



Procurement, Implementation and Support Services for ARCON Privileged Access
Management (PAM) Solution

REQUEST FOR PROPOSAL (RFP)

(6 March 2024)

RFP: ReBIT/CPO/2023-24/328/131

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

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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 Eventss

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/2023-24/328/131
RFP requirement	Procurement, Implementation and Support Services for ARCON Privileged Access Management (PAM) Solution
Method of selection	Selection will be based on Least Cost (L1)
Availability of RFP documents	6 March 2024 RFQ document shall be available on ReBIT's website. (URL: https://rebit.org.in/procurement). Bidder shall submit bid through procurement@rebit.org.in
Last date and time for submission of pre-bid queries	11 March 2024 upto 15:00 Hr Queries should be submitted in the format prescribed in Annexure - E of this RFP and sent to procurement@rebit.org.in
Pre-bid meeting	12 March 2024 at 15:00 Hrs through Video Conferencing. 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	13 March 2024 through ReBIT's website (https://rebit.org.in/procurement) and procurement Mailbox (procurement@rebit.org.in)
Last date and time for bid submission (on or before)	20 March 2024 up to 14:00 Hrs through Procurement Mailbox (procurement@rebit.org.in) EMD DD / BG are to be submitted in originals at ReBIT Office.
Technical Bid opening	21 March 2024 at 15:00 Hrs through Procurement Mailbox (URL: procurement@rebit.org.in)
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 50233139 / 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', for Procurement, Implementation and Support Services for ARCON Privileged Access Management(PAM) Solution along with necessary support/maintenance for setting-up Privilege Access Management (PAM) solution to address the ReBIT security requirement of monitoring activities performed by the privileged users across the IT SComputing systems including Servers (windows/Linux/Database), network devices, security devices and SAN storage devices from the OEMs / OEMs Authorised Channel Partner(s) of ARCON. Only ARCON authorised partners / SI can participate in this RFP process.

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 / System Integrator / 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. **Supplier/ Contractor / Successful Bidder** – Selected Bidder / System Integrator under this RFP.
- v. **RFP** – The Request For Proposal (this document) in its entirety, inclusive of any addenda/corrigendum that may be issued by ReBIT.
- vi. **Solution/ Services/ Work/ System** – "Solution" or "Services" or "Work" or "System" or "IT System" means all services, scope of work and deliverables to be provided by a Bidder as described in the RFP and include services ancillary to the development of the solution, such as installation, commissioning, provision of technical assistance, training, and other obligations of the Supplier covered under the RFP.
- vii. **Project Cost** – Project cost would be initial cost / one-time cost / fees / hardware cost / software cost / development cost / installation cost/ commissioning cost / integration cost with existing systems / customisation cost / training cost / technical assistance cost & support cost as requested in the price bid.
- viii. **Change Management** – Any request by ReBIT that results in changes in the scope /structure of the application / a new module is needed would be considered as Change Management. Any minor changes required in the application such as addition / deletion / alteration of a row / column / field, additional report, menu items will not be considered as part of Change Management and should be supported by the support engineer.

4. Minimum Eligibility Criteria

Only those Bidders who fulfil the 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

ReBIT intends to procure Arcon- Privilege Access Management (PAM) solution to address ReBIT requirement of monitoring activities performed by the privileged users on Servers (e.g. windows/Linux/Database), network devices, security devices and Storage devices.

Scope includes providing complete solution including software licenses and other required components; supply, implementation, integration, support services and customization of Privileged Identity Management (PIM) Solution.

The selected bidder is required to supply, install, and appropriately deploy the PAM Solution as defined above for ReBIT at Navi Mumbai as per the timelines and SLA levels prescribed in the RFP. The bidder should have a **24x7x365** days support contact center (at Mumbai) in order to log the calls. Contact center numbers should be provided to the ReBIT along with the escalation matrix mentioning the contact person's name, number, and designation in the company.

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

All proposals that are made in response to this RFP must follow the BOM template outlined for supply and services. Absolutely **"NO"** deviation is allowed from RFP BOM specifications and approved material list, tampering of BOQ specification, tampering of formula to calculate final amount, any hidden cost, etc. while responding to the RFP.

Only authorised channel partners of OEM- Arcon are allowed to participate in this RFP process.

5.2 Scope of Work

5.2.1 Broad Scope of Work

The broad scope of work is to Supply, Install, Configure, Test and Operationalise the PAM/PIM solution by the successful bidder as per the defined agreed architecture and component specifications prescribed by the ReBIT.

The bidder is to ensure that overall Solution Implementation shall be as per best implementation / deployment practices followed by the industry.

The successful bidder shall provide all necessary back to back support from OEM(s) for delivery, installation, configuration, testing, operationalisation and support of the respective network components (appliances, softwares etc.).

Following is the high-level scope for the Project:

1. Bidder must specify hardware based on their understanding of the overall solution architecture based on requirement. The same must be documented and shared with the ReBIT along with justification/ reasonability.
2. Bidder must quote for highest/ premium support available from the OEM along with the documentation/ datasheet specifying the details of all the deliverables like service part code, features etc. for the OEM.
3. Bidder is responsible to provide end to end solution (Comprising of Solution Softwares, OS, Middlewares, DB and MS SQL- latest or compatible)
4. Bidder must indicate the necessary hardware and Storage size which would be capable of holding 1 year's logs and recording for forensic and investigation purpose. ReBIT proposes to provide all necessary hardware infrastructure such as computing and storage capacity at DC ,Near DR , Far DR locations.
5. Bidder is liable to provide 24x7x365 days support for procured solution and related components
6. The bidder shall supply, design, install, implement, integrate, support & maintain, and provide comprehensive facility management services for PAM/PIM solution as per requirements.
7. Bidder to ensure validation of architecture, configuration, policies etc by OEM before go-live.
8. Bidder must implement the solution at DR location whenever DR site is ready with all necessary hardware.

The Privileged Access Management/Identity Management (PIM) solution should have following broad features-

- Single Sign On for privilege accounts (like root, Administrator, sys, sa) for Windows, Linux, Unix, Database Servers, Network Devices, Security Devices (Firewalls) and Storage devices running in the ReBIT environment.
- Single Sign on for Applications accessed through browser.
- Single Sign On for clients like Toad, PL/SQL, Oracle, Microsoft TermServ, VM V Sphere, putty etc.
- The solution should be able to log commands for all commands executed over SSH Session and for
- Database access through ssh, sql plus, PL SQL, front end etc.
- Password management for privileged accounts should be done by the PIM Solution.
- PAM/PIM login should have 2 factor authentication support.
- Option for entering passwords under dual control.
- Activity logs and session video recording.
- Compliance reports customizable as per the ReBIT requirements.
- The solution should be able to create seamless single sign on for devices/systems like IBM, HP, Dell, Oracle, Nutanix, CISCO and Cyberoam, Sophos etc.
- The solution should be able to integrate with existing Biometric Authentication system.
- Should support Virtualized environments including VMWare, Microsoft Hyper V & Nutanix AHV etc.
- Main password storage repository should be highly secure and tamper proof.
- Solutions should be Active-Active, Active-Passive, to meet HA/redundancy, across ReBIT DC - DR.
- Password Vault for securely storing and retrieving the password.
- Bidder should provide Project Specific Documentations and Administration level training & certification at least 5 officials
- Integration with ITSM solution to validate the SR/CR to confirm the details along with secured approvals.

The bidder should propose and supply only “**Commercial / Business Products**” and not any product from “Home / Consumer Category”. The Product and its datasheet should be in public domain.

5.2.2 Preparation of System Requirement Specification Document

Documentation should include the following but may not limited to it,

1. Architecture & design document including Traffic flow document between the devices.
2. Infrastructure build document
3. Application deployment architecture with Hardware topology
4. User manual & Run Book
5. Application upgradation and patches management document
6. Overview of the Process with System/Application FAQs
7. IP address allocations to various components.
8. Project Plan with milestones, resourcing and deliverables.
9. Inventory list consisting hostnames, make, model, serial number
10. Traffic flow document between the devices
11. Testing cases and test results documented before and after implementation.
12. Standard Operating Procedures
13. Successful bidder support details and escalation matrix
14. OEM(s) support details and escalation matrix
15. Industry Best Practice Use cases and customization for ReBIT
16. List of reports related directly/ indirectly to module(s)/ customisation/ interface

5.2.3 Testing (System Integration Testing and User Acceptance Testing)

The successful bidder shall deliver the required PIM/PAM softwares & related components to implement ReBIT IT Network and Security infrastructure and test the solution to meet the ReBIT technical and functional requirements as per scope of work.

