



Annual Rate Contract for Laptops and Desktops (Opex)

REQUEST FOR PROPOSAL (RFP)

(February 05, 2026)

RFP: ReBIT/CPO/2025-26/PR601/673/132

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

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The proposal in response to RFP should be signed and submitted by a person duly authorised to bind the Bidder to the details submitted in the proposal. The signatory should give a declaration and, through authenticated documentary evidence, establish that he/she is empowered by the competent authority to sign the necessary documents and bind the bid. All pages of the bid documents are to be signed by the authorised signatory.

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. 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. Any clarification sought can be mailed to email address specified in the RFP included in this document. All clarifications sought should be concluded prior to the last date of submission of queries specified in the RFP.

Abbreviations / Terms

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

Sr. No	Abbreviations / Terms	Full form of Abbreviations / Definitions
1	AMC	Annual Maintenance Contract
2	AOC	Award of Contract
3	ARC	Annual RateContract
4	BCP	Business Continuity Planning
5	BFSI	Banking, Financial Services, and Insurance
6	BG	Bank Guarantee
7	Bidder / Service Provider	An eligible entity/firm submitting a Proposal/Bid in response to this RFP. The legal entity that signs and submits the bid and the Earnest Money Deposit.
8	BOM	Bill of Material
9	Change Management	Any minor changes required in the services, such as addition / deletion / alteration of a row/column/field, additional report, or menu items, will not be considered as part of Change Management and should be supported by the support engineer.
10	DC	Data Center
11	DD	Demand Draft
12	DI	Delivery Instructions
13	DIT	Department of Information Technology
14	DLP	Data Leak/Loss Prevention
15	DR Site	Disaster Recovery Site
16	EMD	Earnest Money Deposit
17	EOI	Expression of Interest
18	GST	Goods and Service Tax
19	LD	Liquidated Damages
20	MSE	Micro and Small Enterprises
21	NDA	Non-Disclosure Agreement
22	NEFT	National Electronic Funds Transfer
23	OEM	Original Equipment Manufacturer
24	P&L	Profit and Loss
25	PBG	Performance Bank Guarantee
26	PO	Purchase Order
27	Proposal / Bid	The Bidder's written reply or submission in response to this RFP.
28	PSB	Public Sector Bank
29	PSU	Public Sector Undertaking
30	RBI	Reserve Bank of India
31	RCA	Root Cause Analysis
32	ReBIT / Purchaser	Reference to "ReBIT", "the ReBIT" and "Purchaser" shall be determined in context of this RFP
33	RFP	The Request for Proposal (this document) in its entirety, inclusive of any addenda/corrigendum that may be issued by ReBIT.
34	RFQ	Request For Quotation
35	RTGS	Real Time Gross Settlement
36	SLA	Service Level Agreement

Sr. No	Abbreviations / Terms	Full form of Abbreviations / Definitions
37	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.
38	TCO	Total Cost of Ownership
39	UAT	User Acceptance Testing

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Schedule of Events

The following is an indicative timeframe for the overall process. ReBIT reserves the 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.

Tender inviting authority	Reserve Bank Information Technology Pvt. Ltd. (ReBIT)
RFP BID reference number	RFP: ReBIT/CPO/2025-26/PR000/673/132
RFP requirement	Annual Rate Contract for Laptops and desktops on Opex model
Method of selection	Selection will be based on the Least Cost System (LCS). A reverse auction may be considered at ReBIT's discretion (if required).
Availability of RFP documents	February 05, 2026 The RFP document shall be available on ReBIT's website (URL: https://rebit.org.in/procurement) and CPP Portal (URL: https://eprocure.gov.in/eprocure/app) Bidder shall refer to Annexure – P: Instructions to Bidder for Online Bid Submission.
Last date and time for submission of pre-bid queries	February 09, 2026, up to 15:00 Hrs Queries should be submitted in the format prescribed in Annexure E of this RFP and sent to procurement@rebit.org.in
Pre-bid meeting	February 10, 2026, up to 16:00 Hrs Queries should be submitted in the format prescribed in Annexure E of this RFP and sent to procurement@rebit.org.in Through Video conferencing. The video conferencing link will be shared with those bidders who are interested in participating in the meeting. The bidders who are interested in participating in the pre-bid meeting are requested to send an email 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	February 11, 2026 , through ReBIT's website and CPP portal. (URL: https://rebit.org.in/procurement) and CPP Portal (URL: https://eprocure.gov.in/eprocure/app)
Last date and time for bid submission (on or before)	February 23, 2026, up to 12:00 through the CPP Portal (URL: https://eprocure.gov.in/eprocure/app)
Technical Bid opening	February 24, 2026, at 13:00 Hrs through the CPP Portal (URL: https://eprocure.gov.in/eprocure/app)
Price Bid opening	To be informed later of the eligible bidders qualifying for the 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	Head, CPO Procurement COE, Reserve Bank Information Technology Private Limited, 502, Building No 1, Mindspace Juinagar, Nerul, Navi Mumbai – 400706 Email: procurement@rebit.org.in

Section I: Bidding Process

1. Bid Submission

1.1 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 cybersecurity 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 a wholly owned subsidiary of the Reserve Bank.

1.2 Invitation of Bids

Reserve Bank Information Technology Pvt. Ltd., hereinafter also referred to as 'ReBIT', issues this Request for Proposal, hereinafter called 'RFP'. ReBIT intends to execute an Annual Rate Contract for Laptops and desktops in Opex and support in fixing issues related to the supplied items of this Request for Proposal (RFP) for the selection of a suitable incumbent vendor for the aforementioned purpose.

This RFP is an invitation for responses from eligible bidders. No contractual obligation on behalf of ReBIT whatsoever shall arise from the RFP process unless and until a formal contract is signed & executed by a duly authorised 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 a purpose other than for which it is specifically issued

1.3 Locations to be covered

The Bidder's services are required at ReBIT's office in Mumbai, along with Bangalore, Hyderabad, and Nagpur, if required. Delivery location will be confirmed at the time of issuance of the PO. 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 to other locations in India and hotel/incidental expenses shall be borne by Bidder.

1.4 Bid Security/ EMD

The Bidder should deposit bid security of ₹4,77,860/- (Rupees Four Lakhs Seventy Seven Thousand Eight Hundred Sixty only) in the form of a demand draft in favour of Reserve Bank Information Technology Pvt. Ltd., payable at Mumbai or a Bank Guarantee (Annexure M) issued from any Scheduled Commercial Bank. Bank Guarantee should be valid for a minimum Six (06) months from the date of issuance of RFP, with a claim period of twelve (12) months.

