



Selection of vendor for Accessibility Audit of RBI Websites

Request for Proposal (RFP)

(Feb 11, 2026)

RFP: ReBIT/CPO/2025-26/676/135

Reserve Bank Information Technology Pvt. Ltd.

This document is the property of Reserve Bank Information Technology Private Limited (ReBIT). It may not be copied, distributed or recorded on any medium, electronic or otherwise, without the ReBIT's written permission thereof, except for the purpose of responding to ReBIT for the said purpose. The use of the contents of this document, even by the authorized personnel / agencies for any purpose other than the purpose specified herein, is strictly prohibited and shall amount to copyright violation and thus, shall be punishable under the Indian Law.

502, Building No 1, Mindspace Juinagar, Nerul, Navi Mumbai – 400706



Selection of vendor for Accessibility Audit of RBI Websites

Request for Proposal (RFP)

(Feb 11, 2026)

Response to Pre-bid Queries

RFP: ReBIT/CPO/2025-26/676/135

This document is the property of Reserve Bank Information Technology Private Limited (ReBIT). It may not be copied, distributed or recorded on any medium, electronic or otherwise, without the ReBIT's written permission thereof, except for the purpose of responding to ReBIT for the said purpose. The use of the contents of this document, even by the authorized personnel / agencies for any purpose other than the purpose specified herein, is strictly prohibited and shall amount to copyright violation and thus, shall be punishable under the Indian Law.

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

#	Clause no.	Page no	Clause	Query	ReBIT Response
1	3.1.9	18	Websites to be scoped.	We are unable to check the complexity of the user journeys which require log in credentials. Will you be able to provide us with the details of the journey? Our team cannot create self login with personal data, hence we are unable to scope the complexity of the pages. Incase we do not scope accurately, we will not be able to prepare a detailed pricing matrix.	Providing a sample login is not feasible from our side. For analysis, it is recommended that your team create a login by registering through the publicly available flows in the applications. - UD GAM, SACHET, and CMS can be accessed by registering with a valid mobile number. No other personal info required. - MANI app does not require any login credentials or registration. - For Pravaah, please consider the flows and pages that can be accessed via public registration for your analysis. This approach will allow you to scope the complexity accurately and prepare a detailed pricing matrix. Pages and page content will not have drastic changes therefore a single login can be created for the purpose of estimation

2	3.1.2	16	Scope of work	Will there be any PDF or multimedia files as part of the URL. We are unable to scope the same without login credentials	yes, PDF and multimedia files will be there and are to be included in the scope of testing
3	1.1.3	9	Audit at RBI's own premises.	The website audit needs to be done at your premises and hence we need to understand the infrastructure that you maybe able to offer to the Native Assistive Technology Users (disabled) testers.	The web properties selected and listed as part of this RFP are publicly accessible and whatever is in public domain/ visible to Indian citizens both without and with login can be tested from any device that can access these sites
4	3			Number of IAAP-certified testers assigned full-time for ReBIT, inclusion of PwD testers, ability to deploy sufficient team size to test 5 apps in parallel	Yes, Vendor should provide these numbers.
5			3. Scope of Work and Project Milestone 3.1.1 General terms and objective Para 2	The vendor is expected to provide detailed reports, assist in issue resolution, and deliver a clean compliance report and final accessibility letter for each audited website.	Yes, the vendor has to provide these deliverables