1. The successful bidder 's / OEMs resources will be required onsite during the testing phase.
2. All security issues identified will have to be either resolved or a mutually accepted remediation should be agreed upon between the ReBIT and successful Bidder.
3. The successful bidder shall provide test plan, test cases and test results.
4. The successful bidder should provide test cases for UAT for ReBITs review. Upon finalisation of test cases, user acceptance testing will be started by the business users.
5. Any deviations/ discrepancies/ errors observed during the testing phase will have to be resolved by the Successful bidder . Any exceptions will have to be documented and signed off by the ReBIT.
6. The Successful bidder is expected to make all necessary modifications to the solution, customisations, interfaces, etc., if there are performance issues or errors identified during testing, which will be undertaken by ReBIT officials.
7. The Successful bidder will assist ReBIT in preparing the test cases, including the test data. The Successful bidder will assist in conducting all the tests and comparing/ analysing the results. Any bugs identified will have to be rectified and subsequent patches/ versions will also have to be tested.
8. The testing also includes testing to ascertain whether the response time, the bandwidth usage & performance of the solution are as per the expectations of ReBIT and would involve an error free dry run of the customised solution and end-run simulation.
9. REBIT shall accept the application software only after the critical or major Bugs are fixed.
10. The Successful bidder shall be responsible for maintaining appropriate program change control and version control for all the modifications/ enhancements carried out during the implementation/ testing phases.
11. The Successful bidder shall be responsible for providing and updating system & user documentation as per the modifications.

5.2.4 Implementation

The implementation phase shall be deemed as completed in all respects only after:

- All applications and services are implemented as per the intent of this RFP.
- All functionalities mentioned in this RFP have gone live.
- All the related trainings are completed, and post training assessment carried out by the ReBIT.

VA/CA , CSRA, VAPT exercise will be conducted by the ReBIT Cyber Security Team, it shall be the Successful bidder's responsibility to rectify the gaps unearthed during the VA/CA, CSRA, and or VAPT at no additional cost to the ReBIT during the contract period.

5.2.5. Cyber Security Requirements

1. The Successful Bidder to Provide cyber security in compliance with ReBIT security requirements to protect the confidentiality, integrity, and availability of the information systems.
2. The Successful bidder shall abide by the access level agreement to ensure safeguards of the confidentiality, integrity, and availability of the information systems.
3. Successful bidder will not copy any data obtained while performing services under this RFP to any media, including hard drives, flash drives, or other electronic device, other than as expressly approved by ReBIT.
4. Standards Benchmark - To ensure that all parties have a common understanding of any security issues uncovered, ReBIT VMPC, VAPT and RAAS team or independent organization will conduct the security checks and shall provide vulnerability rating's (preferably) based on industry standards as defined by First's Common Vulnerability Scoring System (CVSS) and MITRE's Common Weakness Enumeration (CWE).

5.2.6. Knowledge Transfer (KT)

1. The Successful bidder is expected to define the approach to have knowledge transfer to ReBIT resources on the technical aspects of the solution.
2. The KT should include the architecture, software, integration, customization, deployment guidelines, troubleshooting reporting and other aspects of the solution (if applicable). The Successful bidder should train ReBIT personnel for independent operation, creation of policies/rules, generation of reports, and analysis of the reports, troubleshooting and familiarization of features, policy configuration etc. post implementation
3. The Successful bidder should prepare the end-user manuals, FAQs and Admin Manuals.
4. The Successful bidder should submit detailed KT plan and provisional agenda along with the Bid.

5.2.7. Go-Live

1. Before the final Go-Live the Successful bidder has to complete the development/ customization of the application as per the Technical Specifications agreed with the ReBIT.
2. The Go-Live is an end-to-end responsibility of the Successful bidder who will manage total planning, hand holding support as per the scope of work.
3. Successful bidder should provide 90 Days of hand holding support post Go-Live or till solution stabilisation .
4. On satisfactory performance of application PIM/PAM solution post 90 days from Go-Live, ReBIT will issue Completion Certificate.
5. The successful bidder shall operate the deployed system for four to twelve weeks (after GO-Live) to fix all the implementation issues without any additional cost to ReBIT.

5.3.Bidders Deliverables / Requirement

- The Successful bidder should Supply, Install, Test, Commission and Integrate the solution with all IT Infra Components necessary, which would be provided by ReBIT.
- Successful bidder is required to engage OEM(s) to provide best practice followed in configuring IT infra components.
- Successful bidder Bidder should ensure that proposed devices are implemented to achieve HA with Load sharing and redundancy features with real-time/seamless Switchover/Failover capability between devices wherever possible.
- Successful bidder is required to provide detailed documentations i.e., solution architecture, high- and low-level designs, implementation methodology, implementation sequence and project plan with timelines aligned to stated overall project timeline before the implementation and submit the periodic progress reports to ReBIT for and during review.
- Successful bidder is required to provide the following documents, post implementation viz. Operational handbook, Training manuals, ReBIT specific hardening and other configuration which has been made effective, vulnerability closure documents and any integration related documents as a part of acceptance and sign-off by ReBIT.
- The Successful bidder shall deploy the latest IOS/Patches in initial implementation.
- Hardening of the solution and creating relevant device profiles as per ReBIT standards/requirements and closure of VAPT & Configuration Audit observations.
- The Successful bidder shall ensure that the proposed solution adheres to the best practices laid out by the industry and should adhere to the respective Regulatory guidelines for entire solution including but not limited to database activity management.
- Dedicated Technical Account Manager (TAM) offering during the engagement lifecycle from OEM/s.
- The products/solutions required to be implemented in the RFP may undergo internal/external audits. The bidder is required to support during any such audits and is required to close the audit observations within a mutually agreed timeframe at no additional cost to ReBIT.
- The team of onsite engineers shall serve as a Single Point of Contact (SPOC) for all incidents and service requests at all the sites. The team shall be responsible for software maintenance of the proposed solution including Configuration management, Change and release management, incident management (problem identification, diagnosis, root cause analysis and resolution/escalation), audit and reporting.
- The Successful bidder is required to depute On-Site teams who shall be responsible for providing on site services support to the proposed solution during the implementation.
- The Successful bidder shall ensure that proposed team is competent, professional and possesses the requisite qualifications and experience appropriate to the task they are required to perform under the scope of services.
- The Successful bidder has to provide background verification certificate before deploying the resources.
- In preparation for this, it shall ensure a reasonable amount of time-overlap in activities to ensure proper knowledge transfer, operational hand-holding and handover / takeover of documents and other relevant materials between the outgoing Bidder's team and the ReBIT team members.
- The solution proposed to deliver to ReBIT should not be in the list of end of support or end of life declarations by solution provider / OEM(s).
- The bidder shall furnish teaming agreement with OEM(s) for the above scope of work and submit the same as part of the bid. This teaming agreement should include but not limited to the ownership of the activities, timelines, support and resources associated to the activities.
- The Successful bidder should further provide the deliverables and sign off for each of the deliverables at various stages of customization and implementation.
- Successful bidder should sign a MSA with ReBIT, Successful bidder should have back-to-back support from OEM(s) for all the supplied and implemented components.
- Product support and Licenses effective date shall be from GO-LIVE date.
- ReBIT should have flexibility to log call directly with OEM if required.
- Successful bidder has to provide SLA report periodically to ReBIT management.
- Successful bidder should have call logging portal option available to raise support tickets.
- For above scope of work, Successful bidder shall produce following deliverables in the course of implementation:
 - Review Report on solution architecture and information requirements with recommendations for resolution of gaps

- Report on functional configuration checks carried out containing the observations on UAT test strategy cases and scenarios, UAT plan, etc.

5.4.OEM(s) Deliverables / Requirement

The OEM(s) should be committed to the success of the project by being involved in implementation of the project till its completion. The OEM(s) should be involved in the overall implementation, support, sustenance, etc. for each of the proposed solution by the bidder as per the scope of work defined in RFP. Bidder shall ensure that the product OEM is involved in the implementation of the project till its completion. The following are the tentative expectations with respect to OEM involvement during the contract period, however ReBIT reserves the right to change the scope:

- A letter from the product OEM(s) confirming their involvement / back-to-back support to ensure implementation / configuration / deployment of proposed solution is as per OEM(s)' best practices has to be submitted in the technical bid.
- OEM/s to certify Design / Architecture / Configuration / Implementation of the proposed solution is as per Industry standards.
- The OEM should ensure to provide product which do not have End-of-Support/End-of-Life before 5 years from the date of Acceptance. If, the OEM is unable to provide support for the above period, the OEM should upgrade the component/ sub-component with an alternative that is acceptable to the ReBIT at no additional cost to and without causing any performance degradation and/or project delays. Accordingly a written undertaking should be submitted by the OEM.
- The propose solution should provide consistent performance over wired and wireless network post implementation of all security controls.
- The OEM is to provide 3 Year(1+2) - 24x7x365 Support for Software as indicated in Annexure H(a)
- Review of Technical Requirements Specification document, taking into account all quantitative and qualitative aspects related to configuration of the solution from an industry leading practices perspective and in tune with regulatory guidelines.
- The successful bidder should communicate the timelines for the Installation schedule and any other relevant details to the ReBIT as part of its project plan and obtain ReBIT's approval.
- Review of solution architecture to assess the extent to which same will support business requirements and review gaps/ customizations, if any
- Review of information requirements and supporting processes w.r.t completeness and quality
- Review of functional configuration by duly benchmarking against defined scope and business requirements
- Sign off by Successful bidder for Go live of respective component.
- Bidder to ensure that OEM validate Design, Architecture, Implementation Plan and do the post implementation audit to validate successful implementation as per OEM's Standard.
- Bidder to ensure that OEM shall assign Technical Account Manager for this project implementation and OEM support for the contract period. OEM Technical Account Manager to ensure TAC issues are addressed/resolved in agreed timeframe and to take care of service related issues, SLA and OEM support.
- Bidder to ensure that OEMs shall provide support for their respective solutions during the implementation phase for:
 - Validation of solution design and architecture
 - Continuous monitoring of implementation.
 - Provide SME support to working teams.
 - Ensure customization is in line with ReBIT's requirements.

