge from the hospital full amount excluding non-medical items of the hospital bills will be paid irrespective of the hospitalization limit specified in Annex I.
- There will be no cap/restriction on the number of medically justified hospital confinements per policy period.
- In case of treatment in government/municipal hospital where the cashless facility is not available on account of (advance) payment facility up to 50% of the estimated cost of treatment within the limit per hospitalization will be paid directly to the hospital from where the estimate is taken.

Settlement of claims:

- Intimation of hospitalization by insured should be within 30 days from date of admission.
- Immediately after the submission of relevant documents from date of discharge from hospital, not later than 45 days, the claims shall be settled within 15 days by insurer.

Policy Administration:

1. Shall be through an insurer/TPA which will be decided with prior approval of ReBIT with a written Service Level Agreement in place prior to the date of commencement of the cover.
2. In case of new entries, cover starts from the date of joining.
3. In case of separations/ death, coverage ceases automatically from that date. Pro-rata refund of premium shall be credited in cases of deletion of members provided no claim has been admitted in respect of such member(s).
4. All admissions / exits shall be adjusted pro-rata, subject to monthly declarations- cover shall not be denied on grounds that the deposit premium was inadequate for that month.
5. Monthly declarations on utilisation of the corporate buffer shall be sent through email by the insurer to the insured in the succeeding month. The insurer shall calculate the pro-rata premium/refund and communicate the same to ReBIT who will arrange to give a cheque for additional premium, if any. **The final refund, if any shall be returned to the insured within one month from the date of expiry of the policy.**
6. There should be a monthly meeting between the insured and the insurer to review the progress/ health and service-related issues.

Special Condition:

- The policy shall be valid for One year.
- **The Insurance policy shall not have any cancellation clause.**

Servicing:

ReBIT reserves the right to seek a change of TPA, by giving 30 days' notice, at any time during the currency of the policy without assigning any reasons.

5.5.3. Annual Health check-up (Separate and Optional)

- Health check-up for employee +Spouse or anyone dependent family member of ReBIT;
- Period of contract August 1, 2022 till March 31, 2023 ; may be extended till March 31, 2024 on mutual agreement and based on satisfactory performance and the service quality provided by the successful hospital/diagnostic centres.
- Number of persons to be covered- 331*2;
- Standard breakfast shall be provided by the hospital/diagnostic centre;
- Appointment should be given based on the preference given by the ReBIT employee (preferably on weekends / holidays); All tests shall be performed on same day.
- Location -Navi Mumbai, Thane, Mulund and Mumbai western Suburb, Hyderabad, Bangalore
- All Test Reports, including X-Ray plates / Scan Plates etc. shall be provided.
- Doctor Consultation on full reports shall be provided by the service provider once all the reports are ready.

- The service provider should own the facilities required for all the tests to be covered and have a hygienically maintained premises, including following of COVID protocols.

- Tentative Test List-**

Test List
CBC + ESR
Chest X-Ray
Tests for Diabetes
Blood Sugar Fasting
Blood Sugar Post Prandial
Liver Profile
Bilirubin (Total, Direct, Indirect)
SGOT
SGPT
GGTP
Proteins (Albumin, Globulin, A/G Ratio)
Alkaline Phosphatase
Dexa Bone Densitometry
Heart / Cholesterol Profile
Triglycerides
Cholesterol
HDL Cholesterol
LDL Cholesterol
VLDL Cholesterol
LDL/HDL Ratio
Cholesterol / HDL Cholesterol
ECG
2D Echo / Stress Test/TMT
Kidney Profile
Serum Creatinine
Uric Acid
Urine Routine
Thyroid Hormone Profile
T3, T4, TSH
Sonography Whole Abdomen & Pelvis
Physical Examination
Dental Checkup
Eye Checkup
Gynaecological Examination
Glycosylated Haemoglobin
PSA For prostate
Pap Smear (For Women)
Mammography (For Women)
Consultation, including Diet Consultation, with all Reports/Plates

6. Locations to be covered

The Bidder's services are required PAN India.

7. Bidding Process:

7.1 Language of Bid

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

7.2 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.