The scanned copy of DD/ BG should be submitted along with the technical bid, and the original DD/BG shall be couriered to the 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 – 400 706

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 a 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 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. The bidder should submit supporting documents issued by competent Govt bodies to become eligible for the above exemption. The Earnest Money Deposit (EMD) may be forfeited:

- If the successful bidder withdraws/revokes the offer or modifies/changes the same.
- If the successful bidder fails to submit the Performance Bank Guarantee within the stipulated period. Additionally, ReBIT, at its discretion, may also cancel the contract awarded to the selected Bidder without giving any notice.
- If the successful bidder makes any statement or encloses any form/document which turns out to be false/incorrect/misrepresentation at any time during the RFP / Contract finalization of successful bidder/signing of the contract.
- Where the Bidder withdraws after the opening of Part I / Technical Bid at any time before finalisation of the 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 a withdrawal of the Bid.
- If the bidder makes any statement or encloses any form/document which turns out to be false/incorrect/misrepresentation at any time during the RFP process.

1.5 Pre-Bid Meeting

For the purpose of clarifying 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 authorised 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.

1.6 Two-part Bid

The Bid shall be submitted in two parts:

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

Part II: Price Bid

1.6.1 Part I: Technical Bid

- Bids of those bidders which meet the Minimum Eligibility Criteria (**Annexure G**) will be considered for technical evaluation.
- 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.
- The following original documents are required to be submitted along with the technical bid:
 - Scanned copy of the bid security in the form of a demand draft or equivalent Bank Guarantee from a scheduled commercial Bank along with the Technical Bid to be submitted online, and the original copy of the same to be couriered as per the instructions provided in the RFP.
 - The documents as requested in **Annexure – A** are to be submitted.
 - All the Annexures should be submitted on letter head of the Bidder's company and duly signed with the seal of the company. Self-attested photocopies of relevant documents/certificates are to be submitted as proof in support of various information submitted in the aforesaid annexure and other claims made by the Bidder.
 - 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.

1.6.2 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 the commercial offer is as follows:

- i. The Price Bid should be submitted as per **Annexure – H** by way of entering the values in the format (not in handwritten). 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 at the final payable to the vendor should be mentioned in the Price Bid.
- ii. The Bidders should not offer 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 **Annexure H** are allowed. Any deviations may lead to the 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. The rate should be quoted against each item separately. Only fixed price commercial bids indicating total prices for all the deliverables and services specified in this RFP will be considered.
- iv. The prices mentioned in **Annexure H** should be Door Delivery - ReBIT offices.
- v. ReBIT will not pay any Labour charges for transportation, Road Permit, or installation of hardware, if any. All such costs, if any, should be absorbed in the Total Costs.
- vi. All out-of-pocket expenses, travelling, boarding and lodging expenses for the entire project period and subsequent agreement are 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

1.7 Submission of bids

- i. The Bidders must submit a bid, all documents as per requirement of the RFP in the CPP portal.
- ii. Original DD/BG for EMD must be submitted physically in a sealed cover at the following address on or before the 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 a 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.

2. Bid Evaluation

2.1 Bid Opening and Evaluation Process

The objective of the evaluation process is to evaluate the bids received to select the best-fit solution at a competitive price based on technical and commercial parameters. The evaluation will be undertaken by a Committee formed for the purpose by ReBIT in the following manner:

2.2 Minimum Eligibility Criteria

Only those Bidders who fulfil the eligibility criteria mentioned in Annexure-G are eligible to respond to this RFP. Document(s) in support of the 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.

- i. ReBIT will follow a three-step evaluation and selection process.
- ii. First, the minimum eligible criteria (MEC) will be checked, and bids of those bidders who meet MEC will be considered for technical evaluation (2nd step).
- iii. The price bids of only technically qualified Bidders (3rd step) shall 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 the 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 convey 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 in 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 the successful Bidder will be based on **the lowest commercial bid** offered by an eligible, technically qualified bidder.
- viii. ReBIT will create a panel of a maximum of 3 suitable vendors, and for those vendors other than L1 will be offered to match the L1 price one after another (L2/L3/L4....) till a panel is formed. However, for the sake of diversifying products, bidders offering different OEM models will only be considered for the panel.
- ix. The decision of ReBIT regarding the evaluation, selection and formation of the panel would be final.

2.3 Technical Bid Evaluation

- i. Bids of those bidders who meet the minimum eligibility criteria as per **Annexure G** will be considered for technical evaluation.
- ii. The technical bids will be opened by ReBIT online as per the bid opening date and time specified in the RFP.
- iii. Initial proposal scrutiny will be held, and proposals will be treated as non-responsive and rejected if proposals are:
 - a) Not submitted in the format specified in this RFP
 - b) Received without a letter of authorisation
 - c) Non-compliant with any of the clauses specified in this RFP
 - d) Have a lesser than prescribed validity period
 - e) Submitted with incomplete information, subjective, conditional offers and partial offers
 - f) 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. 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.

- vi. ReBIT, at its discretion, may reject the proposal of the Bidder without assigning any reason whatsoever, if in ReBIT's opinion, the Solution Sizing was not made appropriately to meet the performance criteria as stipulated by ReBIT.
- vii. The eligible qualified bidders are required to submit the sample laptops and Desktops for testing to be conducted by ReBIT as proposed in the respective Technical Bid. The sample units of the proposed products/models shall be submitted within 1 week at ReBIT Office.
- viii. The sample units provided by bidders will be tested as per the parameters below parameters at ReBIT's premises for proper functioning by loading ReBIT's software image.

SR No.	Testing needs to be conducted for New Configured Laptop and Desktop	Status (Working / Not Working)
1	Bootable to Imaging software	
2	Supportable to the current ReBIT Windows Image	
3	Testing of Network Connectivity, BitLocker and Certificate implementation post implementation of ReBIT Windows Image	
4	Connect to Cisco WebEx and Teams Audio and Video	
5	Able to extend the device to the monitor	
6	Look and Feel, MATT finish, preferred Black & Grey colours only for laptops/Desktops.	

- ix. Bidders whose laptops and Desktops will qualify for Sample Testing as prescribed above will be considered for price bid evaluation.
- x. 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 ReBIT.
- xi. 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.
- xii. The following criteria shall be used for the evaluation of technical proposals

2.4 Price Bid Evaluation

- i. The Price bids of only technically qualified bidders who will also qualify in prescribed laptops testing by ReBIT, shall be opened on the notified date and time and reviewed to determine whether the price bids are substantially responsive.
- ii. If a Bidder quotes NIL price/consideration, the bid shall be treated as unresponsive and will not be considered.
- iii. 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 the percentage and amount, the amount calculated as per the stipulated percentage basis shall prevail
 - d. If there is a discrepancy between the unit price and the 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.
- iv. 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 Contract" in Annexure-H, analysing the cost provided in Annexure-H.**
- v. If the Bidder does not accept the arithmetical corrections made by ReBIT, its proposal will be rejected.

