



RESERVE BANK OF INDIA

Department of Currency Management

**Development of Mobile Application for Identification
of Denomination of Indian Banknotes**

REQUEST FOR PROPOSAL (RFP)

(April 2019)



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1 Introduction

The Reserve Bank of India (RBI) was established on April 1, 1935 in accordance with the provision of the Reserve Bank of India Act, 1934.

Reserve Bank of India (hereinafter referred to as the RBI or the Bank) desires to develop mechanism/device that can detect and read out the denomination of Indian banknotes.

The Bank proposes to develop such application/device so as to facilitate members of public, especially those with visual impairment, in identification of denomination of Indian banknotes.

1.1 Background

In the Statement on Developmental and Regulatory Policies announced by RBI on June 06, 2018 it was declared that the Reserve Bank, will explore the feasibility of developing a suitable device or mechanism for aiding the visually impaired in the identification of Indian banknotes.

Cash constitutes the most important means of transaction in our country. As on March 31, 2018 there are about 102 billion pieces of banknotes in circulation having a value of Rs. 18 trillion. At present banknotes in the denominations of Rs. 10, 20, 50, 100, 200, 500 and 2000 are in circulation besides Re1 notes issued by Government of India. Identification of denomination of the banknote is key to successful completion of cash based transactions by the visually impaired persons. Intaglio printing based identification marks for helping the visually challenged in identification of denomination of banknotes are present in banknotes of Rs.100 and above.

Banknotes under Mahatma Gandhi (New) series with change in the size and design were introduced in November 2016. Under this new series, banknotes in the denominations of Rs.10, Rs.50, Rs.100, Rs.200 Rs.500 and Rs.2000 have since been released and Rs.20 is likely to be released in due course. These notes are/will be concurrently in circulation along with older series notes in the denominations of Rs.10, Rs.20, Rs.50 and Rs.100. The Reserve Bank of India has been sensitive to the challenges faced by the visually challenged in conducting their day to day business with Indian banknotes.

1.2 Objective of the RFP

The objective of this RFP is to enter into a contractual agreement with a successful Bidder and select a suitable vendor for the proposed Development of Mobile Application for Identification of Denomination of Indian Banknotes.



This mobile application will have necessary capacity to enable the following:

1. Identify the denomination of legal tender banknotes of Mahatma Gandhi Series and Mahatma Gandhi (New) series by capturing the image of the notes placed in front of mobile camera. Capability to identify any other older banknotes will be given additional weightage.
2. Generate audio notification intimating the currency note denomination to the user if image is captured correctly else intimating the user to try again in case of image is not readable.
3. Ability to declare / indicate the denomination through any non-sonic mode (such as vibration mode etc.,) suitable for those visually challenged who are also hearing impaired will be given additional weightage
4. Generate and store the logs referred to as transaction logs of the activities performed for identification of denomination of Indian banknotes.

The bidders desirous of taking up the project for supply of above mentioned solution for the Bank are invited to submit their technical and commercial proposal in response to this RFP. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful Bidder will be entirely at Bank's discretion. This RFP seeks proposal from shortlisted bidders who have the necessary experience, capability & expertise to provide the Bank a solution adhering to Bank's requirement outlined in this RFP.

This RFP is not an offer by the Bank, but an invitation to receive responses from the bidders. No contractual obligation shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorised official(s) of the Bank with the selected Bidder.

The Bank reserves the right to reject or withdraw the RFP and no correspondence shall be entertained.

1.3 Schedule

The following is an indicative timeframe for the overall process. RBI reserves the right to vary this timeframe at its absolute and sole discretion and without providing any notice/intimation or reasons thereof. Changes to the timeframe will be relayed to the affected respondents during the process.



Activity	Scheduled Dates
Name of Project	Currency Denomination Identification project (CDI project)
Issue of RFP	May 4, 2019
Last date and time for receipt of mail queries for clarification from Bidders	May 14, 2019 till 5:00 PM
Date and time of Pre-Bid Meeting (including existing system overview)	May 20, 2019, 10:30 AM
Venue for Pre-Bid Meeting	Reserve Bank of India, Department of Currency Management, Central Office 4th Floor, Amar Building, Sir P M Road, Fort, Mumbai - 400001, India.
Last date to publish Meeting-cum-Addendum to the bid document	May 27, 2019
Date & Time of Final Submission of Technical & Commercial Bids on the MSTC Portal	June 13, 2019, 5:00 PM
Date and Time of Technical Bid Opening	June 14, 2019, 11:00 AM
Technical Bid Presentation by the Bidders Before the Committee	Shall be informed separately via email to qualified bidders
Commercial Bid Opening	Shall be informed separately via email to qualified bidders
Intimation to selected bidder	Shall be informed separately via email
Name and Address for communication	Reserve Bank of India, Department of Currency Management, Central Office 4th Floor, Amar Building, Sir P M Road, Fort, Mumbai - 400001, India.

Table 1: Time frame for the Overall Vendor Selection Process



Venue for opening of Bids/ Meetings / Presentations	Reserve Bank of India, Department of Currency Management, Central Office 4th Floor, Amar Building, Sir P M Road, Fort, Mumbai - 400001, India.
All Queries to be mailed to	CDI@rbi.org.in
Portal for registration of Bidder on MSTC	https://www.mstcecommerce.com/eprochome/rbi/

Table 2: Contact details





1.4 Definitions of Terms

Definitions – Throughout this RFP, unless inconsistent with the subject matter or context:

1. Bidder/ Service Provider/ Vendor – An eligible entity/firm submitting a Proposal/Bid in response to this RFP. The entity who signs and submits the bid and the Earnest Money Deposit.
2. Bank/ Purchaser/ RBI - Reference to “RBI”, “the Bank”, “Bank” and “Purchaser” shall be determined in context of this RFP
3. Proposal/ Bid – the Bidder’s written reply or submission in response to this RFP
4. RFP – the request for proposal (this document) in its entirety, inclusive of any addenda that may be issued by the Bank.
5. 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.
6. Project Cost – Project cost would be initial cost/ development/ customisation cost / installation cost/ commissioning cost/ training cost/ technical assistance cost/ post implementation support.
7. Authorised Signatory –The authorised signatory should give a declaration and through authenticated documentary evidence establish that he/she is empowered to sign the bid documents and bind the Bidder.
8. Change Management – Any request by the Bank that results in changes in the structure of the application or a new module is added would be considered as Change Management. Any minor changes required in the application such as addition / deletion / alteration of a row / column / field, additional report, menu items will not be considered as part of Change Management and should be supported by the resident engineer (support engineer).
9. Man-day – 8 hours of work of a qualified person.
10. Week – 6 Calendar days.



11. T – Technical Score of the Bidder

12. THigh – THigh – The Bidder with the highest technical score shall be ranked as T1 and be considered as THigh for the techno-commercial score

13. C – The final price quoted by the Bidder.

14. CLow – The lowest Commercial Bid.

15. TC1 – The successful Bidder after the ‘techno-commercial’ Bidding process





2 Overview of the Mobile Application

2.1 Proposed Mobile Application –To Be

This RFP is to develop a new mobile application for Identification of Denomination of Indian Banknotes by visually impaired. This section covers the key Functional, Non-Functional and Security related requirements.

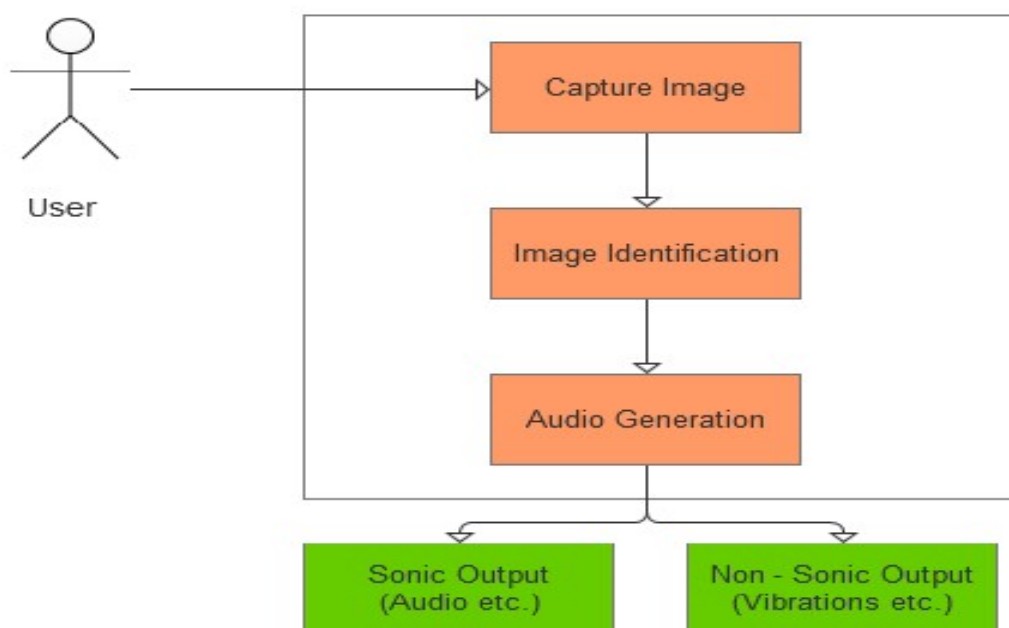


Figure 1: Architecture



2.2 Functional Requirements

Key functional requirements are listed below. The details of the Functional requirements will be made available to all vendors once Non-Disclosure Agreement (NDA) process is completed.

1. The mobile application should be searchable via voice option in all app stores.
2. The mobile application shall have an intuitive user interface with easy navigation controls for accessing the application features for visually impaired.
3. User should be able to invoke and navigate the mobile application via voice controls wherever the underlying device & OS combination supports voice enabled controls.
4. The application should be able to identify denomination of legal tender banknotes of Mahatma Gandhi Series and Mahatma Gandhi (New) series by capturing the image of the notes placed in front of mobile camera or scrolled across it. Capability to identify any other older banknotes will be given additional weightage.
5. The mobile application should be able to identify the bank note denomination in 2 seconds or less.
6. The mobile application should have very high accuracy levels for any given set of currency notes.
7. The mobile application should be able to identify the denominations of bank note by checking front or reverse side/part of the note including folded notes.
8. The mobile application should be able to identify the denomination of bank note in normal light/day light/low light/and without requiring additional light source (broad range of light conditions). The torch/flash light inbuilt in the mobile phone is not considered as an additional light source.
9. The mobile application should be able to identify the currency note in various holding angles to the camera.
10. The mobile application should be able to identify and generate audio notification in Hindi/English intimating the currency note denomination to the user for valid tender.
11. Capability to declare / indicate the denomination through any non-sonic mode (such as vibration mode etc.,) suitable for those visually challenged who are also hearing impaired will be given additional weightage.
12. In case the image captured is not clear or not focussed the mobile application should be able to generate audio notification stating "Please try again".
13. The mobile application should work without any special filters, background material.
14. The mobile application should work in offline mode without internet connection.
15. The mobile application should be able to record the usage history by logging details of the detection undertaken with date and time stamp for both successful and unsuccessful detection.



16. The mobile application should provide an option to display the history page as well as read it out for the user.
17. The mobile application shall provide multi-lingual support within the app as well as for audio notifications. Application is expected to support Hindi and English language as a minimum.
18. On first usage post download or re-install, the application behaviour should be as below:
 - Application shall prompt the user to identify the disability type before loading the landing page:
 - Option 1: Visually impaired only
 - Option 2: Visually impaired and Hearing impaired
 - Option 3: None of the above
 - For Option 3, the mobile application shall display a message to the user stating that he/she is not the intended user of the application and close the application.
 - For Option 1 & 2, the mobile application shall use the selection/response to set the notification mechanism within the application and then take the user to the landing page.
 - Notification mechanism(s) to be enabled based on the selection/response to disability type:
 - Option 1: Enable Sonic Mode Only
 - Option 2: Enable Sonic as well as Non-Sonic Mode
 - On landing page, the application shall prompt the user to swipe the currency note for identification.
19. In subsequent usage, the application should take the user to the landing page directly if the disability type selection is completed.
20. The mobile application shall retain the user notification settings and user shall not be prompted for the same post installation of any updates or patches.
21. The mobile application should have a Help feature (voice enabled wherever the underlying device & OS combination supports voice enabled controls) which allows for:
 - Accessing Audio based Usage Manual



- Requesting support wherein system will use the device's call/messaging capabilities to either send a SMS or generate a missed call to a special pre-defined support number.