6		3.1.2 Scope of Work	· Conduct initial accessibility scan of each website · Identify and document accessibility issues with severity classification · Share detailed issue reports with ReBIT and relevant stakeholders · Provide support and guidance to development teams for issue resolution · Conduct re-testing after fixes are implemented · Share clean audit reports and final compliance letters for each website	Yes, the vendor has to provide these deliverables
7		3.1.2 Scope of Work	All testing must be performed within a secure environment located at the RBI Data Centre. The vendor must comply with RBI's secure deployment model and access protocols. Onsite access will be required as part of this engagement	Read response to 1.1.3, further in due course of time if such properties which are not available on public domain are selected for auditing/ compliance then these may require data center physical presence, but the scope of RFP is limited to the five listed sites
8		3.1.2 Scope of Work	The vendor must assess each digital property against the complete set of 2.2 AA criteria, ensuring thorough coverage across platforms, browsers, and assistive technologies used by persons with disabilities	Yes, scope is correct
9		3.1.4 Access and Security Model	platforms (desktop/mobile, tab/iPad) and browsers (Chrome & Edge)	Yes, scope is correct
10		3.1.4 Access and Security Model	No data may be transferred outside the RBI environment, and all testing must be performed onsite or through secure remote access channels approved by RBI.	Yes, adherence to this security guideline is mandatory
11		3.1.4 Access and Security Model	All data accessed during the audit must be treated as confidential and handled in accordance with RBI's data classification policies. The vendor must ensure traceability of all audit activities and maintain access logs as per RBI's security guidelines.	Yes, adherence to this security guideline is mandatory

12		3.1.4 Access and Security Model	Any tools or scripts used during the audit must be pre-approved and whitelisted by RBI prior to deployment. The vendor must ensure that all personnel involved in the audit are appropriately authorized and briefed on RBI's security expectations	Yes, adherence to this security guideline is mandatory
13		3.1.5 Deliverables	- Initial accessibility audit report with detailed findings and severity classification - Remediation support and guidance for fixing issues identified in audit, which includes calls/sessions with developers - Re-test report after fixes is implemented - Final clean audit report confirming WCAG 2.2 AA compliance - Provide Accessibility Conformance Reports (ACR) for all websites tested. - Accessibility compliance letter for each audited website/app - Ability to perform audit on minimum of 5 applications at a time	Yes, the vendor has to provide these deliverables
14		3.1.5 Deliverables	Once the vendor is onboarded, department shall arrange session/s with the vendors and team members of the applications to discuss about common accessibility issues and creating a preventive checklist	yes, this meeting will be scheduled

15		3.1.6 Project and Payment Milestones	The vendor must propose a detailed timeline and milestone plan as part of their submission. This should include estimated durations for each phase of the audit, including initial assessment, remediation support, re-testing, and final reporting. All proposed timelines must be realistic, achievable, and consistent with the scope defined in this RFP. The vendor must propose a milestone-based execution plan aligned with the overall engagement duration. Each milestone must include: · Activity description · Expected timeline · Associated deliverable	Yes, the vendor has to provide these deliverables
16		3.1.6 Project and Payment Milestones	Initial Audit, and Certification. Initial Audit to be completed in 10 business days.	It is expected that the vendor shall share a project plan of execution which has a factor of the quantum of work basis of which these dates can be mutually agreed on.
17		3.1.7 Team composition and Qualifications	· IAAP-certified accessibility professional · Accessibility testing experts with experience in WCAG 2.2 AA audits, assistive technologies and accessibility tools. · All Tools to be approved by RBI. · Inclusion of people with disabilities, visually impaired professionals as part of the testing team · Profiles of proposed team members, including qualifications and relevant experience ReBIT reserves the right to review and approve the proposed team before the start of the engagement	Yes, the vendor has to adhere to these requirements