5.5.Project Deliverables

ReBIT would prefer the following schedule for completion of the activities from the date of placement of orders.

- Delivery of Application (Software/ licenses): Within 2 weeks.
- Installation, Commissioning and Operationalization of the complete solution: within 3-4 weeks
- The software and associated documentation so received should be in good working condition at the designated location of the ReBIT.

- The installation will be deemed to be complete after successful conduct of Acceptance Test Procedure (ATP) and acceptance of the same by ReBIT.
- The successful bidder has to resolve any hardware, system software and integration issues with existing systems and application related problems during installation of the Total Solution.
- On the evaluation of the Acceptance Test results and if required in view of the performance of the Total Solution, as observed during the Acceptance Test, the bidder/OEM shall take remedial measures including up-gradation of the Total Solution or of any component there under, including replacement thereof, at no additional cost to the ReBIT, to ensure that the Total Solution meets the requirements of ReBIT as envisaged in the Tender Document.

5.6.Executive Summary and Corporate Profile

Bidder to include Executive Summary along with Corporate profile, proposed account management and Support details, Escalation Matrix, response and resolution Turnaround time matrix, MIS and Reports mechanism etc. with RFP response.

5.8.Project Milestones

Project Milestones	Deliverables/ Key Activities	Timeline	Payment
Delivery as mentioned in section 5.1, 5.2, 5.3 and 5.4	<ul style="list-style-type: none"> • Delivery Equipment (complete with Software, Licenses, Operating Systems(OS) etc.) 	Within 2 Weeks from issuance of PO	<ul style="list-style-type: none"> • 50% of cost of the deliverables
Implementation, Testing, Integration, Training & Operationalisation as mentioned in section 5.2, 5.3 and 5.4	<ul style="list-style-type: none"> • Implementation of Hardware / Equipments • Integration Testing of the Solution • Acceptance Testing of the overall solution • Training & Certification • UAT & Documentation • Successful Implementation & Acceptance 	Within 2-4 Weeks.	<ul style="list-style-type: none"> • 50% of the balanced cost of the deliverables • 50% of the implementation cost
Acceptance / Go-live by ReBIT	<ul style="list-style-type: none"> • Project Completion Certificate 	30 Days after Acceptance	<ul style="list-style-type: none"> • Remaining 50% of implementation cost.
SI & OEM Support as mentioned in section 5.2, 5.3 and 5.4	<ul style="list-style-type: none"> • 24 x 7 x 365 Support by SI 	Quarterly	25% of Support Cost after deduction of SLA penalties (if any) on quarterly basis.

6. Locations to be covered

The Bidder's services are required at ReBIT's office in Navi Mumbai and ReBIT's DR location mostly Hyderabad/Bangalore. However, ReBIT reserves the right to change locations/add new locations (with mutual agreement if required) as per ReBIT's requirement within India. Cost for travel of

Bidder's personnel travel to other locations in India and hotel/incidental expenses shall be borne by Bidder.

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 ₹ 40,000/- (**Rupees Forty 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 by them.

Exemption as stated above is not applicable for selling products and/or services, manufactured/ rendered by other companies. Bidder should submit supporting documents issued by competent Govt. bodies to become eligible for the above exemption.

MSEs and Startups are required to submit a "**Bid Security Declaration**" where the bidder must accept that if the bid is withdrawn or modified during the period of validity etc., then the bidder will be suspended for a period as 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/mis-representation at any time during the RFP / Contract finalization of successful bidder / signing of the contract.
- Where the Bidder, withdraws after opening of Part I / Technical Bid at any time before finalization of successful bidder without any satisfactory / valid reasons. If any technically qualified bidder fails to login into the Reverse Auction portal, where applicable, then the same will be treated as withdrawal of the Bid.
- If the bidder makes any statement or encloses any form/document which turns out to be false/incorrect/mis-representation at any time during the RFP process.

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 along with hardcopy of Bid documents 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)** 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 successful bidder 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)** is allowed. Any deviations may lead to disqualification of the bid.
- iii. All the prices quoted shall be in Indian Rupees (₹). The quote shall not be subject to any price escalation subsequently. Rate should be quoted against each item separately. Only fixed price commercial bids indicating total price for all the deliverables and services specified in this RFP will be considered.
- iv. The prices mentioned in **Annexure H(a)** should be CIF ReBIT office, Navi Mumbai.

- v. ReBIT will not pay any Labour charges for transportation, Road Permit, installation of hardware, items separately. All such costs, if any, should be absorbed in the TCO.
- vi. All out of pocket expenses, travelling, boarding and lodging expenses for the entire project period and subsequent agreement is included in the prices and the Bidder shall not be entitled to charge any additional costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging etc.

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(Annexure-G) and comply to Technical Compliance sheet(Annexure-K) 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 informality, 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** basis.

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 (Annexure-G) and comply to Technical Compliance sheet(Annexure-K) 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 -

Technical Evaluation Scoring Matrix

Evaluation category	Evaluation criteria	Scoring Logic	Criteria weightage
Bidder Experience	1. Experience in number of years for providing similar Solution / Tool to the clientele as per Annexure H(a).	3-4 Years – 5 Marks 5-6 Years - 10 Marks >6 Years -15 Marks	15
	2.Experience in implementing similar Solution / Tool to the clientele.	2-4 – 5 Marks 5-6 - 10 Marks >6 -15 Marks	15
Approach	Understanding of Scope / Methodologies for successful implementation of the project as per the industry best practices.	1. Implementation: 5 Marks ✓ Approach / Plan / Deliverables / Timeline ✓ Configuration Design & Validation ✓ VAPT/ UAT / Go-live Deliverables 2. Operations & Training: 5 Marks ✓ Approach / Plan / Deliverables ✓ Training schedule 3. OEM: 5 Marks ✓ Design & Implementation Validation	40

		<ul style="list-style-type: none"> ✓ Assurance on SI Performance & Operational Support 4. SI Capability: 5 Marks ✓ Team Profile & Technical Capability ✓ SI-OEM Association (Duration & Partnership level) ✓ Assurance on Performance & Operational Support ✓ Experience on similar setup and support 	
Resource Profile	No. of OEM Certified Engineers / Resources OR having sufficient levels of experience in implementing the similar tool / solution (Copy of relevant certificate / self declaration to be submitted)	1-2 Personnel – 15Marks 3-5 Personnel – 20 Marks >5 Personnel – 25 Marks	20
Active Clients	No. Of Active Clients with Similar Solution/ Tool (Copy of PO & Agreement to be submitted)	1-3 - 5 marks >3 -10 marks	10
Total Score			100

- 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 60% 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 atleast 60% 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. The price bids of only technically qualified Bidders shall be opened on the notified date and time and reviewed to determine whether the price bids are substantially responsive.
- iii. If a Bidder quotes NIL price / consideration, the bid shall be treated as unresponsive and will not be considered.

- iv. 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.
- v. 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 as mentioned in the field "Total Cost of Ownership (TCO)" in **Annexure-H(a)**.
- vi. If the Bidder does not accept the arithmetical corrections made by ReBIT, its proposal will be rejected.
- vii. 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.
- viii. The Bidder with the **Lowest Commercial Bid** will be selected as successful bidder, separately for hardware and software & implementation.

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 initially for 3 year with a provision to extend for another 2 years subject to satisfactory performance by the bidder with respect to scope of work, warranty and support terms.

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, subject to approval from the approval authority to the Bidder whose bid has been determined to be substantially responsive and has been determined to be the shortlisted Bidder. Provided further that the Bidder is determined to be qualified to perform the contract satisfactorily and their credentials have been verified.

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.

9. Performance Bank Guarantee

The successful Bidder shall provide a **Performance Bank Guarantee of 10% of the Total Cost (TCO for 1 Year)** as arrived at **Annexure H(a)** for a period of 1 year within 15 days from the date of notification of award in the format as provided in **Annexure L** with a claim period of 3 months and such other extended period as ReBIT may decide based on performance of the Bidder and project obligations. The PBG should be provided from any scheduled Commercial Bank only.

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

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

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

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

In case of any Contract violations penalties have to deducted from the invoices payments. Otherwise the penalty amount will be adjusted from PBGs.