2.3 Technical Requirements

1. The mobile application should be a device only app with no server side components.
2. The mobile application should be compatible with major mobile operating system (Android, iOS, Windows etc.). The application shall be distributed via the online app stores of respective operating systems.
3. The mobile application should be compatible with all the devices which run on any version of the operating systems for which the respective companies are still providing support.
4. The mobile application should be lightweight to enable download on slow internet connections.
5. The mobile application should work in offline mode and not need internet connection to operate.
6. The mobile application should render in a consistent manner across all handheld device form factors.
7. The bidder shall provide details of the technology stack proposed for the application along with development environment used.
8. The bidder shall disclose all the third-party components used in the solution and all such components should be supported by valid subscriptions for patch updates and upgrades.
9. Bidder shall ensure that the production version of the mobile application shall not be downloadable and available as a 3rd party package outside of the app stores.
10. Bidder will ensure that whenever the user is online, the mobile application behaviours remains consistent and no revenue generating modules like advertisements come into effect.

2.4 Hardware Requirements

1. The mobile application should be a device only app with no server side components.
2. User base at full penetration expected to be 3 million users.
3. Bidder is expected to provide the following with respect to the proposed solution:
 - Minimum internet bandwidth requirements on the device for application to download successfully within 2 minutes without any interruption.
 - Minimum hardware configuration required on the device to run without any performance issues.
 - Restrictions, if any, in terms of Devices, OS versions and Form Factors supported.



2.5 Security Requirements

1. Bidder shall disclose all the permissions that the application needs on the device with supporting reasons thereof.
2. Bidder will ensure the user and related device information obtained during the application download process will not be used or disseminated by the bidder for any commercial purposes. Example selling the information forward to third parties who are building commercial mobile applications for visually impaired.
3. Bidder shall ensure that the most appropriate APIs from libraries of the respective mobile operating systems (Android, iOS, Windows etc.) are used case to minimize privacy risk.
4. Secured Development: Solution proposed should be developed, based on secure software coding standards. Code should be developed as per secure coding practices and peer reviewed (or through tool) to ensure the same. Source code access should be authenticated and logged for authorized users only, which will ensure integrity and confidentiality of code.
5. The solution proposed should be developed based on security standards including industry standards (from OWASP, CERT etc.).
6. Developer shall implement measures to protect the source code (if development is done on their premises), the measures would be reviewed by the Bank ISO.
7. The Bank reserves the right to conduct further security testing of the source code and the system by either the Bank personnel or another party. Any gaps identified during this testing will be fixed by vendor at their own cost.
8. The software shall not be considered accepted until the independent review by the Bank is complete and all security issues have been closed or assigned to a mutually agreed upon remediation roadmap.
9. The Bidder shall abide by the access level agreement to ensure safeguards of the confidentiality, integrity, and availability of the information systems.
10. Vendor will not copy any data obtained while performing services under this RFP to any media, including hard drives, flash drives, or other electronic device, other than as expressly approved by RBI.

2.6 General Requirements

1. Vendor shall develop and achieve Go Live of beta version of the Mobile application within three (03) months of award of contract by the Bank.



3 Scope of Work

3.1 Introduction

The scope of the Currency Denomination Identification project (**CDI project**) is the Development of mobile-based software application for aiding the visually impaired in identifying Indian Banknotes. The term of project also includes ongoing administration and maintenance of the solution by the means of **5 years of maintenance post issuance of Completion certificate** by the Bank.

The description of the envisaged scope is enumerated in a nutshell in the subsequent sections. However, the Bank reserves its right to change the scope of the RFP, if required even after the release of the RFP document to incorporate the same. For broad reference of the expectations from the system, section 2 of this document may be referred, which explains in broad terms what is expected out of this project and all major works essential to achieve the objectives.

Based on the contents of the RFP, the Bidder shall be required to propose a solution, which is suitable for the Bank, after taking into consideration the effort estimated for implementation of the same and the resource and the equipment requirements. The Bank expressly stipulates the 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 Bank 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 the Bank. The Bank will not accept any plea of the Bidder at a later date for omission of critical services that is required for fulfilling the requirements on the pretext that the same was not explicitly mentioned in the RFP.

3.2 Process & System Study

The Bidder is expected to study the RFP to gain an understanding of the requirement set by the stakeholders. The Bidder is expected to identify business process areas where the Bidder may need to obtain further understanding. The Bidder is expected to identify further process improvement opportunities. The successful Bidder will be required to create a detailed System Requirement Specification document with the understanding.



The SRS preparation team of the successful Bidder should be experienced, with full functional knowledge of the software. The Bank reserves the right to ask for replacement of any team member if the Bank feels he/ she is not adequately qualified for the same. The SRS Document shall be signed off by the Bank on acceptance of the same.

Preparation of System Requirement Specification Document

1. The Bidder is expected to create System Requirement Specification (SRS) Document for RBI under the scope of the CDI Project implementation. The System Specification Document shall be signed off by the Bank on acceptance of the same.
2. The Bidder may suggest amendments to the processes that would suit the product solution offered for a seamless integration and document the same to suit the proposed CDI application as envisaged in the Study Report. However, the objective and output of the process should not change. On acceptance of the final solution by the Bank, the Bidder cannot deviate from the agreed solution under any circumstance unless agreed by the Bank. The agreed solution shall be binding on the part of the Bidder and inability to deliver the solution may result in annulling the contract and the same being awarded to another vendor as per the decision of the Bank. The Bank shall impose financial penalties or / and invoke the performance bank guarantee in such circumstances. These would be in addition to various remedies available in law to the bank.
3. The Bidder is expected to prepare the System Requirement Specification Document containing the following details:
 - a) Overview of the Process
 - b) Process flow diagrams including exceptional situations
 - c) Functional Description of each step
 - d) Database Schema for the Module
 - e) Interaction logic of the modules with other Modules (if any)
 - f) Security features
 - g) Configuration of each module including field description indicating data input format including details of all related parameterization (standard available or customized)
 - h) Transaction flow between interfaces/customisation
 - i) Restrictions to data entry
 - j) Mandatory fields
 - k) Optional fields
 - l) List of reports related directly/ indirectly to module(s)/ customisation/ interface
 - m) Layout of each report and related customisations
 - n) Description and field description of each report
 - o) Abbreviations and Acronyms



- p) User Manual and on-line tutorial
- q) Performance Measurement Matrix
- r) IT Hardware Infrastructure Details

3.3 Design and Build

1. Post finalisation and signing off of the SRS document by Bank, Bidder is expected to start with the design and build of the application.
2. Development of the application will be carried out at Bidder's development centre.
3. Bidder is expected to ensure complete confidentiality and security of Bank's Data as per agreement entered with the Bank.
4. Bidder should facilitate Bank or any of its entities to carry out audit at their development centres to check the progress of the project at any point of time.
5. Bidder is expected to follow Secure Coding standards as part of the application development.
6. Bidder is expected to submit all their deliverables, i.e. High-Level Design (HLD), Low Level Design (LLD) for Bank's approval before proceeding for the build of the application.
7. Bidder should complete unit testing and required security tests before deploying in bank's test environment.
8. The bidder should meet or exceed the static code analysis metrics such as duplications, reliability, security, maintainability indexes etc. but not just limited to these, using software/product quality review tools. The quality gate would be defined as per the Bank's requirement.

3.4 Testing (System Integration Testing and User Acceptance Testing)

1. No test environment is required for this application.
2. Bidder will ensure availability of requisite executables via means other than app store for testing by the Bank.
3. The Bidder's resources will be required onsite during the testing phase.
4. Bidder is expected to carry out their testing before the start of UAT by Bank.
5. Bidder is expected to provide user and technical documentation including Installation, Commissioning, Implementation, Security check Manuals.
6. UAT will be carried out by the Bank's team. The testing activities shall include the Functional, Performance, Technical and Penetration testing. The Bank may also undertake any other appropriate testing approach.
7. All security issues identified will have to be either resolved or a mutually accepted remediation should be agreed upon between the Bank and successful Bidder.
8. The Bidder shall provide test plan, test cases and test results.
9. The Bank shall commence the User Acceptance Testing only after a formal



confirmation that the system is ready for UAT is submitted to the Bank.

10. The Bidder should provide test cases for UAT for Banks review. Upon finalisation of test cases, user acceptance testing will be started by the business users.
11. Any deviations/ discrepancies/ errors observed during the testing phase will have to be resolved by the Bidder. Any exceptions will have to be documented and signed off by the Bank.
12. The Bidder is expected to make all necessary modifications to the solution, customisations, interfaces, etc., if there are performance issues or errors identified during testing. The Bidder will assist RBI in preparing the test cases, including the test data. The Bidder will assist in conducting all the tests and comparing/ analysing the results. Any bugs identified will have to be rectified and subsequent patches/ versions will also have to be tested.
13. The testing also includes testing to ascertain whether the response time, the bandwidth usage & performance of the solution are as per the expectations of RBI and would involve an error free dry run of the customised solution and end-run simulation.
14. RBI shall accept the application software only after the critical or major Bugs are fixed.
15. The Bidder shall be responsible for maintaining appropriate program change control and version control for all the modifications/ enhancements carried out during the implementation/ testing phases.
16. Bidder has to maintain the system set up at their end for future change request/ enhancement and should not depend on RBI's IT infrastructure for software development.
17. The Bidder shall be responsible for providing and updating system & user documentation as per the modifications.

3.5 Training

1. Bidder shall ensure that relevant departments, as outlined by the Bank, are trained on the functional and technical aspects of the application before the final Go-Live.
2. Bidder is expected to provide end user and technical documentation as below:
 - a) Standalone Audio-Video/Audio Only training/user manuals for end users which cover all aspects of the application from download till initial usage. Content should be lightweight so that it can either be embedded or link to a version uploaded on RBI/public websites can be provided in the outbound communications for Go Live.



- b) Developer Documentation covering all source code modules, key functions, and configuration files, IDE, Development Environment Set up, Build Process, Testing Tools and Test environment set up.
- c) Supported App Store(s) Release Manual covering steps, configuration and pre-requisites.

3.6 Implementation

1. Bidder shall work with the Bank proactively to ensure that all the pre-requisites (example – Privacy Policy etc.) for hosting the application on respective app stores are in place prior to implementation.
2. VAPT exercise shall be conducted by the Bank, it shall be the Bidder's responsibility to rectify the gaps unearthed during the VAPT at no additional cost to the Bank during the contract period.
3. Readiness of the application for Controlled Tests shall require the bidder to ensure that:
 - All applications and services are implemented as per the intent of this RFP,
 - Application meets all the necessary security test as part of the Bank's Secure Software Development Lifecycle (SSDLC) methodology.
 - All functionalities mentioned in this RFP are ready.
 - Training material is ready and all the related trainings are completed

3.7 Controlled Tests via Beta Release

1. The Beta version of the application shall be released to select group(s) identified by the Bank.
2. Bidder shall ensure feedback is collected from the identified group(s) and same is discussed, prioritised and fixed in consultation with the Bank.
3. Bidder shall incorporate the feedback and stabilize the application within 90 days of release of beta version.

3.8 Go-Live

Go-Live is the phase in which the application is made available to all the users.

1. Considering the nature of the application and the target community, the Bidder shall ensure that the Go-Live strategy is:
 - Clearly articulated in the RFP response.
 - Revisited and mutually agreed upon with the Bank post award of the project.
2. The Go-Live is an end-to-end responsibility of the Bidder who will manage total planning, hand holding support as per the scope of work.
3. On satisfactory performance of application post 30 days from Go-Live, Bank will issue Completion Certificate.



3.9 Project Milestones

Milestones	Deliverables/Key Activities
Issue of Purchase Order	
Signing of Agreement	Within 30 days of receiving the letter of offer from RBI
Process & System Study	<ul style="list-style-type: none">• System Requirement Specifications (SRS)• Working Prototype• Technical solution document with Solution Architecture security features and best practices to be followed
Design and Build	<ul style="list-style-type: none">• HLD and LLD• Source Code• Test plans, Test script and sample test data• Technical documentation (refer Sec 3.5)
Testing (SIT & UAT)	<ul style="list-style-type: none">• Certificate for completion of Testing –SIT and UAT
Training	<ul style="list-style-type: none">• Refer Sec 3.6
Implementation	<ul style="list-style-type: none">• Completion of VAPT• Fixing observations• Completion of Security risk assessments• Application release in app stores
Controlled Test via Beta Release	<ul style="list-style-type: none">• Incorporation of user feedback and stabilisation of the application• Approval from Bank for Go Live• Updated Training documentation/ manuals
Go Live	<ul style="list-style-type: none">• Certificate of Completion

3.10 Post Implementation Support Model

3.10.1 Proposed Model

The post implementation period will start from the day for issue of Completion Certificate by the Bank.

Bank realises that availability of a robust & scalable support model is key to the long term viability of the project and helps by improving user adoption on an ongoing basis.

Vendors are expected to operationalize the support model immediately after Go Live.