7.3 Authorization to Bid

The proposal / bid being submitted would be binding on the Bidder. As such, it is necessary that authorized signatory of the firm or organization sign the bid documents. The signatory should be either CEO or authorised by the CEO or the Board of the organization. The Bidder shall provide proof of signature identification for the above purposes as required by ReBIT

- i. All pages of the bid shall be initialled by the person or persons signing the bid.
- ii. Bid form shall be signed in full & official seal affixed.
- iii. Any inter-lineation, erasure or overwriting shall be valid only if they are initialled by the person or persons signing the Bid.
- iv. 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.

7.4 Bid Security/ EMD

The Bidder should deposit bid security of **₹ 50,000/- (Rupees Fifty Thousand Only)** 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 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 us on or before the date of opening of technical bid:

To,
The CEO,
Reserve Bank Information Technology Pvt. Ltd.
502, 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) for successful bidders.

The EMD of an unsuccessful Bidder shall 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 are exempted from payment of EMD and tender fee provided the products and/or services they are offering, are manufactured and/or services rendered directly 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.

Exempted bidders shall have to, however, submit a declaration in lieu of bid security that in case they withdraw / modify bids, revoke offers, found to have submitted false documents / information / misrepresentation/ etc. during bidding process, ReBIT may debar the organisation from participating in any of its subsequent procurement drives for a period to be decided by ReBIT.

The Earnest Money Deposit (EMD) may be forfeited:

- 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/misrepresentation 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/misrepresentation at any time during the RFP process.

7.5 Period of Validity of Bids

Bids should remain valid for the period of at least 180 days from the submission date of bid and reverse auction completion. 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, where applicable. The commercial offer shall be on a fixed price basis, 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

7.6 Pre-Bid Meeting

For the purpose of clarifications of doubts of the Bidders on issues related to the RFP, ReBIT intends to hold a pre-bid meeting on the date & time as indicated in the RFP. Only authorized representative 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/procurement and CPP Portal.

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

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

7.7 Clarifications and Amendment in RFP Documents

Queries / clarifications will not be entertained over the phone. Bidders requiring any clarification of 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.

It may be noted that no query of any Bidder shall be entertained / received after the mentioned date. Queries raised by the prospective Bidder(s) and ReBIT's response will be available at ReBIT website.

The Bidder is requested to 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. Bidders are requested to visit ReBIT's website or check mails for clarifications and other communications.

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

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

7.8 Two-Part Bid

The Bid shall be submitted in two parts:

Part I : Technical Bid. No price information should be provided in Part-1.

Part II : Price Bid

7.8.1 Part I: Technical Bid

- i. The Technical Bid submitted should be complete in all respects and contain all information asked for in this document. It should not contain any price information.
- ii. The following original documents are required to be submitted along with the technical bid:
 - a. Scanned copy of the bid security 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 EMD DD/BG shall be couriered to ReBIT Office as per the instructions provided in the RFP.
 - b. The documents as requested in **Annexure - A** are to be submitted.
 - 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. The Bidder should ensure that all the annexures are submitted as prescribed by the ReBIT. In case it is not in the prescribed format, it is liable to be rejected.

7.8.2 Part II: Price 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-H-A & H-B** by way of entering the values in the format (not in hand written). This must contain all price information, prices should be exclusive of GST (for all products, services, implementation, certificates etc.). However, all the Tax details to arrive the final payable to vendor should be mentioned in Price Bid.
- ii. The Bidders should not offer any options or any conditional offers to the ReBIT 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-H-A & H-B** 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 prices for all the deliverables and services specified in this RFP will be considered.

7.9 Submission of bids

- i. The Bidders must submit bid, all documents as per requirement of RFP in the CPP portal.

- ii. Hardcopy of the Original DD/BG for EMD must be submitted physically 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. Recipients shall be deemed to license and grant 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.

7.10 Modification and Withdrawals of Bid

No modification in the Bid shall be allowed, after the deadline for submission of Bids. No Bid shall be withdrawn in the interval between the deadline for submission of Bid and the expiration of the period of Bid validity specified by the Bidder on the Bid Form. Withdrawal of a Bid during this interval may result in the forfeiture of EMD submitted by the Bidder.