- vi. Items described in the technical proposal but not priced in the price bid shall be assumed to be included in the prices of other activities or items.
- vii. The Bidder with the Lowest Commercial Bid will be selected as the successful bidder. However, if the discovered price is not reasonable, ReBIT may at its discretion, further proceed through the Reverse Auction (RA) process / Spot Bidding, where the current L1 price shall be considered as the ceiling price for the RA, for arriving at the best price / successful bidder
- viii. For the purpose of undertaking reverse auction/spot bidding, ReBIT shall hold a meeting on the date & time to be decided post commercial bid evaluation among all the qualified bidders.
- ix. Best fit bidder/model will be considered by ReBIT post techno-commercial evaluation for each category. ReBIT's decision will be final in this regard.
- x. ReBIT will create a panel of a maximum of 3 suitable vendors, and for those vendors other than L1 will be offered to match L1 price one after another (L2/L3/L4....) till a panel is formed. However, for the sake of diversifying products, bidders offering different OEM models will only be considered for panel.

Section II: Scope of work and key deliverables

3. Scope of Work and Project Milestone

3.1 General terms

The scope of work is to supply the Laptops, desktops and support in fixing issues of delivered items under the rate contract as per the minimum specifications prescribed in the subsequent section of the RFP document.

ReBIT expressly stipulates that Bidder's selection under this RFP is on the express understanding that this RFP contains only the broad provisions for the entire assignment and that the deliverables and the services in connection therewith are only a part of the assignment. The Bidder shall be required to undertake to perform all such tasks, render requisite services and make available all such resources as may be required for the successful completion of the entire assignment at no additional cost to the ReBIT, notwithstanding what is stated here and what is not stated.

The 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.

The supplied material shall be of the latest versions and should not be end of life/end of support for the next 5 years. In cases where the offered model is being superseded with a new model by OEM due to better technology/specifications, etc., the successful bidder is required to offer the new model at no extra cost or charges to the ReBIT.

The Bidder agrees to use its best efforts to assess, understand and provide the aforementioned services as per ReBIT's requirement. The broad scope of work includes (but is not limited to) the following:

3.2 Scope of Work

The scope of work is the supply of Laptops and Desktops as per prescribed specifications under a rate contract by OEM / OEM Authorised Channel Partner / Resellers as per the minimum technical specifications prescribed in this RFP.

***The detailed technical specification is mentioned in Annexure J (Technical Compliance sheet).**

Sr. No.	Category	Description/Specification*	Indicative Quantity
1	Laptops 16GB_intel core ultra 5 125H	Memory:16GB Processor: Intel Core Ultra 5 Processor 135H or above, 512GB SDD Display type - 14"	150
2	Desktops 16GB_AIO	Memory:16GB Processor: AIO , Intel Core Ultra 5 Processor 135H or above, 1 TB SSD Display type - 24"	100

Laptop			
Sr No	Features	Specification Requirement	Indicative Quantity
1	Processor type	Intel Core Ultra 5-135H or above	150
2	Integrated graphics	Intel Integrated Graphics	
3	Memory	16 GB DDR5 and expandable upto 32GB	
4	Weight	1.4kg or below	
5	Power-adapter port	60W/ 65W/ 100W AC adapter, USB Type-C	
6	Wireless standards	Wi-Fi® 6 AX201 or above	
7	Storage	M.2 512 GB SSD	
8	Camera type	FHD 1080p	
9	Camera sensor type	Ambient light sensor	
10	Battery type	3 Cell, 54 Wh or above, USB Type C	
11	Display type	14" , FHD (1920 x 1080) 250 nits	
12	HDMI	Port Required	
13	Keyboard Layout	Backlight enabled	
14	Call to Resolve	Maximum Next Business Day	
15	Others	Audio Jack/Headphone Jack, Minimum Two USB Port	
16	Operating System	Windows 11 Professional	
17	Bag	Bagpack	
18	Insurance	Yes	
19	Accidental damage Protection	Covered	
20	Warranty	Till Contract Period	
21	Condition	New	

All-in-One Desktop			
Sr No	Features	Specification Requirement	Indicative Quantity
1	Processor type	Intel Core Ultra 5-135H or above	100
2	Integrated graphics	Intel Integrated Graphics	
3	Memory	16 GB DDR5 and expandable upto 32GB	
4	Storage	1TB SSD	
5	Operating System	Windows 11 Professional	
6	Display	Minimum 24"	
7	Audio	Internal amplified speaker system for basic audio playback	
8	Frequency bands	2.4 GHz/5 GHz	
9	Wireless standards	WiFi 802.11a/b/g, Wi-Fi 4 (WiFi 802.11n), Wi-Fi 5 (WiFi 802.11ac)	
10	Ports	1 RJ-45 Ethernet port, 2 USB 3.2 Gen 1 ports , 2 USB 2.0 ports	
11	Call to Resolve	Maximum Next Business Day	
12	Mouse and Keyboard	Yes	
13	Insurance	Yes	
14	Accidental damage Protection	Covered	
15	Warranty	Till Contract Period	
16	Condition	New	

• **Delivery and Installation Period:**

Particulars	Period
ReBIT would like to have the mentioned schedule for completion of the deliveries from the date of placement of orders. Delay in delivery may invite penalties for the vendors. The Delivery period will start from the date of issuance of the PO.	4-6 Weeks
If there is a delay in providing the support, such as hardware replacement, within weeks may invite penalties for the vendors	1 Week

Note:

- The above prescribed specifications are the bare minimum and not exhaustive. Bidder is required to submit the detailed specifications and technical compliance sheet for the proposed product/model.
- All the products proposed/supplied by the bidder shall be compatible with the latest version of the operating system.
- Bidder shall supply only those products which would not be declared end of life until March 31, 2031. Further, the proposed products should also not go End of Support before March 31, 2031. However, in cases where the OEM decides to phase out any particular model, the vendor is required to substitute (upgrade) the product with another product (*model with equivalent or better configuration at the rate agreed for the Rate contract period to ReBIT*). The bidder must inform well in advance about such changes. In case no substitute model is available, the OEM shall give the notice for discontinuation in writing at least one month prior to such discontinuation. In case of software, the vendor shall supply the latest version available at the time of delivery at no extra cost to ReBIT.

• **Warranty:**

- Three years on-site comprehensive warranty covering all parts and labour (including Battery/Power adaptor etc.) from the date of acceptance of the systems by ReBIT. During the warranty period, the bidder will have to undertake comprehensive maintenance of the entire hardware, hardware components, system software and accessories supplied by the vendor. Bidders are required to indicate the consumable parts for each line item offered by them. If no such list is submitted, then it will be presumed that nothing is consumable.
- The Batteries of proposed laptops and Desktops should have a three-year warranty by default.
- All items should be repaired by the next working day. In case of any deviations, a specific exemption may be sought by the bidder on a case-by-case basis from ReBIT.
- The bidder shall be fully responsible for the manufacturer's warranty for all equipment, accessories, spare parts etc., against any defects arising from design, material, manufacturing, workmanship, or any act or omission of the manufacturer / Vendor or any defect that may develop under normal use of supplied equipment during the warranty period.
- Warranty shall not become void even if ReBIT buys any other supplementary hardware from a third party and installs it with/in these machines. However, the warranty of the OEMs will not apply to such hardware items installed. Besides the above, the bidder will have to confirm to the terms and conditions of the warranty in the Rate Contract.