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

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

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

The Performance Bank Guarantee may be discharged / returned by ReBIT upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. No interest shall be payable on the Performance Bank Guarantee.

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

ReBIT will endeavour to make all payments for the products / services delivered to it, based on completed milestones mentioned at 5.8 , within a period of 45 days from the date of acceptance of invoice by ReBIT. Bidder should be willing to accept payment through Electronic Payment System (RTGS or NEFT).

Any delay in achievement of milestones/ deliverables/ activities from Bidder shall automatically result in delay of corresponding payment from ReBIT.

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 invoice(s).

Any objection/ dispute to the amounts invoiced in the bill shall be raised by ReBIT within reasonable time from the date of receipt of the invoice. Upon settlement of disputes with respect to any disputed invoice(s), ReBIT will make payment within forty-five (45) working days of the settlement of such disputes.

Terms of payment indicated in the Contract that will be issued by ReBIT to the selected Bidder will be final and binding on the Bidder and no interest will be payable by the ReBIT on outstanding amounts under any circumstances. If there are any clauses in the Invoice contrary to the terms of the Contract, the Bidder should give a declaration on the face of the Invoice or by a separate letter explicitly stating as follows "Clauses, if any contained in the Invoice which are contrary to the terms contained in the Contract will not hold good and the Invoice would be governed by the terms contained in the Contract concluded between ReBIT and the Bidder". Bidder should ensure that the project should not suffer for this reason.

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 effect 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. Termination

- i. ReBIT reserves its right to terminate / cancel the Purchase Order / Contract at any time by assigning appropriate reasons and recover expenditure incurred by ReBIT in addition to recovery of liquidated damages in terms of the contract, in the event of any of the following conditions (but not limited to):
 - Delay in delivery / completion of purchase order / services.
 - Breaches in the terms and conditions of the Contract / Order.
 - Non submission of acceptance of empanelment offer / order within 7 days of order / notification of award.
 - Failure of the successful Bidder to accept the contract / furnish the Performance Bank Guarantee within 15 days from delivery of the goods.
 - Non-adhering to regulatory compliance.
 - In case of the bidder going insolvent voluntarily or otherwise, getting blacklisted, involvement in fraud, etc.
 - Non-satisfactory performance of the selected Bidder during service and operation.
 - An act of omission by the Bidder, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract.
 - ReBIT suffers a reputation loss on account of any activity of successful Bidder and penalty is levied by regulatory authority.
 - In the event of subcontract or assignment contrary to the terms of agreement.
- ii. ReBIT will serve the notice of termination to the Bidder at least 30 days prior, of its intention to terminate services.
- iii. ReBIT reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected Bidder, including the pending bills and security deposit, if any, under this contract.
- iv. In addition to the cancellation of purchase order / Contract, ReBIT reserves its right to invoke the Performance Bank Guarantee or foreclose the Security Deposit given by the Bidder towards non-performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.

14. 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.

15. Service Level Agreement (SLA), Penalties & Liquidated Damages (LD)

15.1. Purpose and Objective of SLA

ReBIT intends to enter into a Service Level Agreement (SLA) with the successful Bidder in order to provide complete utility of the service that could be provided to ReBIT under this RFP. The SLA shall be included in the contract agreement as mentioned in the document and identifies the expectations of ReBIT and defines the Scope and Boundaries for the successful Bidder to provide maximum "Business Utility".

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

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

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

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

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

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

Definitions

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

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

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

Where BU = Business Utility, S_{BOH} = Scheduled Business Operation Hours, S_{BDT} = Business Downtime

2. The "Scheduled Business Operation Hours" for a given time frame are calculated after deducting the planned downtime which can be taken on the system only with prior notice to REBIT and with mutual consent of REBIT and the Bidder.
3. "Business Downtime" is the actual duration for which the system was not able to service ReBIT or the Clients of ReBIT, due to System or Infrastructure failure as defined by ReBIT and agreed by the Bidder. The "Business Downtime" would be calculated on daily basis and for all performance appraisals, the daily downtime would form part of core measurement for assessment/ escalation/ penalty, etc."

4. The “Working Hours” would be from 9:30 AM to 6:30 PM from Monday to Friday. Further, ReBIT expects the Bidder to recognize the fact that ReBIT might work in extended hours to provide the expected customer service as well as for statutory reporting.
5. “Business Operation Hours” shall be “One Hour” prior to the start of “Working Hours” and would end “One Hour” after “Working Hours”. “Business Operation Hours” for Data Centre and Disaster Recovery Centre would be same.

Any issue could be classified under the following four categories:

Level 1: The identified issue has a material business impact (Show Stopper) and needs to be resolved immediately. This level would typically correspond to issues that result into disruption of Solution services to ReBIT. It is expected that the Bidder provides an immediate solution/ work around for “Show Stopper” issues so that ReBIT can continue to function normally and then register the issue on priority by conducting a “Root Cause Analysis”.

Level 2: The identified issue has a significant business impact and needs to be taken up on top priority. This level would typically correspond to issues that result into disruption of one or more critical services to all the ReBIT, Regulated entity offices and external institutions having an access.

Level 3: The identified issue has normal impact on the Business and needs to be addressed at the earliest. This level would typically correspond to issues which result into disruption of one or more services to one or more but not all ReBIT, Regulated entity offices and external institutions having an access.

Level 4: The identified issue has almost no impact in terms of Business. However, issue needs the attention of the Bidder and shall be fixed on lesser priority.

15.2. Service level Requirements

The Bidder is expected to take care of the solutions and support systems Infrastructure as applicable by covering them under the contract period which inline with the OEM back to back support to meet the SLA commitments as below -

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

TTR shall be computed as total downtime per month. The TTR values given in the above table, therefore, define the maximum acceptable downtime in the specified time and conditions. A failure that does not result into a level 1 or level 2 incident considered as level 3 and level 4, is still required to be resolved by the Bidder in the duration as mentioned in the above table.

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

The successful bidder should adhere to SLA as per the OEM Service Support Policy listed on their website.

15.3. Penalties

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

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

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

Criticality →	
Elapsed Time of unavailability for end users	Penalties in (INR)
Up to 8 hours	NILL
Up to 24 hrs	2.5% of the total support cost of a year
Greater than 24 hours	5% of the total support cost of a year

The Pay-outs shall be on a half yearly basis and penalty shall be deducted from the next pay-out (support cost).

15.4. Liquidated Damages (LD)

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

- In case of delay by the Bidder in any stage of the project milestone, the financial Penalty as per the ReBIT’s discretion will be imposed on the Bidder at 2.5% of the total contract value per week of delay, to the maximum of 10% of the total contract value as per the agreement between the ReBIT and the successful Bidder.
- ReBIT reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by ReBIT to the company and to terminate the contract after 4 weeks of delay.
- Part of week will be treated as a week for this purpose.
- However, ReBIT may, at its discretion, waive the liquidated damages in case the delay cannot be attributed to the Bidder.
- ReBIT will deduct the amount of liquidated damages from the payment due of the same project from the Successful Bidder or invoke the Bank Guarantee. ReBIT may also withhold the amount to be recovered from the payment due from other projects held by the same Bidder.
- Any such recovery or liquidated damages shall not in any way relieve the successful Bidder from any of its obligations to complete the works / service(s) or from any other obligations and liabilities under the Contract/Agreement/Purchase Order.
- ReBIT reserves the right to condone the delay, if it is not attributable to the successful Bidder.

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

16. Adherence of Cyber Security Policy

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

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

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

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

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

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

Successful bidder criticality assessment shall be conducted for all partners & successful bidder s. Appropriate management and assurance on security risks in outsources and partner arrangements shall be ensured.