Bank envisions a reliable and scalable support model on the below lines. Vendors are free to take cues from this and propose alternate or enhanced versions of this support model as they see appropriate.



1. **Vendor technical support team** at any location in India. The team should have sufficient technical and application knowledge to be able to carry out their tasks. This team will primarily do the following:

- Manage incoming requests via supported feedback channels and raise corresponding support tickets in the vendors ticketing system.
- Identify solutions for reported issues and test the solution.
- Schedule releases, secure requisite approvals (as mandated by Bank's Change Management guidelines) and publish on app stores.

2. **User Feedback Capture mechanisms:**

- User Initiated via the application:
 - ✓ SMS or Missed Call to a special pre-defined support number.
- User Feedback from App Store:
 - ✓ User Ratings and Qualitative comments

3. **Program Governance:**

- Supervisory teams from RBI and RBI identified subsidiaries.
- Regular reporting from vendor to RBI and RBI identified subsidiaries on:
 - ✓ User Adoption Rate: Uses previous User Base and Users added/removed in the reporting cycle
 - ✓ App Store Ratings

3.10.2 Services in scope

1. The maintenance of the mobile application will be the responsibility of the vendor
2. Vendor should provide periodical upgrade to ensure that the application is capable of:
 - Meeting the changing requirements on account of introduction of new designs of Indian banknotes and/or phasing out of any valid currency during the above mentioned period.
 - Compatibility with newer version of the supported operating systems.
 - Compatibility with newer versions or policy mandates of individual app stores.
3. Bidder shall ensure that newer versions of the mobile application are backward compatible with all the devices which run on any version of the operating systems for which the respective companies are still providing support.

3.10.3 Change Management

1. Post-Implementation, any request by the Bank that results in changes in the structure of the application and / or a new module is added, and which requires considerable effort for customisation would be considered as part of Change Management. Any minor changes required in the application such as addition / deletion / alteration of



a row / column / field, additional report, menu items will not be considered as part of Change Management. The vendor should maintain records of all such changes made in the application with a proper audit trail and time-stamp. There should be an appropriate roll back mechanism which is identified and tested if changes are not successful.

2. Any standard functionality available in the proposed CDI would not form part of the Change Request submitted by the Bidder. Bidder should provide and implement any application specific upgrades/ updates in the application as needed to make it compatible with any Software/ OS/ Middleware/Infra patch updates, as and when released by the Vendor/ OEM or as per requirements of the Bank and the same shall not be included as a part of change management. Bidder should bring to notice of the Bank all release /version change. Bidder should obtain a written permission from the Bank before applying any of the patches/ upgrades/ updates in UAT or live environment.
3. The procedure that would be adopted for evaluating Change Requests will be based on the work breakdown method/ Function Point Analysis method or the method mutually agreed upon with the vendor.
4. The Bidder is required to develop a change management methodology to ensure all application changes and technical changes (after go-live, and in the case of network changes, from the start of contract), are reviewed, tested, approved, implemented, and verified post implementation.
5. All change requests should be documented and should have a numerically assigned number in sequential order. A database of all change requests should be maintained, and the Bidder should deploy an automated change management application. All change requests should be classified, and approval and escalation mechanisms should be defined as per classification.
6. The change request should include an appropriate roll back mechanism which is identified and tested if changes are not successful. The Bank would initiate or invoke penalty clause in case of repeated roll-back of change request (more than 2 roll backs).
7. Changes should be implemented in a controlled manner and should be tested in the test (non-production) environment prior to implementation. The impact of technical changes on application environment should also be performed. Dependencies of changes should be documented.
8. All changes should be reviewed, and the databases of changes should be reviewed for any actions taken post implementation. Emergency change requests should follow a defined and controlled process.
9. A release schedule should be maintained for all changes, so as to provide minimum disruption to business services. The Bidder will be required to perform analysis of



change requests to review frequently occurring issues, trend analysis, and an analysis report to be provided to the Bank along with a summary report.

10. The change request time estimation would be computed using Function Point Analysis methodology.
11. Change Request would be billable only after Bank utilises 300-man day of customization during the warranty period.
12. The Bidder should quote the unit costs (man day charges) for affecting the Change Management Requests as Annexure S.





4 Payment Terms

4.1 Pricing Model

Bank understands that the adoption of this mobile applications depends heavily on the ability of the vendor to successfully manage the end user experience with quality support. We also understand that in mobile application ecosystem, the application development effort is a small fraction of the operational effort to keep the application ecosystem intact without eroding the user base.

In view of the above, the Bank proposes the following payment milestones:

Payment Milestones

Sr. No.	Milestones	Payment
1	Acceptance of the mobile application by Bank for Beta Release	10 %
2	Acceptance of the mobile application by the Bank for Go-live	10%
3	Issuance of completion certificate by the Bank post "Go-live"	30%
4	Post implementation support for Year 1	10%
5	Post implementation support for Year 2	10%
6	Post implementation support for Year 3	10%
7	Post implementation support for Year 4	10%
8	Post implementation support for Year 5	10%

For each milestone to be marked as complete, the bidder should ensure that all the acceptance criteria are met and approved by the Bank, as mentioned in various applicable sections in the RFP.

The bidder shall submit the detailed cost sheet in INR as per [Annexure S](#)

4.2 Additional Software License Costs

For evaluation purposes, costs of the software licenses proposed by the Bidder would be included in the Total Cost of Ownership. In case any software license(s) are required to be procured directly from the Original Equipment Manufacturer (OEM)/ Product Vendor, the actual payment to the Bidder will be reduced appropriately to exclude the software license costs quoted in the commercial bid. Bidder is requested to add all the Other Software Licensing Cost under the header "Any other Software Costs" on MSTC website. Bidder may be requested to submit the list of software (including Database licensing cost) to the Bank in a sealed envelope with break-down



of cost mentioned on MSTC portal. The date and time for this submission will be communicated to all the qualified bidders at a later point of time. The Bank's evaluation committee may take a call on the exclusion/inclusion of cost of software for commercial evaluation.

4.3 Post implementation Support pay-out

1. The amount payable towards yearly support would be divided into equal instalments, to be paid every quarter on arrear basis subject to meeting expected service levels during that quarter.
2. Bidder shall be eligible for first pay-out from next quarter after issuance of completion certificate by the Bank.
3. Actual Pay-out will be a factor of performance and driven by SLA parameters outlined in Section 5.1 (Service Level Agreement)
4. Proposed Pay-out matrix as per Service Level Rating as below:

	Service Level Rating				
	L1	L2	L3	L4	L5
Pay-out %	100	95	80	65	50

- Actual Pay-out shall be calculated based on applicable Pay-out % and the linked Payment value.

4.4 Other Payment terms

1. Any delay in achievement of milestones/ deliverables/ activities from Bidder shall automatically result in delay of corresponding payment from Bank.
2. The successful Bidder will have to incur the stamp duty for franking of contract documents. The stamp paper and franking needs to be done in Mumbai only.
3. Any objection/dispute to the amounts invoiced in the bill shall be raised by RBI within reasonable time from the date of receipt of the invoice. Upon settlement of disputes with respect to any disputed invoice(s), the Bank will make payment within thirty (30) working days of the settlement of such disputes. All out of pocket expenses, travelling, boarding and lodging expenses for the entire project period and subsequent agreement is included in the amounts 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.
4. All the payments becoming due during each of the quarters of the contract period will be paid at the end of the respective quarter, subjected to satisfactory feedback from business team.
5. The fees payable by the Bank 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 RBI shall pay the fees due under this RFP and subsequent agreement after deducting any tax deductible at source ("TDS"), as applicable. 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. RBI shall pay each undisputed invoice raised in accordance with this RFP and subsequent agreement, within thirty (30) working days after its receipt unless otherwise mutually agreed in writing, provided that such invoice is dated after such fees have become due and payable under this RFP and subsequent agreement.

6. 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 the Bank. Any variation (downward) in Government levies/ GST (as per the rates applicable) which has been included as part of the price, the benefit will be passed to the Bank and adjusted in the payment milestones. If the Bidder makes any conditional or vague offers, without conforming to these guidelines, the Bank will treat the prices quoted as in conformity with these guidelines and proceed accordingly.
7. If the Bank 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, the Bank 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, the Bank shall adjust the amount out of the payments due to the Bidder from RBI along with the interest calculated as per the tax rate prevailing at the time of actual payment.
8. Terms of payment indicated in the Contract that will be issued by RBI to the selected Bidder will be final and binding on the Bidder and no interest will be payable by the Bank 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 against the Bank and that the Invoice would be governed by the terms contained in the Contract concluded between the Bank and the Bidder". Bidder should ensure that the project should not suffer for this reason.
9. The Bidders should note that the contract entered with the successful Bidder will be for implementation and post go-live period of 5 years, extendable at the Bank's discretion. The Bank will have the right, in its sole discretion to renegotiate the prices/ terms and conditions.



5 Service Level Agreement

Bank expects that the Bidder shall be bound by the Service Levels described in this document for CDI application.

5.1 Purpose and Objective of SLA

Bank intends to enter into a Service Levels Agreement (SLA) with the successful Bidder in order to provide complete utility of the service that could be provided to Bank once the “CDI Application” is in place. The SLA shall be included in the contract agreement as mentioned in the document and identifies the expectations of Bank and defines the Scope and Boundaries for the successful Bidder to provide maximum “Business Utility”.

Bank understands that in mobile ecosystem the overall adoption and ratings in respective app stores are the key indicators of an application achieving the intended purpose. On that note Bank proposes the following SLA’s for the mobile application during support phase:

a. User Adoption Rate:

*Adoption Rate = [(Total Unique Users at the end of pay-out period) - Total Unique Users at the end of Last Pay-out Cycle] / [(Total Unique Users at the end of Last Pay-out Cycle)] * 100*

Total Unique Users at the end of any pay-out period = [Total Unique Users at the end of Last Pay-out Cycle] + [No. of New Installations in current pay-out cycle] - [No. of Uninstalls in current Pay-out Cycle] - [No. of Unique Customers with unresolved issues]

b. App Store Ratings from end-user community

Average App Store Ratings = [(App Store 1 Rating) x (Total Unique Users in App Store 1 at the end of pay-out period)] + [(App Store 2 Rating) x (Total Unique Users in App Store 2 at the end of pay-out period)] + ... + [(App Store n Rating) x (Total Unique Users in App Store n at the end of pay-out period)] / [(Total Unique Users across all App Stores at the end of pay-out period)]

Vendor shall report on the SLA’s at the end of every quarter and the service level rating for the elapsed quarter shall be discussed and mutually agreed upon with the Bank. This rating will feed into the Pay-out calculations. Vendor shall also provide the supporting reports/source data based on which the SLA has been calculated.



Details of service level ratings are outlined below:

Parameters	Service Level Rating				
	L1	L2	L3	L4	L5
User Adoption Rate	30% & Above	25 to 30 %	20 to 25%	20 to 15 %	<15
Average App Store Rating	4.5 and Above	4 to 4.5	3.5 to 4	3 to 3.5	< 3

Vendor has to meet the expected service levels for all the parameters to be eligible for that Service Level rating.





6 Evaluation Process

6.1 Objective of 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 Bank's evaluation committee formed for the purpose by the Bank which may consists of senior Bank officials and external experts. The decision of the Bank regarding the evaluation and selection of the Bidder would be final.

For the purpose of the evaluation and selection of Bidder for the CDI project implementation, a three-stage evaluation process will be followed. First of all, the Bidder has to comply with the minimum eligibility criteria as per [Annexure N](#) to qualify to participate in the Technical Bid evaluation process. Those Bidders who qualify the pre-qualification criteria will only be eligible to participate in the 'the Technical Bid' and 'the Commercial Bid' process.

The Bidder has to submit 'Technical Bid' keeping in view the information / criteria mentioned in sections 2 and 3 of this document by the date and time stipulated as in Table 1 of section 1.

'Technical Bid' will contain the exhaustive and comprehensive technical details. The Technical Bid shall NOT contain any pricing or commercial information at all and if the Technical Bid contains any price related information, then that Technical Bid would be disqualified and would NOT be processed further.

The 'Technical Bids' will be opened on the date mentioned at Table 1 of Section 1 and subsequently evaluated on certain pre-determined criteria and a technical score would be arrived at. It is mandatory to score a minimum cut-off marks, which will be determined by the Bank's evaluation committee, of the total maximum marks allocated for the Technical evaluation. The Bidder scoring the highest technical score will be ranked as T1 and so on. Bidders who do not achieve the cut-off on any of the parameters as determined by Committee will be disqualified from the bidding process further. However, the Committee reserves the right to relax any of the parameters if the need arises.

In the third stage of evaluation, the commercial bid submitted by the Bidders will be opened and thereafter, top Bidders who have qualified in the Technical evaluation process shall be invited to participate in Commercial bidding process. After the Commercial bidding process is complete, all bids of the Bidders would be ranked as L1 (lowest bid), L2 and so on.