7.11 Bid opening and Evaluation Process

- i. ReBIT will follow a two-step evaluation and selection process.
- ii. Bids of only those bidders who meet the minimum eligibility criteria will be considered for technical evaluation.
- iii. The price bids of only technically qualified Bidders will be opened on the notified date and time and reviewed to determine whether the price bids are substantially responsive.
- iv. 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.
- v. ReBIT may, at its discretion, waive any minor infirmity, 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 Bidder. Wherever necessary, observations on such minor issues (as mentioned above) ReBIT may conveyed to the Bidder, asking them to respond by a specified date also mentioning therein that, if the Bidder does not respond by the specified date, their bid will be liable to be rejected.
- vi. 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.
- vii. The selection of successful Bidder will be based on **Least Cost (L1)** basis for each policy (Term & Group Health insurance)

7.11.1 Technical Bid Evaluation

- i. The technical bids will be opened by ReBIT online as per the bid opening date and time specified in the RFP.
- ii. Bids of only those bidders who meet the minimum eligibility criteria will be considered for technical evaluation
- iii. 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 lesser than prescribed validity period
 - Submitted with incomplete information, subjective, conditional offers and partial offers
 - Submitted without the documents required under this RFP including EMD.

- iv. 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.
- v. ReBIT at its discretion may reject the proposal of the Bidder without assigning any reason whatsoever, if in ReBIT's opinion, the proposal was not made appropriately to meet the RFP requirement / performance criteria as stipulated by the ReBIT.
- vi. The evaluation will be undertaken by a committee formed for the purpose by ReBIT which consists of senior ReBIT officials and may also consist of external experts. The decision of ReBIT regarding the evaluation and selection of the Bidder would be final.
- vii. The following criteria shall be used for evaluation of technical proposals -

J. Technical Evaluation Scoring Matrix

Sr. No.	Criterion	Points	Total
1	Number of Years Since License given by IRDA as on 31.03.2022		
	1. More than three years and Up to Five Years	10	20
	2. More than five years and Up to Seven Years	15	
3. Above Seven Years	20		
2	Gross Total Premium underwritten within India (in Crores) as on 31.03.2022		
	1. Up to Rs. 500 Crores	5	15
	2. > Rs. 500 Crores - Rs.1,000 Crores	10	
3. > Rs.1,000 Crores	15		
3	Number of Group term policy and /or Group health insurance policy being serviced where Total Lives covered are 2,000 Lives or more in each policy during Financial Year April 2021 to March 2022		
	1. One Policy	5	20
	2. Two Policies	10	
	3. Three Policies	15	
4. Four or more Policies	20		
4	Pan India Network Hospitals under cashless facility		
	Up to 50	10	25
	More than 50 and up to 200	15	
	More than 200 and up to 500	20	
More than 500	25		
5	Number of Group term policy and /or Group health insurance policy where the Premium paid is more than INR 1 Crores during Financial Year April 2021 to March 2022		
	1. One Policy	5	20
	2. Two Policies	10	
	3. Three Policies	15	
4. Four or more Policies	20		
	TOTAL		100

a. For criteria 3 and 5 in the above table, the following conditions shall apply:

Policies for which Bidder's company is a co-insurer shall not be considered.
Only Corporate Group Term / Health policies shall be considered for technical evaluation.

b. Bidders are expected to provide documented proof of their business, financial performance, and tie up hospitals for technical evaluation, under letter head of bidder's organization, signed and authorized by their Chartered Accountant.

c. Bidder/s scoring equal to or more than **70 marks**, as per above evaluation criteria in the Technical Bid, shall qualify for further processing of bidding i.e. Commercial / Price Bid Evaluation. ReBIT reserves the right to change the threshold / cut-off marks as required.

- viii. 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.
- ix. 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.
- x. Bidders who will score **70% marks** in the technical evaluation will be considered as technically qualified bidder and will be notified to participate in the price bid opening process.
- xi. The technical bid evaluation decision of ReBIT shall be final. No correspondence shall be entertained in this regard.