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 in **Annexure M** 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 (successful bidder) and purchaser (ReBIT) shall be, regardless of the form of claim, restricted to the total of bill of material received by successful bidder 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
 - a. an act or omission of the Bidder, its employees, its agents, or employees of the consortium in the performance of the services provided by the Bidder,
 - b. breach of any of the terms of this RFP or breach of any representation or warranty by the Bidder
 - c. Use of the deliverables and or services provided by the Bidder,
 - d. Infringement of any patent trademarks copyrights etc. or such other statutory infringements in respect of all components provided to fulfil the scope of this project. Bidder shall further indemnify ReBIT against any loss or damage to ReBIT's premises or property, ReBIT's data, direct financial loss, loss of life, etc., due to the acts of the Bidder's employees or representatives. The Bidder shall further indemnify ReBIT against any loss or damage arising out of loss of data, claims of infringement of third- party copyright, patents,

- or other intellectual property, and third-party claims on ReBIT for malfunctioning of the equipment or software or deliverables at all points of time, provided however,
- i. ReBIT notifies the Bidder in writing in a reasonable time frame on being aware of such claim,
 - ii. The Bidder has sole control of defence and all related settlement negotiations,
 - iii. ReBIT provides the Bidder with the assistance, information and authority as it deems fit to perform the above.
- ii. It is clarified that the Bidder shall in no event enter into a settlement, compromise or makes any statement (including failure to take appropriate steps) that may be detrimental to the ReBIT's (and/or its customers, users and service providers) rights, interest and reputation.
 - iii. Bidder shall be responsible for any loss of data, loss of life, etc., due to acts of Bidder's representatives, and not just arising out of gross negligence or misconduct, etc., as such liabilities pose significant risk.
 - iv. Bidder should take full responsibility for its and its employee's actions. Further, since the ReBIT's data could be integrated / used under Bidder provided software, the Bidder should be responsible for loss/compromise or damage to ReBIT's data and for causing reputation risk to ReBIT.
 - v. The Bidders should indemnify ReBIT (including its employees, directors or representatives) from and against claims, losses, liabilities, penalties, fines and suits arising from:
 - a. IP infringement under any laws including Copyrights Act 1957 & IT Act 2000 and such other statutory acts and amendments thereto.
 - b. Negligence and misconduct of the Bidder, its employees, and agents.
 - c. Breach of any terms of RFP, Representation or Warranty.
 - d. Act or omission in performance of service.
 - e. Loss of data due to any of the reasons mentioned above.
 - f. Non-compliance of the Bidder with Laws/Governmental /regulatory Requirements.
 - vi. In the event that ReBIT is called as a defendant for IPR infringement of patent, trademark or industrial design rights arising from use of any of the components of the supplied solution, the Bidder on its own expense will undertake to defend ReBIT.
 - vii. It will be the Bidder's responsibility to rapidly do away with third-party claims. The Bidder will also pay any compensation arising from the infringement claims and ReBIT will in no manner be responsible for such payments. In addition, the Bidder will bear all the related expenses and legal fees.
 - viii. On its part, ReBIT will immediately relay to the Bidder any such claims and offer assistance within reasonable limits to rid the claim.
 - ix. Once the components delivered at ReBIT premises, The Bidder must undertake to indemnify that all the components delivered are free of defects, are brand new and original. If at some stage it is discovered that the components do not meet these criteria, ReBIT has the right to cancel the order and the Bidder will have to refund the total amount received from ReBIT along with the interest and separate penalties. Similar conditions apply to software; as well the system software must be licensed and original.
 - x. The Bidder claims and represents that it has obtained appropriate rights to provide the Deliverables and Services upon the terms and conditions contained in this RFP.
 - a. The Bidder shall be responsible at its own cost for obtaining all necessary authorizations and consents from third party licensors of Software used by Bidder in performing its obligations under this Project.
 - b. If a third party's claim endangers or disrupts ReBIT's use of the Deliverables, Bidder shall at no further expense, charge, fee or cost to ReBIT, obtain a license so that ReBIT may continue use of the Deliverables in accordance with the terms of this RFP.
 - c. Bidder shall indemnify and keep fully and effectively indemnified ReBIT from all legal actions, claims, or damages from third parties arising out of use of software, designs or processes used by Bidder or his subcontractors or in respect of any other services rendered under this RFP.

20. Responsibility for Completeness

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

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

End of life and End of Support of deliverables to be ensured by the successful bidder.

21. Successful Bidder Security Risk Assessment

i. General Security Requirements

- Successful bidder / Bidder should have the security controls in place to protect sensitive and/or confidential information shared with the successful bidder .
- Ensure that any agent, including a successful bidder or subcontractor, to whom ReBIT provides access to information systems, agrees to implement reasonable and appropriate safeguards to ensure the confidentiality, integrity, and availability of the information systems.
- Successful bidder will not copy any ReBIT's data obtained while performing services under this RFP to any media, including hard drives, flash drives, or other electronic device, other than as expressly approved by ReBIT.
- All personnel who will be part of this engagement deployed at ReBIT's premises will need to adhere ReBIT's security policy.
- All personnel who will be part of this engagement will need to sign NDA with ReBIT.
- Successful bidder / Bidder should carry out Background checks which includes Address, Education, past employment and criminal checks for all personnel that will be deployed at ReBIT for the implementation.
- Successful bidder shall disclose the origin of all software components used in the product including any open source or 3rd party licensed components.

ii. Security for Support & Maintenance

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

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, successful bidder and ReBIT shall hold discussion to find a solution. However, notwithstanding the above, the decision of ReBIT would be final and binding on the successful bidder .

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, the ReBIT will not pay 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 successful bidder 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 Successful bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution by formal arbitration to be conducted in accordance with the Arbitration and Conciliation Act, 1996 and the venue of arbitration shall be at Mumbai, India. In the event of failure to resolve the differences through arbitration, either of the parties shall be free to undertake necessary further legal course with the Courts of Law in Mumbai who shall have jurisdiction for preventive, interlocutory and other incidental relief applied for by any party under or in relation to Agreement.

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 Prevention, Prohibition and Redressal Sexual Harassment of Women at Workplace as per Act, 2013	<input type="checkbox"/>	<input type="checkbox"/>
A copy of board resolution along with a copy of power of attorney (POA wherever applicable) showing that the signatory has been duly authorised to sign the Bid document.	<input type="checkbox"/>	<input type="checkbox"/>
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 J: Bidder's experience	<input type="checkbox"/>	<input type="checkbox"/>
Annexure M: Undertaking by Bidder for Confidentiality and Non-Disclosure Agreement	<input type="checkbox"/>	<input type="checkbox"/>
Annexure K: Technical Compliance sheet	<input type="checkbox"/>	<input type="checkbox"/>
Annexure N- Manufacturer's Authorization Form (MAF)	<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)
Annexure H(a), H(b) : Commercial Bid Format (in pdf and excel format) Note: 1. No portion of the commercial bid shall be mentioned/indicated in any form in the technical submission. 2. Rate for every line item has to be filled. Bidder need to mention	<input type="checkbox"/>	<input type="checkbox"/>

“Rate included” in line items wherever they feel so. The same will then be referred during the invoicing. 3. No deviation from mentioned specification is allowed. 4. No alteration in the mentioned specification is allowed.

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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 Supply and Installation of Network Infrastructure 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 for Prevention, Prohibition and Redressal of Sexual Harassment of Women at Workplace as per 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 Procurement, Implementation and Support Services for ARCON Privileged Access Management(PAM) Solution, RFP: ReBIT/CPO/2023-24/328/131 dated __/__/2024.

Further to our proposal, in response to the Request for Proposal for **Procurement, Implementation and Support Services for ARCON Privileged Access Management(PAM) Solution, RFP: ReBIT/CPO/2023-24/328/131** dated --/--/ 2024 (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 “Prevention, Prohibition and Redressal of sexual harassment of women at workplace as per 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

Note- Please submit the pre-bid queries in Excel/ Word format.

Annexure F : Bidder's Details

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

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

1. Bidder's Legal Name	<i>[insert Bidder's legal name]</i>
2. Bidder's Country of Registration:	<i>[insert Country of registration]</i>
3. Bidder's Year of Registration:	<i>[insert Bidder's year of registration]</i>
4. Bidder's Legal Address in Country of Registration:	<i>[insert Bidder's legal address in country of registration]</i>
5. Bidder's Authorised Representative Information Name: Designation: Address: Telephone/Fax numbers: Email Address:	
6. Attached are certified copies of original documents of firm/ company named in 1 : o Document evidencing the person(s) duly authorised to commit the Bidder or a Power of Attorney	
7. Details for EMD Refund a) Account No. b) Name of account holder c) Name of Bank d) IFSC Code	

Name and Signature of authorised signatory and Seal of Company

Annexure G : Minimum Eligibility Criteria (On Bidders Organisation's Letterhead)

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

Sr. #	Criteria	Minimum Requirement	List of Documents to be Submitted	Compliance status (Yes/No)
1	Registration Certifications & License	<p>The Bidder must be an entity registered with the Registrar of Companies under Indian Company Act and must provide the following details:</p> <p>a.Details of Registration of the firm /organization - whether Sole Proprietorship/ Partnership firm /Private Limited/ Limited or Co-operative Body etc. - Name of Registering Authority, Date, and Registration number, etc.</p> <p>b.GST registration number</p>	<p>a.Copy of Certificate of Incorporation (firm / organization - whether Sole Proprietorship/ Partnership firm /Private Limited/ Limited or Co-operative Body etc.) has to be provided.</p> <p>b.Copy of GST Certificate</p>	
2	Turnover & Financial Liability	<p>a.The Bidder should have a Positive Net Worth at the time of bidding.</p> <p>b.The bidder should have Positive PAT (Profit After Tax) in three (03) out of last five (5) financial years, i.e. 2018-19, 2019-2020, 2020-21, 2021-22, 2022-23</p> <p>c.The bidder should have an Average Annual Turnover of atleast Rs 50 lacs in three (03) out of last five (5) financial years, i.e. 2018-19,2019-2020, 2020-21, 2021-22. 2022-23</p>	<p>a. Certificate from CA specifying Annual Turnover, Networth & PAT for the above mentioned duration.</p> <p>b. Copy of Audited Balance Sheet including Profit & Loss Statements of last five Financial Years i.e 2018-19,2019-2020, 2020-21, 2021-22. 2022-23</p>	
3	Work Experience	<p>1. Bidder should have minimum 3 years of experience in implementing similar solution.</p> <p>2.The bidder should have executed atleast 2 similar projects with prescribed architecture (supply, installation, testing and configuration of PAM/PIM solution in last 3 years in Any Sector in India</p>	Contract / PO Copy as documentary evidence proving project value	