During the 'Techno-Commercial' evaluation, the 'Technical Bid' score carries a weight of 70 percent, the 'Commercial Bid' score carries a weight of 30 percent. The 'Techno-Commercial' scores (70:30) will be arrived at for each qualified Bidder and the Bidder with



the highest score will be declared as the successful Bidder as TC1. In case of non-acceptance of the offer by TC1, the offer will be given to next successful Bidder i.e. TC2, and so on.

Post selection of the Bidder, the Bank shall return the Earnest Money Deposit to the unsuccessful Bidders within 15 days of formal declaration of results.

Bank may call for any clarifications / additional particulars required, if any, on the Pre-qualification / technical / commercial bids submitted. The Bidder has to submit the clarifications / additional particulars in writing within 2 working days. The Bidder's offer may be disqualified, if the clarifications / additional particulars sought are not submitted within the specified date and time.

Bank reserves the right to call for presentation/s, product walkthroughs, on the features of the solution offered etc., from the Bidders based on the technical bids submitted by them. Based upon the final technical scoring, short listing would be made of the eligible Bidders for final commercial bidding.

6.2 Minimum Eligibility Criteria

The OEM & SI are permitted to jointly bid for this RFP as a single Bidder represented via the Prime Bidder. The name of the Bidder (SI and/ or OEM) needs to be in sync with the credential letters / contract copies, exceptions will be made in case of divesture, M&A

Sr. No.	Eligibility Criteria	Documentation Required
1	The Prime Bidder should be a Company registered under the Companies Act of India or LLP / firm registered under the respective Acts of India. The other entity should be a company registered under the Companies Act in India or equivalent.	Applicable tax registrations (PAN, GST etc.) supported by documentary evidence. Documents evidencing registration with the Registrar of Companies (ROC)/Firms, as the case may be, should also be submitted.
2	The Bidder should have a positive net worth (after tax and partner disbursements - applicable to partnership firms only) making company in each of the three (3) financial years, i.e. 2015- 16, 2016- 17 and 2017 - 18 (or Calendar year 2015, 2016 and 2017)	Audited financial statements indicating the net worth for the three years as required set forth in the eligibility criteria. OR Auditor / Chartered Accountant Certificate
3	Bidder / Original Solution Developer (OSD) should be in the business of installation, integration, implementation and maintenance of mobile or artificial intelligence or image processing solutions across in India or abroad for at least last 3 years.	List of relevant implementations of Mobile solutions by the Bidder/OSD.



Sr. No.	Eligibility Criteria	Documentation Required
4	The Bidder(s) (SI and OEM) should not be currently blacklisted by Central/State Govt. Dept., Public/Private sector Bank/Financial Institution or any other organization in India or abroad in India or abroad.	A self-declaration from the SI and OEM on the company letter head stating that the company is not barred by any regulator by any financial institution / regulator in India or abroad.
5	The Bidder is agreeable and capable for providing support for a minimum of 5 years after receipt of successful completion certificate of the project	A self-declaration from the SI and OEM on the company letter head.
6	Bidder should be Original Solution Developer (OSD) / Original Equipment Manufacturer (OEM) of the Solution offered or agency authorized by the OSD to implement their solution on their behalf. The Bidder will be the single point of contact for Bank for the entire contract.	Authorization letter from OSD authorizing the bidder to implement their solution on their behalf

All documentary evidence should be duly signed and stamped by the Bidder. The bidder should submit all the relevant documents for any exemption/deviation that it requests the Bank to consider. The Bank will take a call on the same.

6.3 Technical Bid Evaluation Criteria

The overall score for Technical evaluating the Bidder would be 80 marks.

The breakup for the 80 marks which is allocated for the Technical Evaluation is given in the table below:

Evaluation Category	Maximum Marks	Remarks
1. Organisation	5	
Years for which Prime Bidder is in business of rendering IT Software Services (Attach relevant Proof)	5	<ul style="list-style-type: none"> 4 to 5 Years - 5 marks 3 to 4 Years - 3 marks Less than 3 Years - 0 marks
2. Project Experience	10	
No of Projects done by SI or OEM in any of the following areas: <ul style="list-style-type: none"> Mobile Applications 	10	<ul style="list-style-type: none"> Above 5 projects - 10 marks 3 -5 projects - 7 marks



<ul style="list-style-type: none"> Image Processing Artificial Intelligence 		<ul style="list-style-type: none"> 1- 2 projects – 5 marks
3. RFP response	30	
Evaluation of RFP response submitted bidder for <ul style="list-style-type: none"> Coverage in line with details mentioned in Annexure for bid submission Project Management methodology Functional Requirement alignment Technical Solution (includes alignment with Technical & Security requirements) 	30	<ul style="list-style-type: none"> Coverage (5 marks) Project Management methodology (10 marks) Functional Requirement alignment (10 marks) Technical Solution (10)
4. Bidder Presentation	35	
Presentation of based RFP response	10	
Capability Demo	25	POC demonstrating: <ul style="list-style-type: none"> Screen Prototypes (5 marks) Paper based image Identification Capabilities in offline mode (5 marks) Deliver outcome via audio and non-sonic modes (5 marks) Voice driven application controls (5 marks) Multi-lingual support (5 marks)

The total marks for this stage is 80 marks.

- The Bidder should score cut-off of 60% of the total 80. i.e., at least 48 marks to be invited for commercial evaluation



2. The Bank may disqualify any Bidder who does not achieve the cut-off on any of above mentioned bidding parameters from the bidding process.
3. However, it is the banks discretion to ask for any additional documents, inputs or proof of concepts at later point of time for the purpose of bidder evaluation.
4. If none of the bidders are able to achieve the minimum cut-off, Bank reserves the right to take appropriate decision and Bank's decision would be final.

6.4 Disqualification Parameters in Technical Bid Evaluation

1. Commercial Bids of only those Bidders who qualify the technical evaluation shall be opened. Commercial Bids of the other Bidders shall not be opened and their Earnest Money Deposit (EMD) shall be returned. If only one Bidder qualifies, the Bank at its discretion may select more than one Bidder for commercial evaluation.
2. The Bank at its discretion may reject the proposal of the Bidder without assigning any reason whatsoever, if in the Bank's opinion, the Solution Sizing was not made appropriately to meet the performance criteria as stipulated by the Bank.
3. The Bank at its discretion may reject the proposal of the Bidder without giving any reason whatsoever, if in the Bank's opinion, the Bidder could not present or demonstrate the proposed solution as described in the proposal.

6.5 Commercial Bid Evaluation

Commercial bids of only those Bidders who qualify the technical evaluation shall be opened. The Bidders will have to submit the Commercial bid in the attached format - [Annexure S](#).

The Bidder is expected to submit the Commercial bid inclusive of the applicable taxes. Taxes and levies as applicable must be indicated in detail separately.

All the prices quoted shall be in Indian Rupees. The quote shall not be subject to any price escalation subsequently. Rate should be quoted against each item separately.

The TCO for the purpose of commercial evaluation shall be arrived at after applying the concept of time value of money. The Bidder is expected to provide the costs that shall be charged to RBI for the duration of the contract. Commercial bid valuation shall be considered as below in case of any kind of discrepancy:

1. If there is a discrepancy between words and figures, the amount in words shall prevail
2. If there is a discrepancy between percentage and amount, the amount calculated as per the stipulated percentage basis shall prevail
3. If there is discrepancy between unit price and total price, the unit price shall prevail
4. 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 RBI, there is obviously a gross error such as a misplacement of a decimal point, in which case the line item total will govern.

5. If there is a discrepancy in the total, the correct total shall be arrived at by Bank

The Technically Qualified Bidder with the lowest Commercial Bid after scrutiny would be declared as C_{LOW} .

6.6 Techno Commercial Bid Evaluation

1. The techno-commercial score shall be calculated as follows:

$$\text{Total Score} = (C_{LOW} / C) * 0.3 + (T / T_{HIGH}) * 0.7.$$

Here C and T are the commercial and technical scores of the respective Bidders.

2. The Bidder with the highest total score (TC1) will be selected as the successful Bidder. In case of a tie of Total Score between two or more Bidders, the Bid with higher technical score would be chosen as the successful Bidder.
3. The Bank will notify the name of the Successful Bidder.



7 Bidding Process

7.1 Instructions for Bid Submission

1. The Technical Bid shall NOT contain any pricing or commercial information at all and if the Technical Bid contains any price related information, then that Technical Bid would be disqualified and would NOT be processed further.
2. The entire bidding process would be conducted through the e-tendering portal of MSTC Ltd. The URL for the same is <https://www.mstcecommerce.com/eprochome/rbi/>
3. All respective technical and commercial bids need to be submitted through this portal only.
4. The opening of bids (technical & commercial) for this RFP will be through the MSTC Ltd. ecommerce web portal.
5. The bids will be submitted in two parts on the MSTC web portal:
 - a. **Technical Bid:** This bid comprises of the technical evaluation response
 - b. **Commercial Bid:** This bid comprises of the commercial evaluation response
6. The authorised signatory for the bid (technical & commercial) needs to have a digital certificate with signing and encryption rights.
7. The Bidders must ensure that the Non-disclosure agreement (NDA) are signed by the Bidder's Authorised Signatory. Relevant documentary evidence authorizing the authorised signatory to sign must be uploaded along with the technical bid. Proposals without a signed NDA will be rejected.
8. The Bidder must submit the Commercial bid inclusive of all applicable taxes for each line item in the relevant format in the concerned Annexure.
9. The cost of bidding and submission of the bids is entirely the responsibility of the Bidders, regardless of the conduct or outcome of the bidding process.
10. Receipt of the bids shall be closed as mentioned in the RFP Schedule.
11. The technical bids will be opened as mentioned in RFP Schedule.
12. Bidders who do not achieve the cut-off on any of the bidding parameters or the overall cut-off score will be disqualified from the bidding process and their commercial bids will not be opened. Commercial bids of only the technically qualified Bidders will be opened. Commercial Bid opening schedule will be intimated to the Technical Qualified Bidders as mentioned in the RFP schedule

7.2 E-Tendering Registration and Bid submission

1. The Bank has entered into an agreement with MSTC Ltd. for e-tendering services. The Bidder is expected to register themselves on the MSTC Ltd. Ecommerce Web portal. The Bidder is expected to have a Digital certificate with encryption and signing rights. The vendor registration on the MSTC Ltd. Ecommerce Web portal is present on the MSTC website.



2. It is the Bidders responsibility to register on the MSTC Ltd. Ecommerce Web portal and obtain the necessary digital certificate
3. The bank shall upload the entire RFP with annexes on the MSTC Ltd. Ecommerce Web portal (<https://www.mstcecommerce.com/eprochome/rbi/>)
4. The Bidder shall pay the registration charges as indicated in the MSTC portal in order to participate in the Bid

7.3 General Guidelines

1. The offers should be made strictly as per the formats specified.
2. The Bid should not contain any erasures, over-writings or corrections using whiteners. Any corrections to be made would be by striking through the content being corrected and duly authenticating the corrections
3. The Bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not in conformity to the Bidding Documents in every respect will be at the Bidder's risk and may result in rejection of the bid.
4. No rows or columns of the bid should be left blank. Offers with insufficient information and Offers which do not strictly comply with the stipulations given above, are liable for rejection.
5. The Bank may at its discretion abandon the process of the selection of Bidder any time before notification of award.
6. All information (bid forms or any other information) to be submitted by the Bidders must be submitted on the MSTC Ltd. Ecommerce web portal. The Bidders may note that no information is to be furnished to the Bank through e-mail except when specifically requested for. Bank can seek clarification/information from the Bidder if required.
7. It may be noted that all queries, clarifications, questions, relating to this RFP, technical or otherwise, should be by email only to the designated email id (CDI@rbi.org.in). For this purpose, communication to any other email id or through any other mode will not be entertained.
8. The bids will be opened in the presence of authorised representatives of the Bidders. However, the representative of the Bidder has to produce an authorisation letter from the Bidder to represent them at the time of opening of Technical/Commercial bids. In case the Bidder's representative is not present at the time of opening of bids, the quotations/bids will still be opened at the scheduled date/time at the sole discretion of the Bank. The Bank reserves the right to pre-pone or post-pone the technical and commercial bid opening date and the Bidders will be informed of any changes of technical and commercial bid opening date on the RBI website.



9. A maximum of two representatives will be allowed to represent any Bidder at time of pre-bid, technical and commercial bid opening.