7.11.2 Price Bid Evaluation

- i. The Price bids of only bidders who scores at least **70 % marks** in technical evaluation shall be opened on the notified date and time and reviewed to determine whether the price bids are substantially responsive.
- ii. Price bid evaluation shall be considered as below in case of any kind of discrepancy:
 - a. If there is a discrepancy between words and figures, the amount in words shall prevail
 - b. Where there is a discrepancy between the item-wise quoted amounts and the total quoted amount, the item-wise rate will govern.
 - c. If there is a discrepancy between percentage and amount, the amount calculated as per the stipulated percentage basis shall prevail
 - d. If there is discrepancy between unit price and total price, the unit price shall prevail
 - e. Where there is a discrepancy between the phase-wise quoted amounts and the total quoted amount, the phase-wise rate will govern unless, in the opinion of ReBIT, there is obviously a gross error such as a misplacement of a decimal point, in which case the line item total will govern.
 - f. If there is a discrepancy in the total, the correct total shall be arrived at by ReBIT.
- iii. The amount stated in the bid form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall bid price to rise, in which case ReBIT will be free to accept the Total Bid amount for respective line items as mentioned in the field "Grand Total" in **Annexure-H-A & H-B**
- iv. If the Bidder does not accept the arithmetical corrections made by ReBIT, its proposal will be rejected.
- v. Items described in technical proposal but not priced in price bid shall be assumed to be included in the prices of other activities or items.
- vi. The Bidder with the **Lowest Commercial Bid** for each policy (Group Term & health insurance) will be considered as successful bidder. However, decision of ReBIT in this regard will be final.

8. Award of Contract

On completion of evaluation of bids, ReBIT will determine the successful incumbent Bidder and contract will be awarded accordingly.

Contract Tenure for this engagement will be for 1 year.

However, ReBIT will be under no obligation to accept the most responsive offer or any other offer received in response to this RFP notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. ReBIT reserves the right to make any changes in the terms and conditions of purchase. ReBIT will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations unless there is change in the terms and conditions of purchase.

ReBIT will award the Contract to the bidder who is determined to be qualified to perform the contract satisfactorily and their credentials have been verified, subject to approval from the

competent authority, and to the bidder whose bid has been determined to be most economical and responsive.

Prior to the expiration of the period of bid validity, the successful Bidder shall be notified in writing by letter or by email. Within 15 days of receipt of the notification of award, the successful Bidder shall execute a contract with ReBIT in accordance with the terms and conditions of this RFP.

For execution of contract agreement promptly after the successful Bidder is notified, the Bidder will be sent the contract incorporating all agreements between the parties. The supplier should acknowledge and unconditionally accept, sign, mention the date and return the contract within 5 days from the date of issue of contract.

The selected Bidder at his own expense will register the contract agreement by paying the appropriate amount of stamp duty. The first page of the contract agreement shall be on a stamp paper of appropriate value. The stamp paper and franking needs to be done in Mumbai only.

Within 15 days of receipt of the notification of award, the successful Bidder shall at his/her own expense submit to ReBIT unconditional, irrevocable, and continuing Performance Bank Guarantee from a scheduled bank, in the format prescribed in this RFP, payable on demand, for the due performance and fulfilment of the contract by the Bidder. Notwithstanding and without prejudice to any rights whatsoever of ReBIT under the contract in the matter, the proceeds of the Performance Bank Guarantee shall be payable to ReBIT as compensation for any loss (including loss of opportunity, time, or cost, etc.) resulting from the Bidder's failure to comply with its obligations under the contract.

10. Rejection of Bid

ReBIT reserves the right to accept or reject any Bid in part or in full or to cancel the RFP process and reject all Bids at any time prior to contract award, without incurring any liability to the affected 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 the Bidder/(s), if Bidder/(s) have not completed any project successfully in ReBIT in stipulated time i.e. Supply, Installation, Setup, Implementation, Operation, Maintenance etc in the past or having poor performance record.