4	Manufacturer's Authorization Form (MAF)	The Service Provider (SP) or System Integrator (SI) of OEM in India with authorisation to Supply & Setup the proposed Solution in accordance to this RFP requirements.	Bidder is required to submit Manufacturer authorization Form as specified in Annexure – N from OEM-ARCON.	
5	Legal Liability	<p>a. The Bidder should not be currently blacklisted from any of the government, semi government institutions, public/ private companies etc. in India and abroad.</p> <p>b. The Bidder must warrant that there is no legal action been taken against them for any cause in any legal jurisdiction. If such an action exists and the Bidder considers that it does not affect its ability to deliver the requirements as per the Tender, it shall provide details of the action(s).</p>	<p>a. Self-attested declaration has to be submitted on bidder's letter head.</p> <p>b. Self-attested declaration has to be submitted on bidder's letter head.</p>	

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

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

Authorized Signature

Annexure H : Commercial Bid Format

(On letterhead of the Bidder)

The Financial Proposal must provide a cost breakdown. Provide separate figures for each functional grouping or category. The format shown below is suggested for use as a guide in preparing the Financial Proposal.

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

1. TCO shall be calculated basis Total Cost for 1 year for supply installation of PAM solution.
2. Cost for Year 2 & Year 3 will not be accounted for calculation of TCO and will be referred only in case of extension.
3. Any additional licenses will be procured with the same unit cost for a period 1 year from date of PO issuance.

Annexure H(a):

Sr No.	Details	Year 1			
		Quant ity	Unit Cost	Total Cost	GST %
	Supply of ARCON PAM/PIM Software/Application Components				
1	ARCON Client Manager license-PIMCM1IN	200			
2	ARCON End-User License-PIMEU0IN	50			
3	Installation / Implementation Cost (Including Training Cost) - Onetime Cost				
4	Support Cost for software (Cost includes 24x7x365 On-call / Onsite Support by SI / OEM)				
5	Operating Systems for servers- Windows-2019 -Onetime cost	2			
6	MS SQL Standard / Enterprise edition 2022- Onetime cost	2			
TCO (Total Cost Excluding GST)					
TCO (Total Cost Inclusive GST)					

Note:

- i. Bidder has to provide the license cost in INR. GST Rates are to be provided separately. Licenses / Subscription Cost shall be overall cost (of products, licenses, product support, certificates etc.) inclusive of all Taxes (whichever is applicable), however exclusive of GST.
- ii. The start date of these licenses will be from the date of Go-live as advised by ReBIT.
- iii. Bidder has to provide the cost of any other additional software license required as a pre-requisite to run this application. Bidder to provide complete details / specifications of any such optional item quoted.
- iv. If bidder fails to submit the price in the above format the bid may be subject to get rejected.
- v. PO will be issued on year on year basis.
- vi. Support cost shall be paid half yearly basis after deduction of applicable panalties (if any).
- vii. ReBIT reserves the right to alter the requirements / cancel the item requirement(s) at its sole discretion. Further, the Bidders agrees that the price quoted by them would be proportionately adjusted with such additions or deletions of item requirement

Authorised Signature

Annexure H(b) – Optional Ccost for Year 2 and Year 3

Cost for Year 2 and Year 3 will not be accounted for calculation of TCO and will be referred only in case of extension.

Sr No.	Details	Year 2			Year 3		
		Unit Cost	Total Cost	GST%	Unit Cost	Total Cost	GST%
1	ARCON Client Manager license-PIMCM1IN						
2	ARCON End-User License-PIMEU0IN						
3	Support Cost for Software (Cost includes 24x7x365 On-call / Onsite Support by SI / OEM)						

Annexure J : Bidder's Experience

(On letterhead of the Bidder)

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

Signature of Bidder

Date

Place

Annexure K : Technical Compliance Sheet

(On letterhead of the Bidder)

Req ID	Specifications	Must to have / Good To have	Compliant (Yes / No / Partial)	Variations/ Remarks if any
A	Single - Sign on and Authentication Models			
	The solution should be able to create seamless single sign-on for various technologies such as Operating Systems, Databases, Network and Security Devices.	Must to have		
1	The solution should have a Generic Target System Connectors to enable one to uses this connector for non-standard devices etc	Must to have		
2	The solution should be agentless i.e. does not require to install any agent on target devices	Must to have		
3	The solution should support transparent connection to the target device, without seeing the password or typing it in as part of the connection	Must to have		
4	The solution should support direct connections to windows, ssh, databases and other managed devices without having to use a jump server.	Must to have		
5	The solution should have an inbuilt dual factor authentication for soft token, mobile OTP etc. Also it should have an inbuilt authentication for Bio-Metrics without having to acquire another biometric authentication server.	Must to have		
6	The solution should be able to integrate with enterprise authentication methods e.g. multiple 3rd party authentication methods including LDAP, RADIUS and a built-in authentication mechanism	Must to have		
7	The solution should also provide local authentication and all the security features as per best standards.	Good to have		
8	The solution should provide flexibility user/device wise for local authentication or enterprise authentication	Good to have		
9	The solution should support an application integration framework for web based as well as .exe-based applications. There should be strong out of the box support including ease of integration with any third party connectors.	Must to have		
10	The solution should provide a method for creating new connectors with minimal intervention required from OEM.	Good to have		
11	The solution should provide multi-tenancy feature whereby the entire operations can be carried out within a tenant or line of business.	Good to have		

12	The solution should provide multi-domain feature whereby the entire operations can operate in an distributed environment	Good to have		
13	The solution should be able to handle multi-location architecture or distributed architecture with seamless integration at the User Level. For example: Multiple datacenters may have multiple secondary installations but the primary installation will also simultaneously work for all users and all locations	Must to have		
B	Shared Account Password Management			
1	The solution shall perform password change options which is parameter driven	Must to have		
2	The solution should set password options every x days, months, years and compliance options via the use of a policy	Must to have		
3	The solution should be able to manage SSH Keys	Must to have		
4	For Linux/Unix servers, the solution should have an option to generate the SSH key pair directly from the tool.	Must to have		
5	Ability to create exception policies for selected systems, applications and devices	Must to have		
6	The solution should enable an administrator to define different password formation rules for target accounts on different target systems and supports the full character set that can be used for passwords on each target system.	Must to have		
7	The solution enables an administrator to change a target-account password to a random value based on a manual trigger or automatic schedule.	Good to have		
8	Allow single baseline policy across all systems, applications and devices (eg one single update to enforce baseline policy	Good to have		
9	The solution should support changing a password or group of passwords according to a policy (time based or 'on-demand')	Must to have		
10	Ability to generate 'One-time' passwords as an optional workflow	Must to have		
11	Ability to send notifications via email or other delivery methods triggered by any type of activity	Must to have		
12	Ability to send notification via email to the user requesting the password that checkout is complete	Must to have		
13	All locally stored target-account passwords should encrypted using AES or similar encryption with at least 256 bit keys.	Must to have		
14	The solution should automatically reconcile passwords that are detected 'out of sync' or lost without using external restore utilities	Good to have		
15	The solution should have the ability to reconcile passwords manually, upon demand	Good to have		

16	The solution should automatically verify , notify and report all passwords which are not in sync with PIM	Must to have		
17	The solution should have the ability to automatically "check-out" after a specific time and "check-in" within a specified time.	Good to have		
18	The solution should set unique random value anytime a password is changed. The password generated should be strong and should not generate a similar value for a long iteration.	Must to have		
19	The tool allows secure printing of passwords in Pin Mailers. Lifecycle of printing and labelling of envelopes should be part of the module.	Must to have		
20	Secured Vault platform - main password storage repository should be highly secured (built-in firewall, hardened machine, limited and controlled remote access etc.)	Must to have		
21	The proposed solution should restrict the solution administrators from accessing or viewing passwords or approve password requests	Good to have		
22	The solution should have the capability to seamlessly change the passwords for the large number of desktops. It should be able to handle floating IPs	Must to have		
23	The solution should have provision for secure offline access of managed credentials in case of vault failure (break glass scenario)	Must to have		
25	The solution should have provision to allow authorized users to upload their sensitive/confidential files in the Vault for secured and encrypted storage.	Good to have		
26	Files uploaded in Vault for secured and encrypted storage should be allowed to be shared between PAM users with an option to expire the share after defined period of time (in days).	Good to have		
27	Out of band electronic safes should be provided on every rotation and these should be available at will.	Must to have		
28	The solution should be able to automatically sync any out of sync passwords without using any external utilities (on target systems/applications)	Must to have		
29	The solution should also provide out-of-band vault capabilities (one or many)	Good to have		
C	Access Control			
1	The solution should be able to restrict usage of critical commands over a SSH based console based on any combination of target account, group or target system and end-user.	Must to have		
2	The solution should restrict privileged activities on a windows server (e.g. host to host jumps, cmd/telnet access, application access, tab restrictions) from session initiated with PIM	Must to have		