18		3.1.9 Websites in Scope	1 PRAVAAH DIT Yes Yes No https://pravaah.rbi.org.in/pravaah/ 2 CMS CEPD Yes Yes No https://cms.rbi.org.in/ 3 UD GAM DoR Yes Yes No https://udgam.rbi.org.in/ 4 Sachet DoS Yes Yes No https://sachet.rbi.org.in/ 5 MANI DCM No No Yes Only Mobile App	Yes, List is correct
19		3.1.11 Service Level Agreement (SLA) & Penalties	The Bidder should provide SLA monitoring tool/system or adhere to SLA reports generated by ReBIT manually or using their internal ticketing tool which will be used for monitoring SLA based on the SLA defined.	Yes, the vendor has to adhere to these requirements
20		3.1.11 Service Level Agreement (SLA) & Penalties	Audit Timeliness Delivery of initial audit report Within 10 business days of project kickoff Date of kickoff vs. report submission	Same as row 17
21		3.1.11 Service Level Agreement (SLA) & Penalties	Compliance Accuracy Accuracy of findings vs. independent verification ≥ 95 % Random sampling & cross-verification	Yes, the vendor has to adhere to these requirements
22		3.1.11 Service Level Agreement (SLA) & Penalties	Re-audit Turnaround Validation after fixes Within 7 business days Date of fix submission vs. re-audit report	Yes, the vendor has to adhere to these requirements
23		3.1.11 Service Level Agreement (SLA) & Penalties	Support Responsiveness Response to queries Within 2 business days Email/ticket timestamps	Yes, the vendor has to adhere to these requirements
24		3.1.11 Service Level Agreement (SLA) & Penalties	Documentation Quality Completeness of reports (issues, severity, recommendations) 100% Internal QA checklist	Yes, the vendor has to adhere to these requirements

25		3.1.11 Service Level Agreement (SLA) & Penalties	Certification Delivery Issuance of accessibility compliance certificate Within 7 business days post successful re-audit Date of compliance vs. certificate issue	Yes, the vendor has to adhere to these requirements
26		3.1.11 Service Level Agreement (SLA) & Penalties	· Provide weekly SLA compliance reports (progress vs milestones, response times, escalations). · Facilitate remediation support sessions within agreed timelines. · Ensure re-testing turnaround is consistent with project milestones. · Adhere to OEM service support policies where applicable for tooling and environment compatibility.	Yes, the vendor has to adhere to these requirements
27		Annexure G: Minimum Eligibility Criteria	IAAP Certified Professionals and PwD testers Bidder to provide the proof for employing IAAP certified (CPACC or above) and PwD Accessibility testers	Yes, the vendor has to adhere to these requirements
28		Bid Security / EMD	Exempted for MSE bidders	Yes, EMD exempted for MSE bidders
29		Website in scope	kindly confirm weather rebit will provide test login credentials for platforms requiring authentication such as dummy credentials with resrepresentative data for PRAVAAH and login access mobile no OTP based for UDAM. Additionally the CMS platform appears to contain several PDF docs. while PDF accessibility testing is not explicitly mentioned in RFP please clarify weather PDF are included in scope. We also request confirmation on weather ReBIT will provide the finalised list of pages / docs to audited or weather the bidder is expected to indentify them for rebit validation. further	1. Credentials - same as row 2 2. PDF are in scope 3. All pages of application are in scope. Vendor has to provide the list of pages after analysing application. 4. Mobile application testing to be performed in both Android and IOS and in both tablet and mobile form factor

				since the referenced mobile apps are available on both android and IOS kindly confirm whether mobile accessibility testing for both platforms is included in SCOPE	
30	Section 3.1.2, 3.1.6 & 3.1.11		– Scope of Work / Project Milestones / SLA	Please confirm whether the 10 business day timeline for initial audit is expected to be adhered to per application individually or collectively for all 5 applications, and how RBI-side dependencies (such as availability of access, credentials, or remediation timelines) will be formally documented to avoid SLA impact.	1. initial Audit timelines - same as row 17. 2. RBI dependencies needs to be highlighted by vendor and can be documented.
31				For the Mani mobile application, vendors have requested details on the mobile app tech stack, including the platform and development framework, to help them assess scope and effort.	Android Tech Stack for MANI App IDE - Android Studio Meerkat 2024.3.1 RC 2 Programming Language – Java 8 Compile / Target SDK = 35 (Android 15) Gradle version – 8.7 Gradle plugin – 8.5.2 TensorFlow Lite – litert:1.4.0 iOS Tech Stack for MANI App IDE – xcode 16.4

					Programming Language – swift 5 Compile / Target SDK = 18.5 Dependency management – CocoaPods 1.16.2 TensorFlow Lite 2.3.0
--	--	--	--	--	---