The successful bidder will be expected to provide all the necessary support for delivery of the items, warranty and required support during the warranty period.

If, during the warranty period, any system as a whole or any subsystem has any failure on two or more occasions in a period of 3 months, it shall be replaced by equivalent new equipment by the Vendor at no cost to ReBIT.

In case of failure of the HDD of a Desktop/Laptop during warranty, the vendor will help in recovering the data.

• **Guarantee:**

The products under the Rate Contract must conform to the highest quality and standard. In the case of software, the bidder should guarantee that the software supplied to the purchaser is licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation. Consistency must be maintained for the entire lot of the equipment offered. All the required quantity of an item in the schedule of requirement must be of the same brand and the same model number. Part numbers also must be the same for all pieces of an item. The bidder should not substitute any internal components or subsystems of equipment with similar items from a different manufacturer. All the equipment and peripherals should be supplied with the relevant interface cables.

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

- Each bidder shall offer only one model / one OEM for each category mentioned in Annexure K. Best fit bidder/model for each category will be considered by ReBIT post techno-commercial evaluation. If the Bidder offers two OEM brands for the same category, then the Bidder must ensure the same prices for both the offered OEM brands. ReBIT’s decision will be final in this regard. In cases where the offered model is being superseded with a new model by the OEM due to better technology/specifications, etc., the successful bidder is required to offer the new model at no extra cost or charges to ReBIT.

3.3 Project Milestones

Project Milestones	Deliverables/Key activities	Timeline	Payment
Delivery of the laptop/Desktop and installation	• 24 x 7 x 365 on-call support. warranty • Engineer support as required by ReBIT on working days. • Inclusive of Insurance	4-6 Days	• Quarterly Payment (After deduction of penalties (if any) of the respective quarter)

3.4 CONTRACT PERIOD

The total contract period is for 01 year from the date of issuance of the Purchase Order. On completion of the evaluation of bids, ReBIT will determine the successful Bidder, and the contract will be awarded accordingly. The contract may be extended for another 2 years based on performance and on mutual agreements between both parties.

Section III: General Terms and Conditions

4. Language of Bid

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

5. 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.

6. Authorisation to Bid

The proposal/bid being submitted would be binding on the Bidder. As such, the authorised signatory of the firm or organisation must sign the bid documents. The signatory should be either the CEO or authorised by the CEO or the Board of the organisation. 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.

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

7. Period of Validity of Bids

Bids should remain valid for a period of at least 90 days from the submission date of the bid. In case the last date of submission of bids is extended, the Bidder shall ensure that the validity of the bid is reckoned from the modified date for submission. Further extension of the validity of the bid will be decided by ReBIT in case of need. Any extension of the validity of Bids will not entitle the Bidder to revise/modify the Bid document.

Finalised prices shall remain valid for the contract period from the last date of submission of the commercial bid. 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.

8. Clarifications and Amendments 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 their emails 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 and will be published on ReBIT's website <https://rebit.org.in/procurement>.

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 a reasonable time to take the amendment into account for preparing their bid, the ReBIT may, at its discretion, extend the last date of submission of bids.

9. 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 the 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 the EMD submitted by the Bidder.

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 before 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 ReBIT's action

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

11. Conflict of interest

The decision of ReBIT requires that selected bidders under contracts provide professional, objective, and impartial advice and, at all times, hold ReBIT's interest paramount, avoid conflicts with other assignments or their own corporate interests and act without any consideration for future work.

Bidders shall not be engaged for any assignment that would conflict with their prior or current obligations to ReBIT, or that may place them in a position of not being able to carry out the assignment in the best interest of ReBIT. Without limitation on the generality of the foregoing, bidders, and any of their associates shall be considered to have a conflict of interest and shall not be engaged under any of the circumstances set forth below: -

(i) If a consultant combines the function of consulting with those of contracting and/or supply of equipment, or

(ii) If a consultant is owned by a contractor or a manufacturing firm for the project (s) under assignment. The consultant should include relevant information on such relationships along with a statement in the Technical proposal cover letter to the effect that the consultant will limit its role to that of a consultant and disqualify itself and its associates from work, in any other capacity or any future project within the next three years (subject to adjustment by ReBIT in special cases), that may emerge from this assignment (including bidding or any part of the future project). The contract with the consultant selected to undertake this assignment will contain an appropriate provision to such effect; or

(iii) If there is a conflict among consulting assignments, the consultant (including its personnel) and any subsidiaries or entities controlled by such consultant shall not be engaged for the relevant assignment.

12. Award of contract

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

However, ReBIT shall be under no obligation to accept the lowest price bid or any other offer received in response to this Tender 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 a change in the terms and conditions of purchase.

ReBIT shall 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 the

execution of the 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 the 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 need 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 an 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.

13. Performance Bank Guarantee

The successful Bidder shall provide a Performance Bank Guarantee for **5% of the Total Cost of Contract** as arrived at **Annexure H** which shall cover the entire contract period from date of Award of Contract within 30 days from the date of notification of award in the format as provided in **Annexure N** with a claim period minimum of 12 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 by the successful Bidder.

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

- i. Breach by the tenderers of any of the terms and conditions of the RFP;
- ii. If the bidder goes into liquidation voluntarily or otherwise;
- iii. Exceptionally long delay in supply/execution of the project, without any satisfactory reason.
- iv. 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 be deducted from the invoice's 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 the Performance Guarantee, if any. Any amount pending for payment due to non-achievement 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.

14. Payment Terms and Milestone

ReBIT will endeavour to make all payments for the products/services delivered to it, based on completed milestones.

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

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

Any objection/ dispute to the amounts invoiced in the bill shall be raised by ReBIT within a 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 a 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 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". The bidder should ensure that the project does not suffer for this reason.

15. 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 the calculation of LD:

- i. 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 1% of the total contract value per week of delay, to a maximum of 10% of the total contract value as per the agreement between the ReBIT and the successful Bidder.
- ii. ReBIT reserves its right to recover these amounts by any mode, such as adjusting from any payments to be made by ReBIT to the company.
- iii. Part of a month will be treated as a month for this purpose.
- iv. However, ReBIT may, at its discretion, waive the liquidated damages in case the delay cannot be attributed to the Bidder.
- v. ReBIT will deduct the amount of liquidated damages from the payment due of the same project from the Successful Bidder or invoke the Bank Guarantee. ReBIT may also withhold the amount to be recovered from the payment due from other projects held by the same Bidder.
- vi. Any such recovery or liquidated damages shall not in any way relieve the successful Bidder from any of its obligations to complete the works / service(s) or from any other obligations and liabilities under the Contract/Agreement/Purchase Order.
- vii. ReBIT reserves the right to condone the delay, if it is not attributable to the successful Bidder.

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

16. 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 the 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, 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 a certificate for such deductions shall be made by the 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.