3	The solution should be able to restrict usage of critical commands on command line through SSH clients on any combination of target account, group or target system and end-user.	Must to have		
4	The solution should be able to restrict usage of critical commands on tables for database access through SSH, SQL+(client/), front-end database utilities on any combination of target account, group or target system and end-user.	Must to have		
5	The solution should provide for inbuilt database management utility to enable granular control on database access for Sql, my Sql, DB2, Oracle etc.	Good to have		
6	The solution enables an administrator to restrict a group of commands using a library and define custom commands for any combination of target account, group or target system and end user.	Must to have		
7	The solution should provide secure mechanism for blacklisting/whitelisting of commands for any combination of target account, group or target system and end user.	Must to have		
8	The solution can restrict user-specific entitlements of administrators individually or by group or role.	Must to have		
9	The solution should have workflow control built-in for critical administrative functions over SSH including databases (example user creation, password change etc) and should be able to request for approval on the fly for those commands which are critical.	Must to have		
10	The solution can restrict target-account-specific entitlements of end users individually or by group or role.	Must to have		
11	The solution can restrict end-user entitlements to target accounts through a workflow by days and times of day including critical command that can be fired.	Must to have		
12	The solution should provide for a script manager to help in access controlling scripts and allow to run the scripts on multiple devices at the same time.	Good to have		
13	System should be able to define critical commands for alerting & monitoring purpose and also ensure user confirmation (YES or NO) for critical commands over SSH.	Must to have		
14	It should be possible to grant access to a managed asset using a specific method of access. For e.g. access to a SQL database ONLY through SQL Management Studio.	Must to have		
D	Privileged Session Management and Log Management			
1	The solution should be able to support a session recording on any session initiated via PAM	Must to have		

	solution including servers, network devices, databases and virtualized environments.			
2	The solution should be able to log commands for all commands fired over SSH Session and for database access through ssh, sql+	Must to have		
3	The solution should be able to log/search text commands for all sessions of database even through the third party utilities	Must to have		
4	The solution should be able to log/search text commands for all sessions on RDP	Must to have		
5	The solutions should support selective option for enabling session based recording on any combination of target account, group or target system and end-user.	Must to have		
6	All logs created by the solution should be tamper proof and should have legal hold	Must to have		
7	The solution logs all administrator and end-user activity, including successful and failed access attempts and associated session data (date, time, IP address, Machine address, BIOS No and so on). The tool can generate — on-demand or according to an administrator-defined schedule — reports showing user activity filtered by an administrator, end user or user group.	Must to have		
8	The tool can restrict access to different reports by administrator, group or role.	Must to have		
9	The tool generates reports in at least the following formats: HTML, CSV and PDF	Good to have		
10	System should be able to define critical commands for alerting & monitoring purpose through SMS or Email alerts	Good to have		
11	The solution should provide separate logs for commands and session recordings. Session recordings should be available in image/ video based formats	Must to have		
12	The session recording should be SMART to help jump to the right session through the text logs	Must to have		
13	Secure and tamper-proof storage for audit records, policies, entitlements, privileged credentials, recordings etc.	Must to have		
14	The proposed solution shall cater for live monitoring of sessions and manual termination of sessions when necessary	Must to have		
15	The proposed solution shall allow a blacklist of SQL commands to be included in audit records during the session recording. All other commands will shall be included in command logs.	Must to have		
16	The proposed solution shall enable users to connect securely to remote machines through the tool from their own workstations using all types of accounts, including accounts that are not	Good to have		

	managed by the privileged account management solution.			
17	The proposed solution shall allow configuration at platform level to allow selective recording of specific device.	Good to have		
18	The proposed solution shall allow specific commands to be executed for RDP connections (e.g. Start the connection by launching a dedicated program on the target machine without exposing the desktop or any other executables).	Must to have		
19	The proposed solution shall support correlated and unified auditing for shared and privileged account management and activity.	Must to have		
21	The proposed system shall support full colour and resolution video recording.	Good to have		
22	The proposed system shall support video session compression with no impact on video quality.	Must to have		
25	The solution should provide an option to supervise privileged user activity with real time session shadowing capability.	Must to have		
E	PIM Security			
1	The solutions should use minimum FIPS 140-2 validated cryptography for all data encryption.	Must to have		
2	The Solution should be TLS 1.2 and SHA-2 compliant for PCI-DSS compliance	Must to have		
3	All communication between system components, including components residing on the same server should be encrypted.	Must to have		
4	All communication between the client PC and the target server should be completely encrypted using secured gateway. (Example: a telnet session is encrypted from the client PC through the secured gateway)	Must to have		
5	The Administrator user cannot see the data (passwords) that are controlled by the solution.	Good to have		
6	Secured platform - main password storage repository/Vault should be highly secured (hardened machine, limited and controlled remote access etc.).	Must to have		
7	The solution should secure master data, records, entitlement, policy data and other credentials in tamper proof storage container.	Must to have		
8	The solution should store Password and SSH keys safekeeping in the certified vault (minimum AES 256-bit encryption)	Must to have		
9	The solution should not require direct third party access to PAM Database	Good to have		
10	The solution should support common protocols to connect to PAM servers to ensure the best interoperability with environments.	Must to have		
F	PIM Administration			

1	The solution should have central administration web based console for unified administration.	Must to have		
2	The tool uses Active Directory/LDAP as an identity store for administrators and end users.	Must to have		
3	The tool enables an administrator to define groups (or similar container objects) of administrators and end users.	Must to have		
4	The tool enables an administrator to add an administrator or end user to more than one group or to add a group to more than one supergroup.	Must to have		
5	The tool enables an administrator to define a hierarchy of roles without limit.	Good to have		
6	Administrative configurations (e.g. configuration of user matrix) shall be accessible via a separate client where client access is controlled by IP address.	Must to have		
7	Important configuration changes in the solutions (example changes to masters) should be based on at least 5 level workflow approval process and logged accordingly	Good to have		
8	The tool should have a provision to enable maker-checker configuration for critical administrative actions. For e.g. new user creation, on-demand password change etc.	Must to have		
9	Segregation of Duties - The Administrator user cannot view the data (passwords) that are controlled by other teams/working groups (UNIX, Oracle etc.).	Must to have		
10	The solution should provide for self service portal for users and devices for ease of on boarding both users and devices.	Must to have		
11	All administrative task should be done LOB wise i.e. Line of Business Wise	Must to have		
12	All administrative tasks/actions should be logged along with change in configuration value i.e. value before change made and after the change made.	Must to have		
13	The solution should have Auto-Onboarding Feature for both User and Devices without having to do any manual activity.	Good to have		
G	System Architecture			
1	The solution architecture should be highly scalable both vertically as well as horizontally.	Must to have		
2	The proposed solution shall provide multi-tier architecture where the database and application level is separated.	Must to have		
3	The solution should work at the network layer instead through a jump server. This will have achieve large number of sessions.	Must to have		
4	The proposed solution shall provide scalability where it is not limited by the hardware. Also the solution shall provide modular design for capacity planning and scalability metrics.	Must to have		

5	The proposed solution shall have the ability to support multiple mirrored systems at offsite Disaster Recovery Facilities across different data centre locations.	Must to have		
6	The proposed solution shall have built-in options for backup or integration with existing backup solutions	Must to have		
7	The proposed solution shall handle loss of connectivity to the centralized password management solution automatically.	Must to have		
8	The proposed solution shall not require any network topology changes in order to ensure all privileged sessions are controlled by the solution.	Good to have		
9	The proposed solution shall support distributed network architecture where different segments need to be supported from a central location.	Must to have		
10	The proposed solution shall support both client based (in the case where browser is not available) as well as browser based administration	Must to have		
11	The proposed solution should be 100% agentless that includes password storage, password management and session recording features.	Must to have		
12	The solution must support parallel execution of password resets for multiple concurrent requests.	Good to have		
13	The solution should provide fully failover from a single active instance to a backup/standby instance with a fully replicated repository	Must to have		
14	The solution should support multiple active instances with load balancing and fully automatic failover to another active instance	Must to have		
15	The solution if required should be available to install on a virtual sever	Good to have		
16	The system should be highly available (24x7x365) and redundant from a hardware failure, application failure, data failure, and or catastrophic failure. Please elaborate	Must to have		
17	The solution should have an ability to have direct connection to target device as well as using secured gateway channel.	Must to have		
18	The solution should have the capability to auto-onboard assets (VM's, databases, network devices, Public Cloud instance), groups, and discover accounts. It should be further able to configure rules to auto-assign the desired relationships/roles based on the least privileges.	Good to have		
19	The solution does not require jump server architecture	Good to have		
20	Solution should support hybrid architecture	Must to have		
H	Out of box Integration			
1	Ability to integrate with enterprise authentication methods e.g. multiple 3rd party authentication	Must to have		