7.4 Pre-Bid meeting

1. The Bank will schedule a pre-bid meeting after the RFP is issued.
2. Any pre-bid queries can be sent to the designated email id CDI@rbi.org.in till the date and time mentioned in the RFP timeline will be formally responded to and questions/points of clarification and the responses will be circulated to all participating Bidders, if required. The source (identity) of the Bidder seeking points of clarification will not be revealed. Alternatively, RBI may at its discretion, answer all such queries in the Pre-bid meeting. It may be noted that all queries, clarifications, questions, relating to this RFP, technical or otherwise, should be only to the designated email id as stated earlier. For this purpose, communication to any other email id or through any other mode will not be entertained.
3. The Bank reserves the right to pre-pone or post-pone the pre-bid meeting date and/or change its venue. The Bidders will be informed of any changes to the date / venue of pre-bid meeting on the RBI website in advance to submit their queries to the Bank seeking clarification.
4. All points discussed during the pre-bid meeting, if need be, may be posted on the RBI website along with their responses.
5. For the pre-bid meeting, Bidders are required to inform the Bank at least a day in advance via CDI@rbi.org.in with participant details such as name, details of electronic devices if any, company name and mobile number and the authorized representatives shall produce the original authorization letter.
6. No queries will be entertained after the Pre-Bid meeting.
7. The Bank reserves the right to pre-pone or post-pone the date for the walkthrough and/or change its venue. The Bidders will be informed of any changes to the date in advance.



7.5 Clarification on the Bid Document

1. For any clarification with respect to this RFP, the Bidder may send an email to CDI@rbi.org.in . The format to be used for seeking clarification is mentioned in relevant [Annexure M](#). Queries posted over the MSTC portal will not be entertained.
2. It may be noted that all queries, clarifications, questions, relating to this RFP, technical or otherwise, should be by email only to the designated email id as stated earlier. For this purpose, communication to any other email id or through any other mode will not be entertained.
3. Email for clarification may be submitted to the Bank as per the date and time mentioned in the RFP timelines and clarifications for such queries shall be provided by the Bank or its representative in the pre-bid meeting. Request for clarifications after pre-bid meeting will not be entertained.
4. Bidders Queries Pro-forma (as given in [Annexure M](#) for Bidders queries) should be emailed to the Bank only on the designated email ID (CDI@rbi.org.in).
5. Bidders should provide their email address in their queries without fail since replies from the Bank will be by emails only.

7.6 Amendments to Bid Document

1. Amendments to the Bid Document may be issued by the Bank for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, prior to the deadline for the submission of bids, which will be placed on the MSTC web portal.
2. The amendments so placed on the MSTC web portal will be binding on all the Bidders. From the date of issue, amendments to Terms and Conditions shall be deemed to form an integral part of the RFP. Further, in order to provide prospective Bidders reasonable time to take the amendment into account in preparing their bid, the Bank may at its discretion extend the deadline for submission of bids.

7.7 Technical and Commercial Bid: Applicable only for the qualified Bidders

1. The Bidder must submit the technical and commercial documents on the MSTC Ltd. Ecommerce Web portal.
2. Technical Bid:
The Technical Bid section shall contain the technical proposal as per the requirement of the Bank along with duly signed documents/items as mentioned in the Submission Checklist.
3. The Non-Disclosure Agreement is required to be signed by both parties i.e. the Bank and the Bidder.



4. **Commercial Bid:**

The commercial bid shall contain duly filled up forms/ documents/ instruments given in the Annexes mentioned below:

- a. Compliance Certificate Commercial Bid Form (Refer [Annexure R](#))
- b. Commercial Bid Format (Refer [Annexure S](#))

The above documents need to be duly filled and uploaded in the commercial bid section of the MSTC Ltd. Ecommerce Web portal.

5. The pages of the technical and commercial proposals should be properly numbered.
6. The bid responses should include Copy of the Bid document along with all clarifications released by the Bank duly putting the seal and signature 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 format. The email address, Postal/courier address and phone / fax numbers of the Bidder shall also be indicated.
7. Only single submission of response to RFP by each Bidder / respondent will be permitted.
8. All responses including commercial and technical bids would be deemed to be irrevocable offers/proposals from the Bidder and may, if accepted by the Bank, form part of the final contract between the Bank and the selected Bidder. Bidder is requested to attach a letter from an authorised signatory attesting the veracity of information provided in the responses in the [Annexure E](#) "Confirmation to Deliver". Unsigned responses would be treated as incomplete and are liable to be rejected.
9. The authorised signatories of the Bidder should initial on all pages of the technical and commercial proposals. Submission Checklist can be used as a checklist.

7.8 Period of Bid Validity

The Bids will be treated as valid for a period of 180 days from the closing date for submission of the bid.

7.9 Format and Signing of Bid

The bid should be signed by the Bidder or any person duly authorised to bind the Bidder to the contract. The signatory should give a declaration and through authenticated documentary evidence establish that he/she is empowered to sign the bid documents and bind the Bidder. All pages of the bid documents except brochures if any are to be signed by the authorised signatory. All the pages of the bid should be serially numbered. Forms with respective Power of Attorney should be submitted and signed by the authorised signatory. Unsigned bids would entail rejection of the bid.



7.10 Correction of Errors

Arithmetic errors in bids will be treated as follows:

1. Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern; and
2. Where there is a discrepancy between the part-wise quoted amounts and the total quoted amount, the part-wise rate will govern.
3. If there is a discrepancy between percentage and amount, the amount calculated as per the stipulated percentage basis shall prevail
4. If there is discrepancy between unit price and total price, the unit price shall prevail for calculation of the total price
5. If there is a discrepancy in the total, the correct total shall be arrived at by Bank
6. 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 the Bank will be free to accept the Total Bid amount as mentioned in the field "Total Cost of Ownership (TCO)" in relevant Annexure.

7.11 Acceptance or Rejection of Bid

The Bank reserves the right not to accept any bid, or to accept or reject a particular bid at its sole discretion without assigning any reason whatsoever.

7.12 Duration and Condition of Engagement

1. The Bank will reserve the right to terminate the services of the successful Bidder at any point of the Project (during the implementation phase and post go-live) without assigning any reasons. In such cases the Bank may consider making payment commensurate with the last completed phase.
2. Information collected or provided to the Bidder would be confidential and shall not be used by him for any other purpose. The work/study carried out by the Bidder would be the sole property of the Bank. The successful Bidder will sign a confidentiality agreement with the Bank.
3. At no point should Bidder use the name of the Bank without prior written permission as a reference or to advertise itself in anyway.

7.13 Cost of Proposal

The Bidder shall bear any and all costs related to the preparation and/or submission of the Proposal, regardless of whether its Proposal was selected or not. RBI shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process. If selected, the 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. For the purpose of the Purchase Agreement as well as for the purpose of the Tender Document, the Purchaser is:

The Chief General Manager-in-Charge
Reserve Bank of India,
Department of Currency Management, Central
Office
4th Floor, Amar Building, Sir P M Road, Fort,
Mumbai - 400001, India.





8 General Instructions

Bidders must strictly adhere to all the requirements of this RFP. No changes, substitutions or other alterations to the provisions stipulated in this RFP will be accepted unless approved in writing by RBI. However, whilst fully complying with the RFP requirements, Bidders are encouraged to provide any suggestions and solutions that may achieve a more cost-effective value-for-money approach to fulfilment of requirements.

1. Submission of a Proposal shall be deemed to constitute an acknowledgement by the Bidder that all obligations stipulated by this RFP will be met and unless specified otherwise, the Bidder has read, understood and agreed to all the instructions provided in this RFP.
2. Any Proposal submitted will be regarded as an offer by the Bidder and not as an acceptance of an offer/proposal by RBI. This RFP does not commit RBI to award a contract.
3. The Bidder, selected for the solution, will have to enter into a contract directly with RBI. The contract will contain various terms and conditions including payment, delivery, installation & operationalization, training, commissioning & acceptance, support during periods of warranty & maintenance, penalty due to delay in performance. All the diagrams, drawings, specifications and other related literature & information, provided by the Bidder for the solution and agreed to by RBI, will also form a part of the agreement.
4. Bidders are required to complete, sign and submit in the required number of copies the formats given in the Submission Checklist as given in Annexure A.

8.1 General Terms and Conditions

1. Adherence to terms and conditions: The Bidders who wish to submit responses to this RFP should note that they should abide by all the terms and conditions contained in the RFP. If the responses contain any extraneous conditions put in by the respondents, such Bidders will be disqualified and will not be considered for the selection process.
2. Disclaimer: RBI and/or its officers, employees disclaim all liability from any loss or damage, whether foreseeable or not, suffered by any Bidder/person acting on or refraining from acting because of any information including statements, information, forecasts, estimates, projections, etc. contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, etc. on the part of Bank and/or any of its officers, employees, etc.
3. Execution of SLA: The Bidder should execute a Service Level Agreement, which would include all the services and terms and conditions of the services to be extended as detailed herein and as may be prescribed by the Bank



4. A declaration may be given by the Bidder stating that "No relative of the Bidders is working in the Reserve Bank of India". If anyone working in the Bank is related to the Bidders, the name, designation and the department where the person is posted may be given. Due to any breach of these conditions by the company or firm or any other person the bid will be cancelled and performance bank guarantee will be invoked. The company or firm or the person will also be debarred for further participation in the concerned unit.

The relatives for this purpose are defined as: -

- Members of a Hindu undivided family (HUF).
- Husband and Wife.
- If one is related to the other in the manner as Father (includes step father), Mother (includes step mother), Son(s) (includes step son) & Son's wife (daughter-in-law), Daughter(s) (includes step daughter) and Daughter's husband (son-in-law), Brother(s) (includes step brother) and Brother's wife, Sister(s) (includes step sister) and Sister's husband (brother-in-law).

8.2 Language and validity of Proposal

The Proposal, as well as all related correspondence exchanged by the Bidder and RBI, shall be written in English language only. The Bids will be treated as valid for a period of 180 days from the closing date for submission of the bid.

8.3 Indemnification

The Bidder shall, at its own cost and expenses, defend and indemnify RBI against all third-party claims including those of the infringement of Intellectual Property Rights, including patent, trademark, copyright, trade secret or industrial design rights, arising from use of the Products or any part thereof in India.

If RBI is required to pay compensation to a third party resulting from such infringement, the Bidder shall be fully responsible therefore, including all expenses and court and legal fees. The Bidder shall also be liable to indemnify RBI, at its own cost and expenses, against all losses/ damages, which RBI may suffer on account of violation by the Bidder of any or all national/ international trade laws, norms, standards, procedures, etc.

8.4 Cancellation of Contract and Compensation

RBI reserves the right to cancel the contract of the selected Bidder and recover expenditure incurred by RBI 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, RBI reserves the right to get the balance contract executed by another party of its choice by giving one months' notice for the same. In this event, the selected Bidder is bound to make good the additional expenditure, which RBI may have to incur to carry out bidding process for the execution of the balance of the contract. This clause will survive even where, for any



reason, the contract is cancelled. RBI 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 Bank Guarantee, if any, under this contract or any other contract/order.

8.5 Earnest Money Deposit

Bidder will submit demand draft/banker's cheque/pay order /Bank Guarantee drawn in favour of Reserve Bank of India payable at Mumbai towards **Earnest Money Deposit (EMD) for Rs.2,00,000/- (Rupees Two Lakh only)**. The EMD of unsuccessful Bidders shall be returned within 15 days from the declaration of the disqualification of the respective Bidder. No interest shall be paid on the EMD. The EMD of the successful Bidder shall be returned after the successful Bidder furnishes the Performance Bank Guarantee. Offers made without the Earnest money deposit will be rejected. The amount of Earnest money deposit would be forfeited in the following scenarios:

1. In case the Bidder withdraws the bid prior to validity period of the bid for any reason whatsoever;
2. In case the successful Bidder fails to accept and sign the contract as specified in this document for any reason whatsoever; or
3. In case the successful Bidder fails to provide the performance guarantee within 30 days from the date of placing the order by the Bank or signing of the contract, whichever is earlier, for any reason whatsoever.

8.6 Performance Bank Guarantee

The successful Bidder shall at his own expense deposit with the Chief General Manager-In-Charge, Department of Currency Management, Central Office, Reserve Bank of India, Mumbai, within thirty (30) days from the final result of the bidding process and declaration of the successful Bidder, a Performance Bank Guarantee from a scheduled commercial bank, payable on demand in terms of [Annexure C](#), for an amount equivalent to ten percent (10%) of the contract price for the due performance and fulfilment of the contract by the Bidder. Without prejudice to the other rights of the Purchaser under the Contract in the matter, the proceeds of the performance security shall be payable to RBI as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract. RBI shall notify the Bidder in writing of the invocation of its right to receive such compensation, indicating the contractual obligation(s) for which the Bidder is in default. The Performance Bank Guarantee shall be valid till the end of the contract, denominated in INR and shall be by bank guarantee or another form acceptable to RBI. Non-submission of Performance Guarantee shall constitute sufficient grounds, among others, if any, for the annulment of the award of the tender.