17. Termination

- i. ReBIT reserve the right to terminate the contract in case of any of the following (but not limited to):
 - a) Deficiency in the Product / Solution / Service in terms of uptime (based on the SLA reports), reporting, enhancements (updates and Upgrades are not received as per the frequency defined in the Technical Specification sheet, escalations are required to be done frequently, etc.).
 - b) Breach of terms & conditions in NDA, leakage of ReBIT's Intellectual Property due to misconfiguration, wrong configuration, no-action or limited action on available threat Intelligence or threat advisories.

- c) Deletion, modification, tampering of ReBIT's logs.
 - d) Non-adhering to regulatory compliance for ReBIT data.
 - e) Leakage of any confidential information.
 - f) In case of the bidder going insolvent, getting blacklisted, involvement in fraud, etc.
- ii. ReBIT reserves the right to cancel the contract of the selected Bidder and recover expenditure incurred by ReBIT if the progress regarding execution of the contract, made by the selected Bidder, is found to be unsatisfactory for any reason. After the award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, ReBIT reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected Bidder is bound to make good the additional expenditure, which ReBIT may have to incur to carry out the bidding process for the execution of the balance of the contract. This clause will survive even where, for any reason, the contract is cancelled. ReBIT reserves the right to recover any dues payable to the selected Bidder from any amount outstanding to the credit of the selected Bidder, including the pending bills and/or invoking Bank Guarantee, if any, under the contract or any other contract/order.
- iii. On termination of the project/Contract, the Bidder commits to provide all necessary support in transitioning the project to the new incumbent identified by ReBIT, handover all documentation, provide team support during the handover period and ensure a seamless and smooth transition.
- iv. ReBIT reserves its right to cancel the Purchase Order / Contract at any time by assigning appropriate reasons and recover expenditure incurred by ReBIT in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:
- a) Delay in commencement of the project beyond one week after the assignment order or beyond the date given by ReBIT in the purchase order.
 - b) Delay in completion of Acquired Services.
 - c) Serious discrepancies noted in the inspection.
 - d) Breaches in the terms and conditions of the Order.
- v. ReBIT reserves the right to cancel the contract placed on the selected Bidder and recover expenditure incurred by ReBIT under the following circumstances:
- a) Non-submission of acceptance of order within 7 days of order/notification of award.
 - b) Failure of the successful Bidder to accept the contract and furnish the Performance Bank Guarantee within 15 days from notification of award.
 - c) Delay in delivery beyond the specified period.
 - d) Delay in completing implementation/customisation and acceptance tests/ checks beyond the specified periods.
 - e) Serious discrepancy in functionality to be provided or the performance levels which have an impact on the functioning of the solution.
 - f) Excessive delay in execution of the order placed by ReBIT.
 - g) The selected Bidder commits a breach of any of the terms and conditions of the bid.
 - h) The Bidder goes into liquidation voluntarily or otherwise.
 - i) The services provided by the selected Bidder are found to be unsatisfactory. Non-satisfactory performance of the selected Bidder during implementation and operation. The progress regarding the execution of the order accepted by the selected Bidder is found to be unsatisfactory or delay in the execution of the contract. ReBIT reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected Bidder is bound to make good the additional expenditure, which ReBIT may have to incur in executing the balance contract. This clause is applicable if, for any reason, the contract is cancelled.
 - j) 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.
 - k) Material discrepancies in the Deliverables and Services noted in the implementation of the Project. ReBIT reserves the right to procure the same or similar product from the alternate sources at the risk, cost and responsibility of the selected Bidder.
 - l) Selected Bidder is found to be indulging in fraud.
 - m) ReBIT suffers a reputation loss on account of any activity of the successful Bidder, and a penalty is levied by the regulatory authority.
 - n) In the event of subcontract or assignment contrary to the terms of the agreement.
- vi. ReBIT shall serve the notice of termination to the Bidder at least 30 days prior to its intention to terminate services.

- vii. 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.
- viii. In addition to the cancellation of the 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.
- ix. In addition to the cancellation of the contract, ReBIT reserves the right to appropriate the damages through encashment of the Bid Security /Performance Guarantee given by the Bidder. ReBIT reserves the right to exit at any time after giving a notice period of one month during the contract period.
- x. If the Termination is on account of failure of the Bidder to perform the obligations under this RFP contract, ReBIT shall have the right to invoke the Performance Bank Guarantee(s) given by the selected Bidder.

18. 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.

19. Adherence to 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. Relevant extracts from the IT /Information Security/ Cyber Security Policy will be shared with the successful Bidder. The bidder should ensure Data Security and protection of facilities/applications managed by them.

The deputed persons should be aware of ReBIT's IT/IS/Cyber security policy and must maintain the utmost secrecy & confidentiality of the ReBIT's data, including processes 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 with the above-mentioned policies, then ReBIT would take suitable action as deemed fit, and the selected vendor would be required to compensate ReBIT for the loss incurred by ReBIT.

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

The legal and regulatory requirements, including data protection, intellectual property rights, copyright, all the relevant regulations for subcontracting, including the controls that need to be implemented, shall be included in the supplier agreement.

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

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

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

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

20. Confidentiality

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

21. Limitation of liability

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

22. Indemnification

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

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

23. Responsibility for Completeness

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

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

24. Vendor Security Risk Assessment

i. General Security Requirements

- a) Vendor / Bidder should have the security controls in place to protect sensitive and/or confidential information shared with the vendor.
- b) Ensure that any agent, including a bidder / vendor, 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.
- c) Vendors 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.
- d) All personnel who will be part of this engagement deployed at ReBIT's premises will need to adhere to ReBIT's security policy.
- e) All personnel who will be part of this engagement will need to sign NDA with ReBIT.
- f) Vendor / 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.
- g) Vendor shall disclose the origin of all software components used in the product including any open source or 3rd party licensed components.
- h) ReBIT has right to perform Vendor Audit.

ii. Security for Support & Maintenance

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

25. Force Majeure

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

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

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

26. Vicarious Liability

The Bidder shall be the principal employer of the employees engaged by the Bidder and shall be vicariously liable for all the acts, deeds or things, whether the same is within the scope of power or outside the scope of power, vested under the contract. No right of any employment shall accrue or arise, by virtue of engagement of employees by the Bidder, for any assignment under the contract. All remuneration, claims, wages dues etc., of such employees of the Bidder shall be paid by the Bidder alone and the ReBIT shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of the Bidder's employees. The Bidder shall agree to hold the ReBIT, its successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions or proceedings, if any, that may arise from whatsoever nature caused to the ReBIT through the action of Bidder's employees.

27. Non-Payment of items/activities fees

If any of the items/activities as mentioned in the price 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.

28. Assignment

Neither the contract nor any rights granted under the contract may be sold, leased, assigned, or otherwise transferred, in whole or in part, by the Bidder, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of the ReBIT.