11. Payment Terms & Milestones

1. Commercial bid asked for a 1-year, payment will be made to the vendor on an annual basis, based on the actual number of employees as on the date of policy commencement.
2. For employees added during the month / year, premium will be paid pro-rate and for employees leaving during the year, pro-rata premium will be adjusted / refunded.
3. Any delay in achievement of milestones/ deliverables/ activities from Bidder shall automatically result in delay of corresponding payment from ReBIT.
4. The successful Bidder will have to incur the stamp duty for franking of contract documents. The stamp paper and franking needs to be done in Mumbai only
5. Any objection/ dispute to the amounts invoiced in the bill shall be raised by REBIT within reasonable time from the date of receipt of the invoice. Upon settlement of disputes with respect to any disputed invoice(s), the ReBIT will make payment within thirty (30) working days of the settlement of such disputes.

12. 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 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, 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 to the 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, Purchaser shall affect such deductions from the payment due to the Bidder. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by Purchaser 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.

13. 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. Confidentiality

The Bidder must undertake that they shall hold in trust any Information received by them, under the Contract/Agreement, and the strictest of confidence 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 within 15 days of issuing the purchase order/notification of award.

18. 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

19. 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 an act or omission of the bidder / breach of any of the terms of this RFP or breach of any representation or warranty by the Bidder.
- ii. 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.
- iii. On its part, ReBIT will immediately relay to the Bidder any such claims and offer assistance within reasonable limits to rid the claim.

20. Responsibility for Completeness

Any services, which might not have been specifically mentioned in this tender but, are necessary for the purpose of this RFP, shall be provided / made available as per the time schedule for smooth and efficient operation and maintenance of the services as per the terms and conditions of this RFP.

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 documents and other information as mentioned above within the time schedule and without extra cost to ReBIT.

22. 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.

23. 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.

24. Non-Payment of items/activities fees

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

25. 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.

26. 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.

27. 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 per Annexure C as part of the technical bid.

28. 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.

29. Tender/RFP Cancellation

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

30. Publicity

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

31. 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 Vendor 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.

32. 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 for Technical Bid

The Bidder must ensure that the following have been submitted as a part of the Technical Bid submission process. Failure to provide any of the documents as detailed below could lead to the disqualification of the Bidder from the bid.

The following documents/items need to be submitted:

Items	Submitted (Bidder)	Verified (REBIT)
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"/>
Annexure B: Proposal Submission Covering Letter	<input type="checkbox"/>	<input type="checkbox"/>
Annexure C: Self Declaration of 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 E: Bidder Query Format	<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 authorized to sign the Bid document.	<input type="checkbox"/>	<input type="checkbox"/>
Demand Draft / Bank Guarantee towards the Earnest Money Deposit.	<input type="checkbox"/>	<input type="checkbox"/>
Annexure F: Bidder's Details on Bidder's letter head	<input type="checkbox"/>	<input type="checkbox"/>
Annexure G: Specific response with supporting documents in respect of Minimum Eligibility Criteria	<input type="checkbox"/>	<input type="checkbox"/>
Annexure I: Bidder's experience	<input type="checkbox"/>	<input type="checkbox"/>
Annexure J: Technical Evaluation Scoring Matrix	<input type="checkbox"/>	<input type="checkbox"/>
Annexure O: Undertaking by Bidder for Confidentiality and Non-Disclosure Agreement	<input type="checkbox"/>	<input type="checkbox"/>
Copy of the Bid 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. The proposal should be prepared in English in MS Word / PDF format.	<input type="checkbox"/>	<input type="checkbox"/>

Submission Checklist for Commercial Bid

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

Commercial Bid Documents	Submitted (Bidder)	Verified (ReBIT)
Commercial Bid- Annexure H-A & H-B (Optional)	<input type="checkbox"/>	<input type="checkbox"/>

Annexure B: Bid Submission Form

[Insert: Location, Date]

To,

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

Dear Sir / Madam,

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.

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 C: Self Declaration Relatives in ReBIT

(On letterhead of the Bidder)

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

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

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

(On letterhead of the Bidder)

Strictly Private and Confidential

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

[Date]

Dear Sir / Madam,

Sub: Request for Proposal for Group Term Insurance policy and Group Health Insurance Policy dated_____.