8.7 Partnering with the Original Equipment Manufacturer (OEM)

It will be the sole responsibility of the Bidder to get the proposed technical solution vetted by the OEM as part of the response, if he is not the OEM; and submit a copy of the same to the Bank confirming their partnership regarding the implementation of the project. The Bidder should collaborate with the OEM at all stages of the Solution implementation to the satisfaction of the Bank. The Bidder needs to adhere to the project timelines at all costs irrespective of any constraint being faced by the OEM. The bidder will be responsible for any loss, damage, late-payment, penalty arising out of non-fulfilment of obligations by OEM.

8.8 Force Majeure

The Bidder or RBI 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 RBI in writing of such conditions and any change thereof. Unless otherwise directed by the Purchaser 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.

8.9 Confidentiality Undertaking and Non-Disclosure Agreement

The Bidder shall treat all documents, information, data and communication of and with Purchaser as privileged and confidential and shall be bound by the terms and conditions of the Non-Disclosure Agreement. The Bidder shall sign and execute this Non-Disclosure Agreement before the execution of this Contract. The Bidder shall submit the confidentiality undertaking given under section in [Annexure J](#).

8.10 Other Terms and Conditions

Reserve Bank of India reserves the right to:

1. Reject any and all responses received in response to the RFP without assigning any reason whatsoever
2. Cancel the RFP/Bid at any stage, without assigning any reason whatsoever
3. Waive or Change any formalities, irregularities or inconsistencies in this proposal (format and delivery). Such a change/waiver would be duly and publicly notified on RBI's website before the closure of the bid date.
4. Extend the time for submission of all proposals and such an extension would be duly and publicly notified on RBI's website.



5. Select the next eligible Bidder (TC2) if the first successful Bidder (TC1) evaluated for selection fails to result in an agreement within a specified time frame.
6. Share the information/ clarifications provided in response to any queries made by any Bidder, with all other Bidder(s) /others on RBI's website, in the same form as clarified to the Bidder raising the query.
7. The proposed team members should possess the knowledge and necessary experience and should be deployed in the relevant phases as per the requirements of the CDI Project.
8. The key persons identified for the project should carry out the development from the Bidder's premises, the Bank will only provide a test server during the testing phase. However, if required, testing maybe carried out by RBI personnel at the Bidder's development centre during the project implementation phase.
9. Any clarifications shared as per the date and time mentioned in the RFP time line will be clarified in the same. All clarification requests have to be informed to the email address mentioned above. If the Bank in its absolute discretion deems that the originator of the clarification will gain any advantage by a response to a question, then Bank reserves the right to communicate such query and respond to all respondents of the RFP. The successful Bidder cannot participate/ bid for providing any other services/ products under the project unless specifically approved by the Bank.
10. Professionalism: The Bidder should provide professional, objective and impartial advice at all times and hold the Bank's interest's paramount and should observe the highest standard of ethics while executing the assignment.
11. Adherence to Standards: The Bidder should adhere to laws of land and 'rules, regulations and guidelines' prescribed by various regulatory, statutory and Government authorities.
12. No legal binding relationship: It may be noted that no binding legal relationship will exist between any of the Respondents of this RFP and the Bank, until execution of a contractual agreement.
13. The Bank reserves the right to conduct an audit/ongoing audit of the services provided by the successful Bidder.
14. The Bank reserves the right to ascertain information from any of the Institutions which the Bidders have rendered their services to for execution of similar projects.
15. The Bank shall disqualify any Bidder, who is involved in any form of lobbying/ influencing/ canvassing etc., in the evaluation / selection process.



8.11 Expenses incurred by successful Bidder on the project

1. Expenses: It may be noted that the project office from where the project shall be managed and implemented shall be established in RBI premises and the Datacentres. The Bank will not pay any amount /expenses /charges /fees /travelling expense /boarding expenses /lodging expenses /conveyance expenses /out of pocket expenses other than the "Agreed Professional Fee".
2. However, travelling, boarding and lodging expenses, if any, for site visits (not including travel to the Datacentres) for project related work will be discussed with the Bank as to the need, duration, number of personnel involved, mode of transport and will have to be cleared by the Bank in advance in writing. Settlement of bills in such cases will be at rates applicable to Grade B officers of the Bank against production of tickets and bills. The above is not applicable for any costs incurred related to deployment, installation, commissioning of hardware & software for data centres or any training related costs across the Bank.

8.12 Evaluation and Comparison of Bids

Only bids from Bidders meeting the defined requirements and submitting complete and responsive bids will be processed to the stage of being fully evaluated and compared. The evaluation criteria shall be based on the requirements, stated in this document.

8.13 Notification of Awards

The acceptance of a bid, subject to contract, will be communicated in writing at the address supplied by the Bidder in the bid response. Any change of address of the Bidder, should therefore be promptly notified to:

The Chief General Manager -in -Charge,
Reserve Bank of India, Department of Currency Management,
4th Floor, Amar Building, Sir P M Road, Fort,
Mumbai 400001

8.14 Authorised Signatory for signing the contract

The selected Bidder shall indicate the authorised signatories who can discuss and correspond with the Bank, with regard to the obligations under the contract. The authorised signatory should give a declaration and through authenticated documentary evidence establish that he/she is empowered to sign the bid documents and bind the Bidder. The Bidder shall furnish proof of signature identification for above purposes as required by the Bank.



8.15 Signing of Contract

The Bidder shall be required to enter into a contract with Reserve Bank of India, within 30 days of the award of the bid or within such extended period mutually agreed by both parties.

8.16 Vicarious Liability

The Bidder shall be the principal employer of all the employees, agents, contractors, subcontractors etc. 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, agents, contractors, subcontractors etc. by the Bidder, for any assignment under the contract. All remuneration, claims, wages dues etc., of such employees, agents, contractors, subcontractors etc. of the Bidder shall be paid by the Bidder alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of the Bidder's employees, agents, contractors, subcontractors etc. The Bidder shall agree to hold the Bank, 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 Bank through the action of Bidder's employees, agents, contractors, subcontractors etc.

8.17 Non Payment of Professional 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 Bank during the course of this assignment, the Bank will not pay the professional fees quoted by the Bidder in the Price Bid against such activity/item.

8.18 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 Bank.

8.19 Non-Solicitation

The Bidder, during the term of the contract and for a period of two years thereafter shall not without the express written consent of the Bank, directly or indirectly:

1. 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 Bank in rendering services under the contract; or
2. Induce any person who is / have been an employee or associate of the Bank at any time to terminate his/ her relationship with the Bank.



8.20 No Employer-Employee Relationship

1. 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 Bank or any of its employees /officers / staff / representatives / personnel / agents.
2. A self-declaration is required from the Bidder as part of the technical bid.

8.21 Subcontracting

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

8.22 Ownership and Non-Compete

The ownership of the source code and design for the CDI specific to the Bank and all related application suites interface designs, customisations design etc., and related Intellectual Property Right (IPR) will lie with the Bank only till the end of the contract.

During the contractual period, the bidder shall not market and sell this or a similar solution for the target consumer segment in the Indian geography. However, the bidder, with prior permission from the bank can market and generate revenue from similar application in markets outside of scope of this project.

8.23 Other Terms

1. The RFP will be released along with necessary documents through e-tendering mode on the MSTC portal <https://www.mstcecommerce.com/eprochome/rbi/>. Bidder needs to register themselves on the MSTC website (<https://www.mstcecommerce.com/eprochome/rbi/>) Vendor registration manual is present on MSTC website. Bidder needs to have a Digital Certificate with signing and encryption rights. Bidders may direct their registration queries to MSTC only. Post successful registration, Bidder can access the RFP document and related annexures. Bidder can upload their respective technical and commercial bids on the above mentioned MSTC portal. It is to be noted that Bidders will be able to view and access their own bids only.
2. Reserve Bank of India reserves the right to reject any and all responses received in response to the RFP without assigning any reason whatsoever.
3. Bank may at its discretion abandon the process of the selection of Bidder any time before notification of award without assigning any reason whatsoever.
4. The bids will be opened in the presence of authorised representatives of the Bidders.



However, the representative of the Bidder has to produce an authorisation letter from the Bidder to represent them at the time of opening of Technical/Commercial bids. Only maximum of two representatives will be allowed to represent any Bidder. In case the Bidder's representative is not present at the time of opening of bids, the quotations/bids will still be opened at the scheduled time at the sole discretion of RBI.

5. Reserve Bank of India reserves the right to select the next most responsive Bidder if the first most responsive Bidder evaluated for selection fail to result in an agreement within a specified time frame.
6. During the assignment, the substitution of key staff such as Project Manager, Team Leader etc. identified for the assignment will not be allowed unless such substitution becomes unavoidable to overcome the undue delay or that such changes are critical to meet the obligation. In such circumstances, the Bidder can do so only with the concurrence of RBI by providing other staff of same level of qualifications and expertise. If RBI is not satisfied with the substitution, RBI reserves the right to terminate the contract and recover whatever payments made by RBI to the Bidder during the course of this assignment besides claiming an amount, equal to the contract value as liquidated damages. However, RBI reserves the right to insist the Bidder to replace any team member with another (with the qualifications and expertise as required by RBI) during the course of assignment.
7. The Bidders, who involve in any form of lobbying/ influencing/ canvassing etc., in selection process will be disqualified.
8. The selected Bidder shall indicate the authorised signatories who can discuss and correspond with RBI, with regard to the obligations under the contract. The selected Bidder shall submit at the time of signing the contract, a certified copy of the resolution of their Board, authenticated by Company Secretary, authorizing an official or officials of the company or a Power of Attorney copy to discuss, sign agreements/contracts with RBI. The Bidder shall furnish proof of signature identification for above purposes as required by RBI.
9. The Bidder shall be required to enter into a contract with Reserve Bank of India, within 30 days of the award of the bid or within such extended period mutually agreed by both parties.
10. 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 RBI.
11. The Bidder, during the term of the contract and for a period of two years thereafter shall not without the express written consent of RBI, 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 RBI in rendering services under the contract; or Induce any person who shall have been an employee or associate of RBI at any time to terminate his/ her relationship with RBI.

12. 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 RBI or any of its employees/officers/ staff/representatives/ personnel/agents.

8.24 Proposal Response

Only one Submission of response to RFP by each Bidder / respondent will be permitted.

The bid should contain no interlineations, erasures or over-writings except as necessary to correct errors made by the Bidder. In such cases, the person/s signing the bid should initial such corrections

The Bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in rejection of the bid.

The bid should be signed by the Bidder or any person duly authorised to bind the Bidder to the contract. The signatory should give a declaration and through authenticated documentary evidence establish that he/she is empowered to sign the tender documents and bind the Bidder. All pages of the tender documents except brochures, if any, are to be properly numbered, stamped and signed by the authorised signatory. The technical proposal should be bound in such a way that the sections of the proposal could be removed and separated easily.

At no point should Bidder use the name of RBI without prior written permission to advertise itself.

If the responses contain any extraneous conditions put in by the respondents, such responses will be disqualified and will not be considered for the selection process.

All responses including commercial and technical bids would be deemed to be irrevocable offers/proposals from the Bidder and may, if accepted by RBI, form part of the final contract between RBI and the selected Bidder.

8.25 Disclaimer

RBI and/or its officers, employees disclaim all liability from any loss or damage, whether foreseeable or not, suffered by any Bidder/ person acting on or refraining from acting because of any information including statements, information, forecasts, estimates or



projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of Bank and/or any of its officers, employees.

8.26 Jurisdiction

All legal suits, actions or proceedings relating to or arising out of the agreement shall be subject to jurisdiction of courts in Mumbai only.