	methods including AD, LDAP, Windows SSO, PKI, RADIUS and a built-in authentication mechanism.			
2	Ability to integrate with Bio-Metric Solutions	Good to have		
3	Ability to integrate with Hard and Soft token solutions	Good to have		
4	Ability to integrate with ticketing systems.	Must to have		
5	Ability to integrate with Automation softwares for enhancing productivity in the data center	Must to have		
6	The proposed solution supports integration with the Hardware Security Module (HSM) devices to store the encryption keys.	Good to have		
I	Ticketing System integration			
1	The solution can force the requestor of password / session to provide a reason, including a service desk incident ticket number, for the request.	Must to have		
2	The solution can communicate with a workflow engine to verify an incident ticket number cited in the end user's request.	Must to have		
3	The solution provides the capability to enable end users to retrieve (or reset) a target-system password only after approval by a designated approver (to allow dual control). Approval criteria can be based on any combination of target account, group or target system and end-user identity, group or role, as well as contextual information such as day of the week or time of day.	Must to have		
4	Ability to enforce ticketing integration as well as approval workflow for specific ticket types (e.g. change/incident ticket)	Must to have		
5	Inbuilt ticketing system with multi level workflow approval with ticket level validation, risk and impact assessments as per group/tenant wise, Service type and user type. This ticketing system will help in creating a work order on an executor, who will then request access through the request workflow with this valid ticket	Must to have		
6	Inbuilt ticketing system with 5 level workflow approval with ticket level validation, risk and impact assessments as per LOB wise, Service type and user type. This ticketing system to help in creating a work order on an executor, who will then request for the access through the request workflow with this valid ticket	Good to have		
J	SIEM Integration			
1	The solution should be able to integrate with leading SIEM Solutions.	Must to have		
2	The solution should be able to integrated with applications like VA Systems, performance	Must to have		

	monitoring applications to eliminate hard coded passwords			
K	Application Password Management (Hard-Coded Password Management)			
1	The solution should have an ability to eliminate, manage and protect privileged credentials in applications, scripts, configuration files etc.	Must to have		
2	The solution should be able to authenticate and trust the application requesting the privileged password based on various authentication methods	Good to have		
3	Application Servers Support - The product should support removing static hard coded passwords from Data Sources in Application Servers. Please elaborate.	Good to have		
L	Auto Discovery of Privileged Accounts			
1	The solution should be able to perform auto discovery of privileged accounts on target systems and perform two way reconciliation.	Must to have		
2	The solution should provide feature for user governance on the target devices i.e autodetect users and schedule a governance workflow and user certification process with adequate review process.	Good to have		
3	Map privileged and personal accounts on various target systems	Good to have		
4	Ability to quickly identify all non-built-in local administrator accounts in your environment (flag possible 'backdoor' accounts)	Must to have		
5	Ability to quickly identify private and public SSH keys, including orphaned SSH keys, on Unix/Linux machines, extracts key related data and ascertain the status of each key	Good to have		
M	Notification Engine			
1	The solution should have capability to provide alerts and notification for critical PIM events over SMS & Email	Must to have		
2	The solution should have capability to provide alerts and notification for all administration/configuration activities over SMS & Email	Must to have		
3	Customizable notification for command executed on SSH and Telnet based devices	Must to have		
4	Customizable notification for command/Process executed on Windows	Good to have		
5	Notification on target being access on criteria like Line of Business or Groups	Must to have		
6	Solution should have threat analytics and customised reporting capabilities	Must to have		
N	Solution Workflow			
1	The solution should have inbuilt workflow to manage	Must to have		

2	Electronic Approval based Password Retrieval	Good to have		
3	Onetime access / Time Based / Permanent Access	Must to have		
4	5 level approval workflow with E-mail and SMS notification with delegation rules	Good to have		
5	Ability to provide for delegation at all levels in the workflow	Must to have		
6	Mobile device support - ability to send a request to access a password, approve the request and retrieve the password, all from a hand-held mobile device e.g. smart phones	Must to have		
7	Supports a workflow approval process that is flexible to assign multiple level of approvers based on product or model (i.e. require 2 or more approvals before access is allowed).	Must to have		
8	Supports a workflow approval process that requires approvers to be in sequence before final approval is granted.	Must to have		
9	Supports a workflow approval process that requires approvers to be in sequence before final approval is granted.	Must to have		
O	Dashboard & Reporting			
1	Dashboard Capabilities should included real-time view of activities performed by the administrators	Must to have		
2	The system shall have the ability to run all reports by frequency, on-demand and schedule.	Must to have		
3	The solution should provide detailed and scheduled reporting with the following basic report sets Entitlements Reports, User's activities, Privileged Accounts inventory and Activities log	Must to have		
4	The solution should have ability to report on all system administrative changes performed by PIM Administrators with relevant auditable records	Must to have		
5	The solution should be able to report password lockouts (failure logon attempts)	Must to have		
6	Ability to report password checkouts on systems and users requesting passwords	Good to have		
7	Ability to report password lockouts (failure logon attempts)	Must to have		
8	Ability to report on password change following verification process	Must to have		
9	Ability to report on password status	Good to have		
10	Reports should be customizable	Good to have		
11	Audit data can be exported for use for any BI Tool	Must to have		
12	Reports shall be automatically distributed by email	Must to have		

13	Access to audit reports (and report configuration) shall be restricted to "auditor" end-users	Must to have		
14	Ability to replay actual session recordings for forensic analysis	Must to have		
15	The recorded session should be compressed and not take much space on storage and only active session has to be monitored	Must to have		
16	The solutions should provide advanced analytics capability and provide risk score on all the sessions and tasks done by users.	Must to have		
17	The solution must support session collaboration and delegation	Good to have		
18	Dashboard - for at a glance critical events and password policies. Describe your dashboard capabilities	Must to have		
P	Spection			
1	The solution should have threat analytics and customized reporting capabilities	Must to have		
2	The PAM solution supports creation of custom reports.	Must to have		
3	The PAM solution has automated report query capability.	Must to have		
Q	Privileged Elevation & Delegation Management			
1	Solution should offer agent-based privileged elevation and delegation management.	Good to have		
2	The solution should offer agent-based privileged elevation and delegation management for Linux/Unix Systems.	Good to have		
3	Session recording should be available for PEDM scenarios on Windows systems	Must to have		
4	Session recording should be available for PEDM scenarios on Linux/Unix systems?	Must to have		
5	Describe any security mechanisms that are available, for example, the ability to prevent/control shell escapes and the ability to prevent/control spawning subprocesses.	Good to have		
6	The solution should be able to elevate privileges in Windows environment for remote execution scenarios	Must to have		
7	The solution should be able to elevate privileges in Linux/Unix environment for remote execution scenarios	Must to have		
R	Brand and Technology			
1	OEM Should have 24*7 support center in India (Please share Support center details & address)	Must to have		
2	The solution should preferably be covered by the Gartner Magic Quadrant for last three consecutive years (MQ Gartner report to be submitted)	Must to have		
3	The Solution must be a leading, mature, internationally recognized and widely used brand	Must to have		

	that has been in existence for at least 10 years. (Please provide certificate of incorporation)			
4	The Solution should have presence and support Centre in India for at least 10 years with 400+ employee strength (Relevant declaration & proof must be submitted)	Must to have		
5	The solution should be successfully implemented in at least 10 PSUs/Government in India with relevant scope of implementation (100+ Users 300+ devices) (PO/Work order copies to be submitted for the same)	Must to have		

Signature of Bidder

Date

Place

Annexure L: 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 – Proposal for Procurement, Implementation and Support Services for ARCON Privileged Access Management(PAM) Solution, RFP: ReBIT/CPO/2023-24/328/131 dated __/__/2024.

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

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

Notwithstanding anything contained herein:

- Our liability under this Performance Bank Guarantee shall not exceed Rs.(in words and figure);
- This Performance Bank Guarantee shall be valid only up to (date, i.e., thirty (30) days after completion of the contract period) ; and

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

Dated this day 2024.

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 M : 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 successful bidder / 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 N : Manufacturer's Authorization Form (MAF)

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

To,

Procurement- In - Charge
Reserve Bank Information Technology Pvt Ltd (ReBIT)
502, Building No 1, MindSpace Juinagar,
Nerul, Navi Mumbai – 400706

Dear Sir,

We _____ who are established and reputed manufacturer / developer of _____ having organization at _____ and _____ do hereby authorize M/s _____ (Name and address of Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above RFP / tender. We hereby extend our full guarantee and warranty for the following software's / products offered by the above firm in response to ReBIT's RFP/ tender and contract for supply, installation, commissioning, services and support for Products & Services as specified in tender / RFP as per the terms and conditions set out in the document for the purpose.

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

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

Yours faithfully,
(Name)