29. Non-Solicitation

The Bidder, during the term of the contract and for a period of one year thereafter shall not without the express written consent of the ReBIT, directly or indirectly:

Recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity, by the ReBIT in rendering services under the contract; or

Induce any person who is / have been an employee or associate of the ReBIT at any time to terminate his/ her relationship with the ReBIT.

30. No Employer-Employee Relationship

The Bidder or any of its holding/subsidiary/joint-venture/ affiliate / group / client companies or any of their employees / officers / staff / personnel / representatives / agents shall not, under any circumstances, / be deemed to have any employer-employee relationship with the ReBIT or any of its employees /officers / staff / representatives / personnel / agents.

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

31. Ownership

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

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

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

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

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

32. Tender/RFP Cancellation

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

33. Publicity

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

34. Dispute Resolution

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

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

35. Jurisdiction

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

Section IV: Annexures

Annexure A: Submission Checklist

Submission Checklist for Technical Bid

The Bidder must ensure that the following have been submitted as 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.	☐	☐
Annexure B: Proposal Submission Covering Letter	☐	☐
Annexure C: Self Declaration of Relatives in ReBIT	☐	☐
Annexure D: Self-Declaration to comply with Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013	☐	☐
Annexure E: Bidders' Query Format	☐	☐
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.	☐	☐
Demand Draft / Bank Gurantee towards the Earnest Money Deposit.	☐	☐
Annexure F: Bidder's Details on Bidder's letter head	☐	☐
Annexure G: Specific response with supporting documents in respect of Minimum Eligibility Criteria	☐	☐
Annexure I: Specific response with supporting documents in respect of Bidder's Experience with the submission of relevant PO's	☐	☐
Annexure J: Technical Compliance (Compliance shall be provided to the items outlined BOM)	☐	☐
Annexure K: Manufacturer's Authorisation Form	☐	☐
Annexure L: Proposed Team Profile	☐	☐
Annexure M: Bank Guarantee for Earnest Money Deposit	☐	☐
Annexure O: Confidentiality & Non-Disclosure Agreement	☐	☐
Annexure P: Customer Feedback Reference	☐	☐
Annexure Q: Escalation Matrix	☐	☐
Annexure R: Vendor Security Risk Assessment	☐	☐

Items	Submitted (Bidder)	Verified (REBIT)
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.	☐	☐

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: Commercial Bid Format (in 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 "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.	☐	☐

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 _____
_____in accordance with your Request for
Proposal ReBIT/CPO/_____ dated _____ 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

[illegible]

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

(On letterhead of the Bidder)

Strictly Private and Confidential

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

[Date]

Dear Sir / Madam,

Sub: Request for Proposal ref. no. ReBIT/CPO/_____.

Further to our proposal, in response to the Request for with reference number RFP (hereinafter referred to as “RFP”) issued by Reserve Bank information technology Pvt Ltd (hereinafter referred to as “ReBIT”) we hereby covenant, warrant and confirm as follows:

1. Full compliance with the provisions of the “the sexual harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013”. In case of any complaint of sexual harassment against any of our employee within the premises of the ReBIT, the complaint will be filed before the Internal Complaints Committee constituted by the Bidder and the Bidder shall ensure appropriate action under said Act in respect to the complaint.
2. Any complaint of sexual harassment from any aggrieved employee of the Bidder against employee of the ReBIT shall be taken cognizance of by the Regional Complaints Committee constituted by the ReBIT.
3. The Bidder shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Bidder, for instance any monetary relief to ReBIT’s employee, if sexual violence by the employee of the Bidder is proved.
4. The Bidder shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.
5. The Bidder shall provide a complete and updated list of its employees who are deployed within the ReBIT’s premises.

Yours faithfully,

Authorised Signature [In full and initials]:

Name and Title of Signatory:

Name of Company:

Contact Details:

[Please mark this letter with your company seal]

Annexure E: Bidders Queries Format

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

#	Clause no.	Page no.	Clause	Query	ReBIT Response

Annexure F: Bidder's Details

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

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

1. Bidder's Legal Name	<i>[insert Bidder's legal name]</i>
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 of the Bidders proposed solution to any would lead to disqualification from further bidding process

Sr. No	Criteria	Minimum Requirement	Documentation Required	Compliance Status (Yes/No)
1	Registration Certifications & License	The Bidder must be an entity registered with the Registrar of Companies under the Indian Company Act and must provide the following details: a.Details of Registration of the firm /organisation - whether Sole Proprietorship/ Partnership firm /Private Limited/ Limited or Co-operative Body etc. - Name of Registering Authority, Date, and Registration number, etc. b.GST registration number	a. A copy of the Certificate of incorporation (firm / organisation - whether Sole Proprietorship/ Partnership firm /Private Limited/ Limited or Co-operative Body etc.) has to be provided. b.Copy of GST Certificate	
2	Turnover	The bidder should have a minimum average annual turnover of 3 Cr. in last 3 financial years i.e. 2022-2023, 2023-24 and 2024-25	a. Copy of Audited Balance Sheet with Profit & Loss Statements of last three financial years i.e, 2022-2023, 2023-24 and 2024-25 b. Certificate from CA must be submitted mentioning Average Annual turnover, positive net worth and positive profit after tax for last three financial years i.e, 2022-2023, 2023-24 and 2024-25	
3	Networth	The Bidder should have a positive net worth as on March 31 st in each of the last three (3) financial years, i.e. 2022-2023, 2023-24 and 2024-25		
4	Profit After Tax	The Bidder should have a positive profit after tax in last three (3) financial years, i.e. 2022-2023, 2023-24 and 2024-25		
5	Manufactures / OEM Authorisation	Bidder should submit a valid MAF - Manufacturer Authorisation form that they are authorized Dealer / Distributor / Agents / Partner to supply the quoted OEM products.	Manufacturers Authorization letter from OEM in favour of Bidder must be enclosed as per Annexure K.	
6	Experience	Bidder should have minimum of 3 years of experience in providing similar maintenance/support services.	Bidder should submit PO or contract document.	
8	Legal Liability	a. The Bidder should not be currently blacklisted from any of the government, semi government institutions, public/ private companies etc. in India and abroad.	Self-attested declaration has to be submitted on bidder's letter head.	

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

Note:

1. All the experience details shall be provided in the format provided at Annexure I.
The Bidder should submit relevant documentation supporting the above eligibility/ qualification criteria. In case of non-compliance with any of the eligibility criteria mentioned above, the bidder shall be liable to be disqualified without any notice and the bids of the bidder may not be processed further. Any additional / irrelevant document enclosed with the bid, may lead to disqualification.

Authorized Signature

Annexure H (A): Commercial Bid Format

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

(On letterhead of the Bidder)

Total Cost should be calculated in below format.