9 Annexures

9.1 Annexure A: Submission Checklist

Submission Checklist for Technical Bid

The Bidder has to ensure that the following have been submitted as a part of the RFP 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 in the specified format¹:

Items	Submitted (Bidder)	Verified (RBI)
Proposal Submission Covering Letter	<input type="checkbox"/>	<input type="checkbox"/>
Functional Solutions	<input type="checkbox"/>	<input type="checkbox"/>
Technical Solutions	<input type="checkbox"/>	<input type="checkbox"/>
Earnest Money Deposit	<input type="checkbox"/>	<input type="checkbox"/>
Technical Bid Form	<input type="checkbox"/>	<input type="checkbox"/>
Power of Attorney/ Board Resolution authorizing Bidder's employee to become the authorised signatory	<input type="checkbox"/>	<input type="checkbox"/>
Confirmation to Deliver	<input type="checkbox"/>	<input type="checkbox"/>
Confirmation of Terms and Conditions	<input type="checkbox"/>	<input type="checkbox"/>
Statement of Deviation from RFP	<input type="checkbox"/>	<input type="checkbox"/>
Bidder Undertaking	<input type="checkbox"/>	<input type="checkbox"/>
Confidentiality and Non-Disclosure Agreement Undertaking	<input type="checkbox"/>	<input type="checkbox"/>
Self-Declaration for Relatives in RBI	<input type="checkbox"/>	<input type="checkbox"/>
Self-Declaration to comply with Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013	<input type="checkbox"/>	<input type="checkbox"/>
Pre-Qualification Criteria	<input type="checkbox"/>	<input type="checkbox"/>
Work Plan	<input type="checkbox"/>	<input type="checkbox"/>

¹ Refer relevant annexures wherever applicable for the format

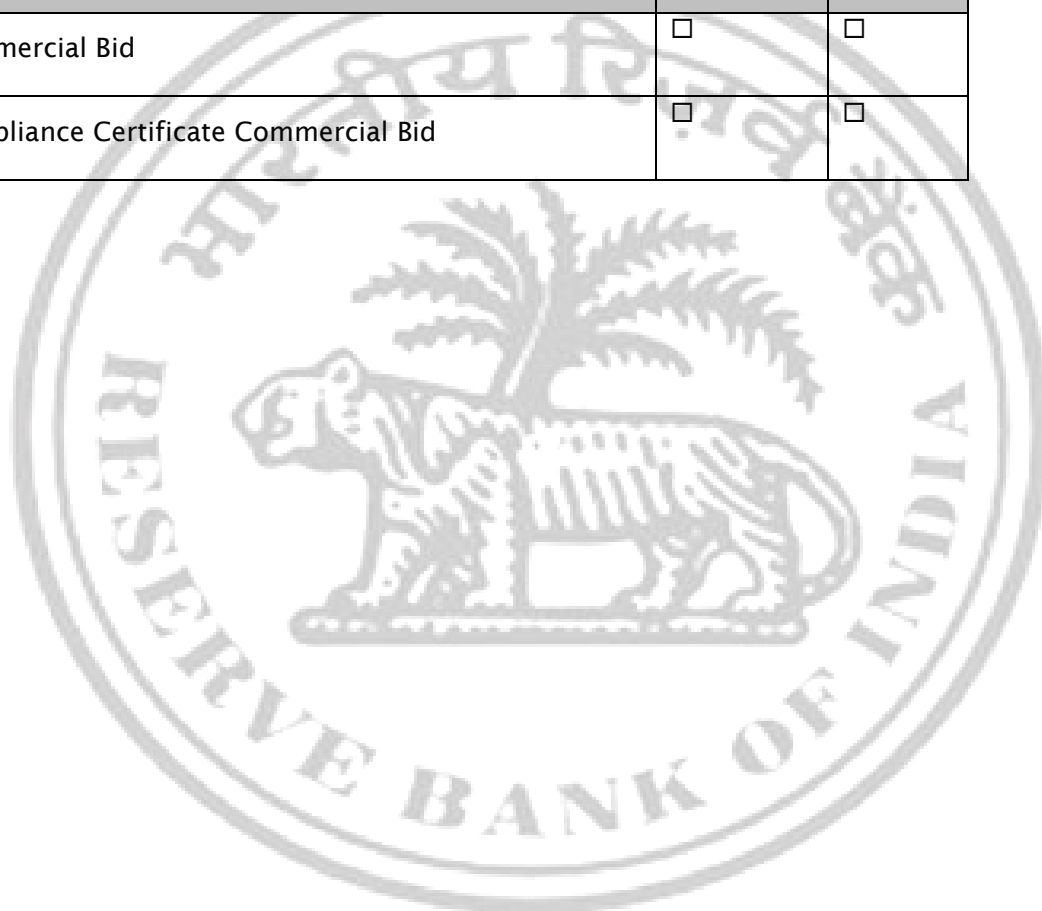


Proposed Team Profile	<input type="checkbox"/>	<input type="checkbox"/>
Experience Details	<input type="checkbox"/>	<input type="checkbox"/>

Submission Checklist for Commercial Bid

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

Commercial Bid Documents	Submitted (Bidder)	Verified (Bank)
Commercial Bid	<input type="checkbox"/>	<input type="checkbox"/>
Compliance Certificate Commercial Bid	<input type="checkbox"/>	<input type="checkbox"/>





9.2 Annexure B: Proposal Submission Covering Letter

[Insert: Location, Date]

To: [insert: Name and Address of RBI contact]

Madam/Dear Sir:

We, the undersigned, hereby offer to provide professional services for *[insert: Title of services]* in accordance with your Request for Proposal dated *[insert: Date]* and our Proposal. We are hereby submitting our Proposal, which includes the Technical Proposal and Financial Proposal

We hereby declare that all the information and statements made in this Proposal are true and we accept that any misinterpretation contained in it may lead to our disqualification.

We confirm that we have read, understood and hereby accept the Terms of Reference describing the duties and responsibilities required of us in this RFP, and the stated Terms and Conditions.

We agree to abide by this Proposal for *[insert: Proposal Validity]*.

We undertake, if our Proposal is accepted, to start the services not later than *[insert: Number of days]* days from the Contract signature date.

We fully understand and recognize that RBI is not bound to accept this proposal, that we shall bear all costs associated with its preparation and submission, and that RBI will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the evaluation.

We remain,

Yours sincerely,

Authorised Signature [In full and initials]:

Name and Title of Signatory:

Name of Company:

Contact Details:

[Please mark this letter with your company seal]



9.3 Annexure C: Performance Bank Guarantee

Strictly Private and Confidential

The Chief General Manager-In-Charge
Reserve Bank of India
Department of Currency Management, Central Office
4th Floor, Amar Building, Sir P M Road, Fort
Mumbai – 400001, Maharashtra, India

Dear Sirs,

PERFORMANCE BANK GUARANTEE – Services for the Implementation and Maintenance of Online Portal for CDI for the Reserve Bank of India, Mumbai

WHEREAS

_____, a company registered under the Companies Act / a firm, having its registered office at _____, (hereinafter referred to as “our constituent”) entered into an Agreement dated (Hereinafter, referred to as “the said Agreement”) with you (Reserve Bank of India) for end to end implementation and maintenance services, as detailed in the scope given in the RFP document, for the Implementation of Online Portal for CDI for the Reserve Bank of India, as detailed in the said Agreement.

We are aware of the fact that in terms of sub-para (...), Section (...), Chapter (...) of the said Agreement, our constituent is required to furnish a Bank Guarantee for an amount Rs..... (In words and figures), being 10% of the Contract Price of Rs. (in words and figures), as per the said Agreement, as security against breach/default of the said Agreement by our Constituent.

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

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

- i. In the event of our constituent committing any breach/default of the said Agreement, which breach/default has not been rectified within a period of thirty (30) days after receipt of written notice from you, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of Rs..... (In words and figures) without any demur.
- ii. Notwithstanding anything to the contrary, as contained in the said Agreement, we agree that your decision as to whether our constituent has made any such default/s / breach/es, as afore-said and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said Agreement, will be binding on us and we shall not be entitled to ask you to establish your claim or claims



under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

- iii. This Performance Bank Guarantee shall continue and hold good till the completion of the contract period for the CDI Project i.e. (date), subject to the terms and conditions in the said Agreement.
- iv. We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Agreement until the completion of the contract period for the Total Solution as per said Agreement.
- v. 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 honour the same without demur.
- vi. In order to give full effect to the guarantee contained herein, we (name and address of the bank), agree that you shall be entitled to act as if we were your principal debtors in respect of your claims against our constituent. We hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of this Performance Bank Guarantee.
- vii. 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.
- viii. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been served on us after the expiry of 48 hours from when the same has been posted.
- ix. 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 (Reserve Bank of India).
- x. 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.



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

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

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

Notwithstanding anything contained herein:

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

Dated this Day 2019.

Yours faithfully,

For and on behalf of the Bank,

(Signature)

Designation

(Address of the Bank)



Note:

- This guarantee will attract stamp duty as a security bond under Article 54(b) of the Mumbai Stamp Act, 1958.

A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence in the matter.





9.4 Annexure D: Technical Bid Form

[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: <i>[insert Authorised Representative's name]</i> Address: <i>[insert Authorised Representative's Address]</i> Telephone/Fax numbers: <i>[insert Authorised Representative's telephone/fax numbers]</i> Email Address: <i>[insert Authorised Representative's email address]</i>
6. Attached are certified copies of original documents of firm/ company named in 1: <ul style="list-style-type: none">○ Document evidencing the person(s) duly authorised to commit the Bidder or a Power of Attorney○ Certificate from Chartered Accountant evidencing positive Net Worth of the Bidder.○ Certificate of Registration of the business.

Detailed proposals on various aspects of Technical Bid



**9.5 Annexure E: Confirmation to Deliver
(On letterhead of the Bidder)**

To,
Chief General Manager – in- Charge
Reserve Bank of India
Department of Currency Management, Central Office
4th Floor, Amar Building, Sir P M Road, Fort
Mumbai – 400001, Maharashtra, India

Dear Sir,

Re: Bid dated MMMM, DD, YYYY TECHNICAL BID for the Implementation of CDI Application at the Reserve Bank of India

1 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 Bank 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.

2 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 the Reserve Bank of India 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 equivalent to 10% of the contract sum for the due performance of the contract.

3 We agree to abide by this Bid Offer for 180 days from the last day of bid submission and our Offer shall remain binding on us and may be accepted by RBI any time before expiry of the offer.

4 We agree to abide by this Bid Offer for 180 days from the last day of bid submission and our Offer shall remain binding on us and may be accepted by RBI any time before expiry of the offer.

5 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.

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.

- 6 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".
- 6 We certify that we have provided all the information requested by RBI in the format requested for. We also understand that RBI has the exclusive right to reject this offer in case RBI is of the opinion that the required information is not provided or is provided in a different format.

Dated this Day of 2019

.....
(Signature) (In the capacity of)

Duly authorised to sign the Bid Response for and on behalf of:

.....
(Name and address of Bidding Company)

Seal/Stamp of Bidder

Witness name:

.....
Witness address:

.....
Witness signature:



9.6 Annexure F: Confirmation of Terms and Conditions
(On letterhead of the Bidder)

To
Chief General Manager – in- Charge
Reserve Bank of India
Department of Currency Management, Central Office,
4th Floor, Amar Building, Sir P M Road, Fort
Mumbai – 400001, Maharashtra, India

Dear Sir,

Sub: Request for Proposal for Implementation of CDI Application at Reserve Bank of India

Further to our proposal dated _____, in response to the Request for Proposal for Implementation of CDI Application (hereinafter referred to as “RFP”) issued by Reserve Bank of India (“RBI”) we hereby covenant, warrant and confirm as follows:

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 RBI, provided that the only list of deviations has been furnished by us in the relevant Annex. These deviations are expressly accepted by RBI and communicated to us in writing, shall form a valid and binding part of the aforesaid RFP document. RBI is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and RBI’s decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours faithfully,

Authorised Signatory
Designation
Bidder’s corporate name





9.7 **Annexure H: Statement of Deviation from RFP**

(On the letterhead of Bidder)

We certify that except for the following deviations, we agree to abide by all other clauses, terms, conditions and specifications mentioned in the RFP.

Main RFP / Annexure No.	Clause / Sub Clause No.	Deviation	Specific Page no. of the Response

Place:

Date:

Signature of Authorised signatory with seal to sign the Bid for and on behalf of



9.8 Annexure I: Bidder Undertaking

(On letterhead of the Bidder)

Date:

From:

To

The Chief General Manager – in- Charge
Reserve Bank of India
Department of Currency Management, Central Office,
4th Floor, Amar Building, Sir P M Road, Fort
Mumbai – 400001, Maharashtra, India

Dear Sir,

We, the undersigned, as Bidder, having examined the complete RFP document (along with its annexes), do hereby offer to produce, deliver, install, support and maintain CDI Application in full conformity of your requirements as elaborated in above said RFP for the amounts mentioned by us in the Commercial Bid or such other sums as may be agreed to between us.

We hereby agree to all the terms and conditions stipulated in the RFP except for the variations and deviations of requirements as mentioned by us in the Compliance Statement, submitted along with our Technical Proposal.

We agree to abide by our Offer for a period of **6 months** from the date of last day of Bid submission and it shall remain binding on us for acceptance at any time before the expiration of this period.

We understand that you are not bound to accept the lowest or any bid you may receive.

We undertake, if our Bid is accepted, to provide Performance Bank Guarantee as per the prescribed format within the timescales stipulated in the RFP.

We undertake as a part of this contract for successful operation of the CDI Application during the warranty and AMC period (if contracted).