Further to our proposal, in response to the Request for proposal for Procurement of Servers VMware Software, RFP: ReBIT/CPO/2022-23/093/008 dated ____2022 (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,
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 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	:	

#	Clause no.	Page no.	Clause	Query	ReBIT 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>
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 to any would lead to disqualification from further bidding process.

Group Term Insurance Policy & Group Health Insurance Policy:

Sr. NO	REQUIREMENTS	YES / NO	List of Documents to be Submitted
1	The Bidder must be an insurance provider registered under the Insurance Regulatory and Development Authority. The license should be valid for the policy servicing period. Valid registration certificate with IRDAI to be submitted		<ul style="list-style-type: none"> IRDA license copy
2	The Bidder must be an entity registered with the Registrar of Companies under Companies Act, 1956/2013		<ul style="list-style-type: none"> Copy of the Partnership deed/ Bye Law / Certificate of Incorporation issued by Registrar of Companies along with Memorandum & Articles of Association and full address of the registered office. GST registration number, as applicable
4	The bidder must have a track record of minimum three years of operations in Group Term insurance/ Group health insurance business in India as on 31 st March 2022		<ul style="list-style-type: none"> IRDA Renewal certificates for last 3 years i.e. 2019-20, 2020-2021, 2021-2022
5	The bidder should have had net profit (profit after tax) in at least three of the last five financial years i.e. 2016-2017, 2017 - 18, 2018 - 19, 2019 - 20 and 2021 - 22 (Unaudited balance sheet, in case audited balance sheet is not finalized)		<ul style="list-style-type: none"> Audited financial statements including profit and loss statement to be submitted/ or Certificate of the Chartered Accountant for the specified period
	The Bidder should have an average turnover of Rs.500 Crore in the last Three (3) financial years, i.e. 2019- 20, 2020- 21 and 2021- 22		
6	Bidder should not be currently blacklisted from any of the government, semi government institutions, public/ private companies etc. in India and abroad.		<ul style="list-style-type: none"> Declaration is required on bidder's letter head.
7	There is no court case or insolvency proceedings pending against the bidder.		<ul style="list-style-type: none"> Declaration is required on bidder's letter head. 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).

Sr. NO	REQUIREMENTS	YES / NO	List of Documents to be Submitted
8	The bidders must have an existing relationship with at least 3 corporate clients each regarding offering of Group Health / Term Insurance Policies and Group term policy		<ul style="list-style-type: none"> • Bidder should provide client's Name, Policy Number and Policy Period

- 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.

Authorized Signature

Annexure H-A : Commercial Bid Format

(On letterhead of the Bidder)

S.N.	1	2	3	4	5	6	7
S.N.	Details	Parameters	Number of employees as on 30 June 2022	Unit Rate in ₹	Total premium payable (3X4)	Applicable Taxes	Grand Total (5+6)
1	Premium Cost for Group Term Insurance Policy	Premium chargeable per employee for the period of 1 Year during the policy period	330				
2	Premium cost for Group Health Insurance Policy	Premium chargeable per employee / family member for 1 year during the policy period	1128				

Authorized Signature

Note: Bidder can quote for S.N. 1 & 2 both or either for S.N.1 or S.N 2 separately.

Annexure H-B: Health Check-up: Commercial Bid Format (Optional)

Details	Qty (indicative)	Unit Rate	Total
Cost of health check-up (for the tests listed in SOW) for employee +Spouse / anyone dependent family member for the period of August 23, 2022 till March 31, 2023	330*2		

Annexure I : 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	End date (month/year)	
11	Copy of Purchase/ Work Order	
12	Any other Supporting Document	

Signature of Bidder

Date

Place

Annexure M: 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 –Group Term insurance policy and Group Health Insurance policy, RFP: ReBIT/CPO/2022-23/093/008 dated ___2022.

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 Appointment of Design Consultant 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 favour 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 favour.

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 2022.

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]

Dear Sir / Madam,

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 RFP floated for Appointment of Design Consultant, 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;

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

Yours sincerely

Signature and Stamp of Company

Authorised Signatory (same as signing the proposal)

Name:

Position:

Date:

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

SEARCHING FOR TENDER DOCUMENTS

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

PREPARATION OF BIDS

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