Sr. No.	Category	Description/Specification*	Indicative Quantity	Unit Price INR Excl. GST	GST%
1	Laptops 16GB	Memory:16GB expandable upto 32GB Processor: Intel Core Ultra 5 Processor 135H or above, 512GB SDD Display type - 14"	150		
2	Desktops 16GB_AIO	Memory:16GB expandable upto 32GB Processor: AIO, Intel Core Ultra 5 Processor 135H or above, 1 TB SSD Display type - 24"	100		

Laptops					
Sr No	Features	Specification Requirement	Quantity	Unit Price INR (Excl.GST)	GST%
1	Processor type	Intel Core Ultra 5-125H or above	150		
2	Integrated graphics	Intel Integrated Graphics			
3	Memory	16 GB DDR5			
4	Weight	1.4kg or below			
5	Power-adaptor port	60W/ 65W/ 100W AC adapter, USB Type-C			
6	Wireless standards	Wi-Fi® 6 AX201 or above			
7	Storage	M.2 512 GB SSD			
8	Camera type	FHD 1080p			
9	Camera sensor type	Ambient light sensor			
10	Battery type	3 Cell, 54 Wh or above , USB Type C			
11	Display type	14" , FHD (1920 x 1080) 250 nits			
12	HDMI	Port Required			
13	Keyboard Layout	Backlight enabled			
14	Call to Resolve	Maximum Next Business Day			
15	Others	Audio Jack/Headphone Jack, Minimum Two USB Port			

16	Operating System	Windows 11 Professional			
17	Bag	Bagpack			
18	Insurance	Yes			
19	Accidental damage Protection	Covered			
20	Laptop Warranty	Till Contract Period			
21	Battery Warranty	Till Contract Period			
22	Condition	New			

All-in-One Desktop					
Sr No	Features	Specification Requirement	Quantity	Unit Price INR (Excl.GST	GST%
1	Processor type	Intel Core Ultra 5-125H or above	100		
2	Integrated graphics	Intel Integrated Graphics			
3	Memory	16 GB DDR5			
4	Storage	1TB SSD			
5	Operating System	Windows 11 Professional			
6	Display	Minimum 24"			
7	Audio	Internal amplified speaker system for basic audio playback			
8	Frequency bands	2.4 GHz/5 GHz			
9	Wireless standards	WiFi 802.11a/b/g, Wi-Fi 4 (WiFi 802.11n), Wi-Fi 5 (WiFi 802.11ac)			
10	Ports	1 RJ-45 Ethernet port, 2 USB 3.2 Gen 1 ports , 2 USB 2.0 ports			
11	Call to Resolve	Maximum Next Business Day			
12	Mouse and Keyboard	Yes			
13	Insurance	Yes			
14	Accidental damage Protection	Covered			
15	Warranty	Till Contract Period			
16	Condition	New			

Annexure H (B):- OPTIONAL COST

Sr. No.	Category	Description/Specification*	Indicative Quantity	Unit Price INR Excl. GST	GST%
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1	Laptops 16GB	Memory upgrade from 16gn till 32 GB	150		
		GPU Upgrade	150		
2	Desktops 16GB_AIO	Memory:16GB to 32 GB	100		
3		GPU Upgrade	100		

Note:

1. Bidder has to mention unit cost (all inclusive) in INR. GST Rates are to be provided separately.
2. No additional, transportation charges / cost shall be paid by ReBIT except GST.
3. If vendor fails to submit the price in the above format, the bid may get rejected.

The amount payable by REBIT to Bidder will be inclusive of all costs such as insurance, taxes (GST, as per the rates applicable), custom duties, levies, cess, transportation, installation, (collectively referred to as "Taxes") that may be levied, imposed, charged or incurred and REBIT shall pay the amount due under this RFP and subsequent agreement after deducting any tax deductible at source ("TDS"), as applicable. Any variation in Government levies/ GST/ VAT/ cess/ excise/ custom duty etc. which has been included as part of the price will be borne by the Bidder.

Authorised Signature

Name: -

Date:

Place:

[Please mark this letter with your company seal]

Annexure I: Bidder's Experience

(On letterhead of the Bidder)

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

Signature of Bidder

Date

Place

Annexure J: Technical Data Sheet

a) Laptops Technical Specifications (Estimated 150 nos)

Sr No	Features	Specification Requirement
1	Processor type	Intel Core Ultra 5-135H or above
2	Integrated graphics	Intel Integrated Graphics
3	Memory	16 GB DDR5 and expandable upto 32GB
4	Weight	1.4kg or below
5	Power-adapter port	60W/ 65W/ 100W AC adapter, USB Type-C
6	Wireless standards	Wi-Fi® 6 AX201 or above
7	Storage	M.2 512 GB SSD
8	Camera type	FHD 1080p
9	Camera sensor type	Ambient light sensor
10	Battery type	3 Cell, 54 Wh or above , USB Type C
11	Display type	14" , FHD (1920 x 1080) 250 nits
12	HDMI	Port Required
13	Keyboard Layout	Backlight enabled
14	Call to Resolve	Maximum Next Business Day
15	Others	Audio Jack/Headphone Jack, Minimum Two USB Port
16	Operating System	Windows 11 Professional
17	Bag	Bag pack
18	Insurance	Yes
19	Accidental damage Protection	Covered
20	Laptop Warranty	Till Contract Period
21	Battery Warranty	Till Contract Period
22	Condition	New

b) Desktop Technical Specifications (estimated qty-100 nos)

Sr No	Features	Specification Requirement
1	Processor type	Intel Core Ultra 5-135H or above
2	Integrated graphics	Intel Integrated Graphics
3	Memory	16 GB DDR5 and expandable upto 32GB
4	Storage	1TB SSD
5	Operating System	Windows 11 Professional
6	Display	Minimum 24"
7	Audio	Internal amplified speaker system for basic audio playback
8	Frequency bands	2.4 GHz/5 GHz

9	Wireless standards	WiFi 802.11a/b/g, Wi-Fi 4 (WiFi 802.11n), Wi-Fi 5 (WiFi 802.11ac)
10	Ports	1 RJ-45 Ethernet port, 2 USB 3.2 Gen 1 ports , 2 USB 2.0 ports
11	Call to Resolve	Maximum Next Business Day
12	Mouse and Keyboard	Yes
13	Insurance	Yes
14	Accidental damage Protection	Covered
15	Warranty	Till Contract Period
16	Condition	New

Annexure K: Manufacturer's Authorisation Form (MAF)

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

To,

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

Dear Sir,

We _____ who are established and reputed manufacturer / developer of _____ having organization at _____ and _____ do hereby authorize M/s _____ (Name and address of Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above RFP with reference number **RFP: ReBIT/CPO/**_____ dated _____.

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

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

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

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

Yours Faithfully,
(Name)

(Signature)

(OEM/Manufacturer Company Stamp/Seal)

Annexure M: Bank Guarantee for EMD

To,

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

Dear Sir,

M/s _____ having their registered office at _____ (hereinafter called the “Bidder”) wish to respond to the Request for Proposal (RFP) for Appointment of IT System Integrator, self and other associated Bidders and submit the proposal for the same as listed in the RFP document.