Yours faithfully,

(Authorised Signatory)

In the capacity of _____ Duly authorised to sign the Bid for and on behalf of



9.9 Annexure J: Confidentiality and Non-Disclosure Agreement Undertaking

(Letterhead of the Bidder)

Strictly Private and Confidential

The Chief General Manager – in- Charge
Reserve Bank of India
Department of Currency Management, Central Office
4th Floor, Amar Building, Sir P M Road, Fort
Mumbai – 400001, Maharashtra,
India

[Date]

[Salutation]

Confidentiality Undertaking

We acknowledge that during the course of bidding for Request for Proposal (RFP) floated for implementation of Integrated Compliance Management and Tracking System across designated departments of Reserve Bank of India (RBI), 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 RBI and its business that is provided to us at any time before, during or after the implementation of Integrated Compliance Management and Tracking System.

In consideration of you making Confidential Information available to us, we agree to the terms set out below:

1. We shall treat all Confidential Information as strictly private and confidential and take all steps necessary (including but not limited to those required by this Agreement) to preserve such confidentiality.
2. We shall use the Confidential Information solely for the preparation of our response to the RFP and not for any other purpose.
3. We shall not disclose any Confidential Information to any other person other than as permitted by item 5 below.
4. We shall not disclose or divulge any of the Confidential Information to any other client of [name of product vendor / implementation partner].



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

Yours sincerely

Signature and Stamp of Company

[Authorised Signatory (same as signing the proposal) – Implementation Partner]

Name:

Position:

Date:

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



9.10 Annexure K: Self Declaration Relatives in RBI

(On letterhead of the Bidder)

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

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



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

(On letterhead of the Bidder)

Strictly Private and Confidential

The Chief General Manager – in- Charge
Reserve Bank of India
Department of Currency Management, Central Office
4th Floor, Amar Building, Sir P M Road, Fort
Mumbai – 400001, Maharashtra, India

[Date]

[Salutation]

Sub: Request for Proposal for Implementation of CDI Application at Reserve Bank of India.

Further to our proposal dated....., in response to the Request for Proposal for Implementation of CDI Application (hereinafter referred to as “RFP”) issued by Reserve Bank of India (hereinafter referred to as “RBI”) we hereby covenant, warrant and confirm as follows:

1. Full compliance with the provisions of the “the sexual harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013”. In case of any complaint of sexual harassment against any of our employee within the premises of the Bank, 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 Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
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 Bank’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 work place and related issues.
5. The Bidder shall provide a complete and updated list of its employees who are deployed within the Bank’s premises.

Yours faithfully,

Authorised Signatory

Designation

Bidder’s corporate name



9.12 Annexure M: Bidders Queries Pro-forma

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	:	

Sr No	RFP Section Number	RFP Page Number	RFP Point Number	Query Description



9.13 Annexure N: Minimum Eligibility Criteria

(On Bidders Letterhead)

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

For detailed information, please refer **Section 6** of the RFP.

Sr. NO	REQUIREMENTS	YES / NO	List of Documents Submitted
1	The Prime Bidder should be a Company registered under the Companies Act of India or LLP / firm registered under the respective Acts of India. The other entity should be a company registered under the Companies Act in India or equivalent.		
2	The Bidder should have a positive net worth (after tax and partner disbursements - applicable to partnership firms only) making company in each of the three (3) financial years, i.e. 2015- 16, 2016- 17 and 2017 - 18 (or Calendar year 2015, 2016 and 2017)		
3	Bidder / Original Solution Developer (OSD) should be in the business of installation, integration, implementation and maintenance of mobile or artificial intelligence or image processing solutions across in India or abroad for at least last 3 years.		
4	The Bidder(s) (SI and OEM) should not be currently blacklisted by Central/State Govt. Dept., Public/Private sector Bank/Financial Institution or any other organization in India or abroad in India or abroad.		
5	The Bidder is agreeable and capable for		



	providing support for a minimum of 5 years after receipt of successful completion certificate of the project		
6	Bidder should be Original Solution Developer (OSD) / Original Equipment Manufacturer (OEM) of the Solution offered or agency authorized by the OSD to implement their solution on their behalf. The Bidder will be the single point of contact for Bank for the entire contract.		

Authorized Signature





9.14 Annexure O: Key Coverage

i. Project Management

- Implementation methodology & Tool Used
- Deliverables
- Project Plan
- Data Migration Methodology
- Training Strategy
- Source code handover strategy (specifically for components customized/developed for the Bank)
- Post Implementation Support Management
- Governance, Reporting, Dashboards

ii. Technical Requirements

- Proposed solution architecture
- Security referential architecture
- Technology Stack view
- Interfacing capabilities
- Deployment View
- Details of Hardware and Software components that are proposed by the Bidder as part of the solution

iii. Functional Requirements

- Compliance levels for all functional Requirements:
 - Compliant - Out of the Box
 - Compliant - Configuration
 - Non-Compliant - Requires Customisation
 - Non-Compliant - Cannot be Met
- Functional view of the proposed solution

iv. Detailed Work Plan (Project Plan) and Personnel Schedule

Serial No	Task	Weeks							
		1	2	3	4	5	6	7

The above plan should be provided for the entire duration of the implementation and should include all the areas in the scope that is:

- 1 Implementation of CDI



2 Customization

3 Training

4 Roll-out and Implementation plan

The Bidder is expected to provide the details mentioned in the table below apart from the detailed project plan. The details provided in this table should clearly match with the detailed project plan.

Sr No	Task	Calendar Months *
1		
2		
3		
4		

* The calendar months specified should indicate the actual calendar months taken to complete the task from issue of Purchase Order to the selected Bidder

NOTE:

The Bidder is expected to fill-up the above-mentioned table and not change any of the tasks mentioned above.



9.15 **Annexure P: Proposed Team Profile**

Sr. No.	Name of Proposed Project Manager/ Team leaders /Proposed Team members	Professional qualifications	Certifications / Accreditations	Domain experience (in terms of months) to be mentioned	IT Expertise in terms of months and areas of expertise	Number of similar assignments involved in Public Sector Unit/ Public Sector Banks/ Large Government Department

Documentary proofs are to be enclosed to substantiate the claims made.

Place:

Date:

Bidder

Seal and signature of the



9.16 Annexure Q: Experience Details

(On letterhead of the Bidder)

Part A

Experience of the Applicant of implementing an CDI like solution

Sr. No.	Sect or	Name, Address and Contact details of the clients	Name /Description of the Product	Month and Year of the order	Period of Implementation		Period of Warranty / AMC	Remarks
					From	To		
1								
2								



9.17 Annexure R: Compliance Certificate Commercial Bid Form

Date: _____

To,

The Chief General Manager-In-Charge
Reserve Bank of India
Department of Currency Management, Central Office
4th Floor, Amar Building, Sir P M Road, Fort
Mumbai – 400001, Maharashtra, India

Dear Sir,

Subject: Tender dated _____ COMMERCIAL BID for the Implementation of Integrated Compliance Management and Tracking System at the Reserve Bank of India

Having examined the Tender Document, 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 bank in conformity with the said Tender Documents for a total bid price of: _____

Indian Rupees in words and figures.

We attach hereto the Tender Commercial Response as required by the Tender document, which constitutes our bid.

We undertake, if our Tender is accepted, to adhere to the implementation plan put forward in our Tender Response or such adjusted plan as may subsequently be mutually agreed between us and the Reserve Bank of India or its appointed representatives.

If our Tender Response is accepted, we will obtain a performance bank guarantee in the format given in the Tender Document, issued by a scheduled commercial bank in India, for a sum equivalent to 10% of the contract sum for the due performance of the contract.

We agree to abide by this Tender Response for a period of 180 days from the last day of bid submission and it shall remain binding upon us, until within this period a formal contract is prepared and executed, this Tender Response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and will initiate the formation of a separate contract in respect of maintenance and support services after expiry of the warranty period.

We agree that you are not bound to accept the lowest or any Tender 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 Tender Response without assigning any reason whatsoever.

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 including the "Prevention of Corruption Act 1988".

Dated this ____ Day of _____ 2019

.....

In the capacity of

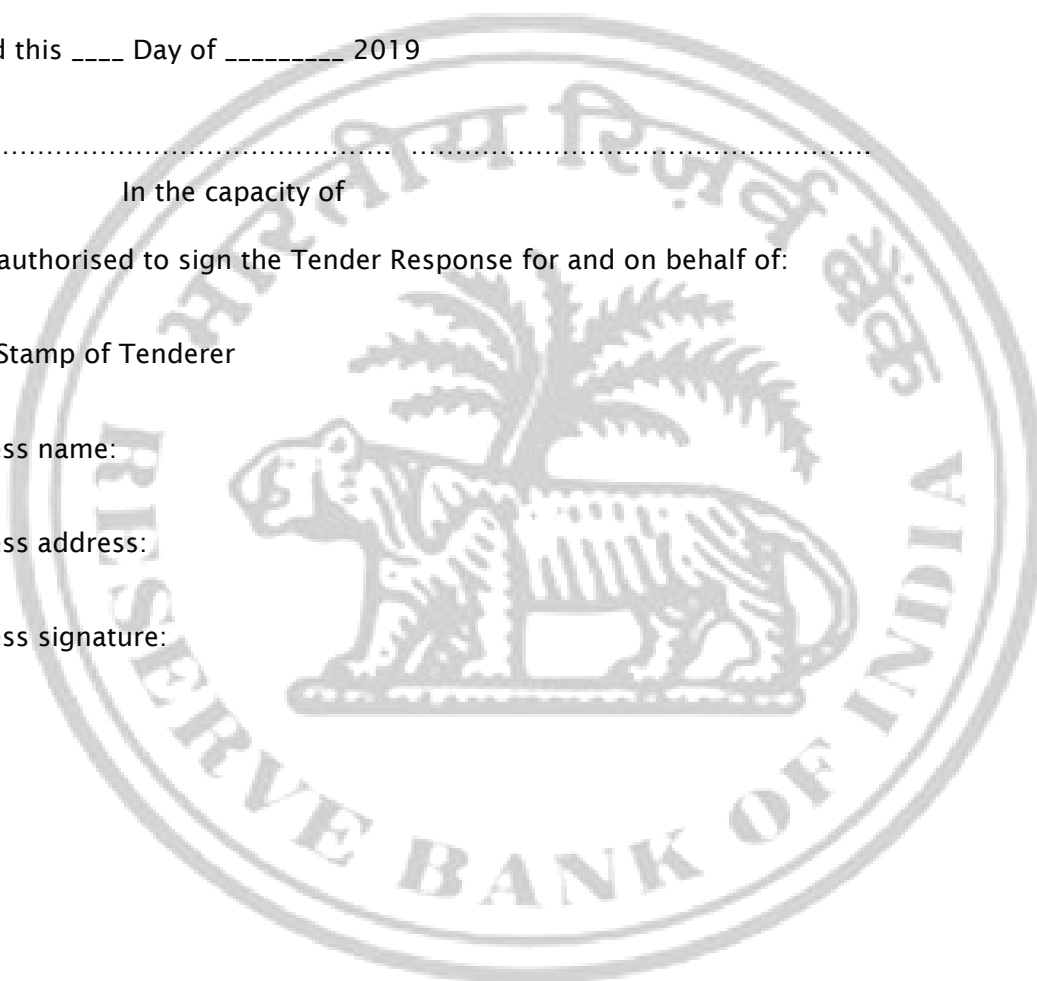
Duly authorised to sign the Tender Response for and on behalf of:

Seal/Stamp of Tenderer

Witness name:

Witness address:

Witness signature:





9.18 Annexure S: 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. Bank reserves the right to seek further details or breakup of cost submitted at any point of time for commercial evaluation.

(On letterhead of the Bidder)

Project Cost

Sr. No.	Details	Amount in INR (excluding Taxes)	Applicable Taxes
1	• Software Development, Deployment, Implementation, Training and Go Live/ Roll Out Cost		
	• Post Implementation support for 5 years (post issuance of completion certificate)		
	• Membership/ Developer Accounts for publishing the mobile application across various app stores for the duration of the contract		
	• Any other Software costs (<i>to be qualified with appropriate remarks</i>)		
	• Any other cost not included above (<i>to be qualified with appropriate remarks</i>)		
	Sub Total (A)	-----	
2	Total Cost of Ownership (TCO) (A)		
4	Taxes		
5	Grand Total (TCO + Taxes)		
6	Charges for Change Management (Man day rate) - <ul style="list-style-type: none"> This won't be part of final TCO of the project, but would be utilized for commercial bid evaluation. Charges for Change Management (Man day rate) Will be applicable throughout the contract period 	----- Man days	*100



{Charges for Change Management (Man-hour per day) _____}

(Will be Applicable for the entire duration of the Contract. However, for commercial bid evaluation purpose this will not be considered).}

Total Cost of Ownership in Figures & Words (inclusive of Taxes)

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

Authorised Signature