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

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

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

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

Notwithstanding anything contained herein:

1. Our liability under this Bank guarantee shall not exceed _____ (Rupees _____ Only).
 2. This Bank guarantee will be valid up to _____(as per the RFP) ; and a claim period of one month thereafter and
 3. We are liable to pay the guarantee amount or any part thereof under this Bank guarantee only upon service of a written claim or demand by you on or before _____.
- In witness whereof the ReBIT, through the authorized officer has sets its hand and stamp on this _____ day of _____ at _____.

Signature

Name

(In Block letters)

Designation (Staff Code No.)

Official address:
(Bank’s Common Seal)

Attorney as per power of Attorney No.

Date:

WITNESS:

- 1 (Signature with Name, Designation & Address)
2 (Signature with Name, Designation & Address)

Annexure N: Performance Bank Guarantee

Strictly Private and Confidential

To,

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 – Request for Proposal for Proposal for (Name of Work/service) with reference number RFP: ReBIT/CPO/_____ dated _____.

WHEREAS

M/s. (Name of the Bidder), a company registered under the Companies Act, 1956, having its registered and corporate office at (Registered Address of 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 **(Name of Work/service)** 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 RFP and subsequent, Agreement dated _____, our constituent is required to furnish a Bank Guarantee for an amount Rs _____ /- (Rupees in words), as per the said RFP and Agreement terms, as security against breach/default of the said RFP and 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, <Please mention Bank Name & Address>, have agreed to issue this Performance Bank Guarantee.

Therefore, we <Please mention Bank Name & Address>, hereby unconditionally and irrevocably guarantee you as under:

1. In the event of our constituent committing any breach/default of the said RFP and 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 _____ /- (Rupees in words), without any demur.
2. Notwithstanding anything to the contrary, as contained in the said RFP and 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 ninety (90) days after the completion of the contract period i.e dated _____, subject to the terms and conditions in the said RFP and 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 ninety (90) days after the completion of the contract period for the Total Services (Name of work/service) as per said RFP terms and 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, <Please mention Bank Name & Address>, 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, 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_____ /- (Rupees in words), 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 the claim period of 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_____ /- (Rupees in words);
- 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 dated, i.e. ninety (90) 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 day2022.

Yours faithfully,

For and on behalf of theBank,

(Signature)

Designation

(Address of the Bank)

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

Annexure O: Confidentiality and Non-Disclosure Agreement Undertaking

(Letterhead of the Bidder)

Strictly Private and Confidential

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

[Date]

[Salutation]

Confidentiality Undertaking

We acknowledge that during bidding process and contract engagement for the subject RFP ReBIT/_____, 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.
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 the scope envisaged under this RFP document with your prior written consent;
 - To the extent that such disclosure is required by law, in which case we undertake to duly notify you;
 - To the extent that such disclosure is required by any rule or requirement of any regulatory authority with which we are bound to comply, in which case we undertake to duly notify you; and
6. Upon your request we shall arrange delivery to you of all Confidential Information, and copies thereof, that is in documentary or other tangible form, except:
 - For the purpose of a disclosure permitted by item 5 above, subject to your prior written consent; and
 - To the extent that we reasonably require to retain sufficient documentation that is necessary to support any advice, reports, or opinions that we may provide subject to your prior written consent.
7. This undertaking shall not apply to Confidential Information that:
 - Is in the public domain at the time it is acquired by us;
 - Enters the public domain subsequent to our acquisition, otherwise than as a result of unauthorised disclosure by us; and
 - Is independently developed by us.
8. We warrant that we are acting as principal in this matter and not as agent or broker for any person;

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

Yours sincerely

Signature and Stamp of Company

Authorised Signatory (same as signing the proposal)

Name:

Position:

Date:

Annexure P : Customer Feedback Reference

Sr. No.	Customer References Name	Name	Email I'd	Mobile No.
1				
2				
3				
4				
5				

Yours sincerely

Signature and Stamp of Company

Authorised Signatory (same as signing the proposal)

Name:

Position:

Date:

Annexure Q: Escalation Matrix

Bidder is required to share the Escalation Matrix on company's letter head.

Level	Name	Designation	Mobile# & Email-ID
L1			
L2			
L3			
L4			
CEO/Head of Organisation			

Annexure R: Vendor Security Risk Assessment

VSRA Questionnaire :

Sr. No.	Questions	Bidder's Comments
1	Does the organisation have a documented security program in place?	
2	If so, what kind and what standards do you follow?	
3	What kind of privacy program does the organisation use?	
4	Does the privacy program cover all services, systems, and operations of sensitive data?	
5	Do your information security and privacy policies align with industry standards (ISO-27001, NIST Cyber Security Framework, ISO-22307, CoBIT, etc.)?	
6	Are the policies and processes enforced and monitored?	
7	Are background verification checks carried out on all new candidates for employment?	
8	Are all employees, contractors and third-party users asked to sign confidentiality and non-disclosure agreements?	
9	Is the physical network or software secured?	
10	Is there a business continuity plan in place?	
11	What measures are in place to secure physical networks?	
12	Is there a documented access control policy?	
13	Do you keep sensitive data (as defined by your data classification matrix) in hard copy (e.g. paper copies)?	
14	Are sensitive or critical information areas segregated and appropriately controlled?	
15	Does the organisation have backups of data?	
16	Is all network traffic over public networks to the production infrastructure sent over cryptographically sound, encrypted connections? (TLS, VPN, IPSEC, etc). If there are plain-text connections, what is sent unencrypted?	
17	How are cryptographic keys (key management system, etc) managed within your system?	
18	Is there a method in place for logging and identifying security events?	
19	Does the application for your organisation have a valid SSL certificate?	
20	Are there protocols in place to ensure good password hygiene?	
21	How is data protected as it is in transit and at rest?	
22	How do you perform third-party due diligence with vendors and contractors?	
23	Describe the circumstances in which customer data is allowed leave your production systems?	
24	Is security testing performed by a qualified third-party vendor? How often are these tests performed, and what was the date of the last test?	
25	Are all employees and contractors required to complete security training courses?	

Sr. No.	Questions	Bidder's Comments
26	Do all employees, contractors and 3rd party users undergo regular security awareness training appropriate to their role and function within the organisation?	
27	Is there a risk management and disaster recovery program in place?	
28	How is customer payment information stored? How is it secured while in transit?	
29	Who are the primary internal stakeholders and vendor contacts for your account?	
30	What roles do they play, and who will they interact with?	
31	Who will have access to company data?	
32	How will the vendor engage users?	
33	Where should users go if they have questions?	
34	How and when will deliverables be received and reported?	
35	Who is responsible for account management, troubleshooting, support and so on?	
36	How should the vendor share updates and ideas with your team?	
3	If a key team member leaves, who will be responsible for filling that role and ensuring you maintain momentum?	

Instructions for Online Bid Submission

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

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

REGISTRATION

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

SEARCHING FOR TENDER DOCUMENTS

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

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

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

SUBMISSION OF BIDS

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

ASSISTANCE TO BIDDERS

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